



**GENERAL COMMERCIAL &
RESIDENTIAL LIMITED
WARRANTY**

WWW.STANLEYSPC.COM



WARRANTY

STANLEY SPC flooring has a limited 5 years Residential Warranty and a limited 5 years Light Commercial Warranty for wear layer to finish, under proper usage and maintenance conditions. While the 100% waterproofness of STANLEY SPC flooring is guaranteed. Spills should be cleaned up regularly to avoid the chance of mold development and colour changing.

TERMS

- Only the original purchaser is covered by the warranty and each claim requires evidence of purchase.
- Only the STANLEY SPC flooring material is covered in warranty, no labour, accessories or other material is covered.
- Claims for wear must include a minimum of 10% of the total area.
- Depending on how long the STANLEY SPC flooring has been laid, this warranty is prorated. In 1st year only the affected planks will be replaced without any cost. In 2nd year, customer will have to pay 20% of the material cost. In 3rd year customer will have to pay 40% of the cost. In 4th year 60% and in 5th year 80%.
- In case of a claim, customer will 1st have to buy material directly from the factory and after replacement customer should send the faulty material back to the factory. After inspection, factory will reimburse the money to the customer. Freight for up and down and packing will be beared by the customer.

EXCLUSIONS

- Any visible defects noted after installation.
- The warranty does not cover bridging (which results from inadequate expansion spacing) or corner chipping (material will chip if any sharp item is dropped on it, or if the floor is used after bridging). Any claims for these issues won't be taken into consideration.
- Inadequate installation, such as installation by unlicensed person(s)
- Additional underlayment when pad is attached.
- Failing to record the findings of the moisture test on the subfloor's concrete.

- The warranty terms do not cover the re-installation of a product that has already been installed.
- Poor upkeep or carelessness, such as development of mold or mildew as a result of an abundance of moisture buildup.
- Accidents, abuse or misuse.
- Building settling or uneven sub floors.
- Wheelchairs, office chairs or any heavy mobility equipment.
- Damages cause by furniture without felt pads or protective covers.
- Heavy furniture causing pinch points.
- High heel shoes with pointed heels.
- Damages caused by sharp objects making contact with the floor.
- Damages caused by excessive sunlight.
- Damages caused by liquids or food product stains.
- Damages caused by urine or other bodily fluids.
- Damages caused by excessive gases in the air which change the colour of polymer.
- Locks are not covered under warranty.
- STANLEY reserves the rights to cancel the warranty of any site at any time.

USER GUIDE

- Food and beverage, chemicals and other foreign matter need to be cleaned immediately to avoid staining.
- Place natural Fibre rugs at entry points to help trap grit and absorb moisture that may damage the finish. This can protect the floors from dirt or wear. Only natural fibre rugs should be used, no rubber rugs or pads.
- Add felt pads to all furniture and chair legs to prevent damage to the floor. Replace the pads when dirty or worn. For extremely heavy objects, use wide and non-staining rubber caps. Protective floor coverings for wheeled office furniture should be used.
- We recommend a diluted solution of Simple Green or another gentle cleaner for regular cleaning and removing grease and smudges from your floor.
- Protect your floor from direct sunlight or any intense source of artificial lighting. Over time intense natural and artificial light may discolor the floors.
- Do not roll or drag heavy objects across your floor.
- Do not wear shoes with sharp heels, spikes, cleats, rocks or gravels, sharp objects protruding from the sole.
- To prevent abrasive dirt and dust from accumulating and scratching the finish, vacuum/sweep or dust mop your floor once a week or more if needed. The vacuum head should be a brush or felt attachment. Do not use vacuum with a beater bar head.
- Do not use harsh abrasive cleaners, bleach, ammonia or vinegar-based cleaners, wax or acrylic polishes or oil soaps. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.