



**STEP[®]
GUARD[®]**
Inspire Every Square



**STEP GUARD
SPC FLOORING
LIMITED WARRANTY**

STEP GUARD SPC FLOORING LIMITED WARRANTY

SCOPE OF COVERAGE

Thