



**STEP<sup>®</sup>  
GUARD<sup>®</sup>**  
Inspire Every Square



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**STEP GUARD  
HYBRID WOOD SPC FLOORING  
LIMITED WARRANTY**

# STEP GUARD HYBRID WOOD SPC FLOORING LIMITED WARRANTY

## SCOPE OF COVERAGE

Thank you for purchasing STEP GUARD hybrid wood flooring, produced with the latest technologies and natural wood veneer on top of the mineral rigid core.

STEP GUARD provides limited warranty for its hybrid wood flooring products to original end-use purchasers only and is non-transferable. The warranty period begins from the date of purchase, which covers manufacturing defects, wear, loss of original pattern or color, limited structural defects and waterproof.

## PRE INSTALLATION WARRANTY

STEP GUARD warrants that its hybrid wood flooring products are free of visual defects. Brand dealers, end use purchasers or installers shall carefully inspect each piece before installation.

Products that appear to have visual defects shall not be installed.

Any flooring material installed with visible defects is not covered by this Limited Warranty. Once the flooring has been installed, it has been deemed visually acceptable to the standards of the buyer's or installation site owner's expectations.

## INSTALLATION AND MAINTENANCE

STEP GUARD hybrid wood SPC floor products must be installed in accordance with STEP GUARD's Installations and Maintenance Guidelines. STEP GUARD's warranty does not cover any defect caused by improper installation or maintenance. The installation and Maintenance Guidelines are available at <https://www.stepguardfloors.com>.

Keep traffic light during the first 24 hours.

## PRODUCT RANGE, TYPES, AND YEARS OF COVERAGE


The duration of the warranty will vary according to product, quality, and use as recommended by STEP GUARD.

### For Brand Standard Products

Collection	Wood Veneer Thickness	Core Thickness	Residential	Light Commercial
LuxWood	1.2mm	5mm	15 Years	5 Years

## Definitions for Applications

Residential	Light Commercial	Commercial
Kitchen	Small Restaurant	Large Restaurant
Bedroom	Small Bank	Large Retail
Dining Room	Small Retail Shop	Large Office
Living Room / Family Room		School Classrooms
Basement		
Bathroom Room		
Laundry Room		
Foyer		

 Note: If there is a question as to the type of use that is considered "light commercial" or "commercial", please contact STEP GUARD prior to purchase and installation.

## WHAT THE WARRANTY COVERS

- **Manufacturing Defects:** STEP GUARD warrants that the hybrid wood SPC flooring will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, milling, grading, core voids, loss of original pattern and dimension under recommended environment conditions.
- **Wear:** STEP GUARD hybrid wood SPC flooring is designed to ensure a durable and wear resistant surface, there is no need for sanding or staining. With our coating and finish system you gain the assurance of superior durability and wear ability. STEP GUARD warrants the hybrid wood SPC floor product will not wear through, including the wood veneer layer, under normal use and standard maintenance guidelines during the period of this warranty. Normal use is defined as light to general foot traffic. Gloss reduction, scratches and dents are not considered surface wear-through for the purposes of this warranty.

Wear is defined as at least 1mm surface wear-through over at least 10% of the area of the total installation for a project.

- **Common Stain Resistance:** STEP GUARD warrants that the hybrid wood SPC flooring will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.
- **Waterproof:** This warranty covers only topical moisture and spills (everyday household spills) as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.), left for up 24 hours. All sources of subfloor moisture must be removed and remedied prior to the installation of any STEP GUARD hybrid wood SPC floor products. If end use purchasers follow the Installation and

Maintenance Guidelines in installing and maintaining the products, STEP GUARD warrants that its hybrid wood SPC floor products will not swell, cup, buckle or lose integrity due to:

- Normal cleaning maintenance in accordance with Installation and Maintenance Guide;
- Moisture due to everyday household spills, left for up to 24 hours.

## **WHAT IS NOT COVERED BY THESE WARRANTIES**

- Defects resulting from installation that is not performed according to instructions specified. And STEP GUARD does not warrant installer workmanship.
- Damages caused by or relating to improper transportation, and storage.
- Wood is a natural product, containing natural variations in color, tone, and grain. We do not warrant against natural variations in color within the floor or variations between samples and the installed floor.
- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal and natural characteristics and shall not be construed as defects.
- Products that have been stored in unsuitable conditions or mishandled or products that have been used in applications not classified as domestic or residential.
- Installation of product with visible manufacturing defects.
- Installation-related errors or damage including improper conditioning of job-site and flooring materials.
- Surface defects that can only be seen from an angle source of light.
- Products which have been used or maintained not as recommended in the Installation and Maintenance Guidelines.
- Defects or quality problems that are caused by unevenness of the sub floor or defects of the sub floor.
- Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor outside the STEP GUARD Installation and Maintenance Guidelines.
- Damage from exposure to extreme heat, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). The flooring may not be installed in extremely dry areas, or areas where there are extremely high temperatures.
- Variation in color, gloss levels & embossed structures between the product sold and pictures or samples or photos of the said product, including color variation of products made in different batches.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty.

- Defects or quality problems or discoloration caused by latex, rubber-backed floor mats, or carpet backing, stained or painted surfaces of objects in contact with the floor, cuts/burns/scratches/friction or accidental indentation.
- Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, etc.
- Defects or quality problems or dents resulting from stiletto heels and/or furniture legs that are not properly protected.
- Defects or quality problems or dents or scratches resulting from the use of any heavy point loading.
- Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user.
- Defects or quality problems or discoloration caused by natural disasters, external factors or sources, including but not limited to: water leaks, flooding, heat, fire and very strong sunlight. Exposure to extreme temperatures, e.g. electrical underfloor heating system.
- Steam cleaning any vinyl plank floor will void the warranty. The heat produced by the cleaning device may damage the vinyl, causing it to warp, bend, delaminate or dull the finish.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
- Flooring planks used in places where the traffic exceeds the utility class that is recommended.
- Flooring planks damaged during renovations work by others.
- Flooring planks installed in outdoor applications.
- Any attempt to repair, replace, or refinish the floor prior to STEP GUARD's inspection and authorized repair actions will void this warranty.
- Noises including but not limited to squeaks, popping, creaks or sounds of the like.

## **CONDITION OF APPLICATION**

For jobsite and floor preparation conditions, see product specific installation and maintenance guidelines.

All defects shall be notified to STEP GUARD or the Retailer or its Representative immediately as soon as it is discovered. The said defect shall be acknowledged only after examination by an authorized STEP GUARD Representative or a duly qualified Authorized Agent. A duly dated and stamped invoice & a copy of warranty card must be submitted at that time.

STEP GUARD reserves the right to ask for samples that show the said defect, if and when it deems appropriate, for its internal assessment purposes.

## IF YOU HAVE A WARRANTY CLAIM

You, the original purchaser, will contact the authorized Company Brand Dealer and/or Sales Representative who sold the defective flooring for warranty or claim service. The retailer or dealer is responsible to inspect their installer's workmanship and confirm if the incident is warranted and will be able to provide you with a solution to correct the situation;

For our brand dealer, please directly contact STEP GUARD for warranty or claim service.

The floor in question must have been purchased directly from an STEP GUARD Authorized Dealer and paid for in its entirety before a claim may be submitted. The purchase of STEP GUARD flooring from an unauthorized dealer will automatically void this and any other warranties implicit or implied.

In case of a claim, the appropriate claim form should be completed and returned with a copy of the purchase invoice no later than six (6) months after the first occurrence of the problem giving rise to your claim.

You agree to Cooperate in providing information as required by us regarding the product, including detailing how the product is defective and any other information as we reasonably may require such as the valid proof of purchase, the original receipt for installation labor, a detailed description of the issue, and photographs showing the concern.

Upon receipt of the written claim, we will work expeditiously to settle the matter and give you solutions according to the terms of warranties, but reserve the right to inspect the floor and remove samples for lab testing.

## WHAT WILL STEP GUARD DO

We will make every effort to ensure that your claim is processed quickly and fairly, and replacement hbrid wood SPC flooring will come from current running-line products comparable to the warranted product.

If the product for which a claim is made is no longer available, the customer shall be able to choose from the STEP GUARD current product selection of equal or higher value.

The product warranty does not cover any delivery or transportation cost, moving of equipment and furnishings, and accessories associated with the replacement of damaged material covered by the warranty.

STEP GUARD will not refund money for the defective flooring material as part of a floor claim settlement. The only form of compensation shall be a replacement product for defective material and reasonable costs in accordance with the labor description above.


**Within One Year:** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, STEP GUARD will arrange a replacement of the product. Reasonable labor costs are included only when it is professionally installed.

**Between Year One - Five:** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, STEP GUARD will arrange a replacement of the product. And STEP GUARD will pay 50% of reasonable labor costs only when it is professionally installed.

**Between Year Five - Ten:** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, STEP GUARD will arrange a replacement of the product. Labor costs are not included.

**After Ten Years:** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, STEP GUARD will arrange a replacement of the product. Labor costs are not included.

## WHAT IS EXCLUDED FROM THESE WARRANTIES

 **Note:** The warranty is not transferable. It extends only to the original purchaser. STEP GUARD does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. STEP GUARD shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties, including an implied warranty of merchantability or for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific rights, such rights may vary from State to State.

# J&R CARE FOR CONSUMERS

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STEP GUARD flooring

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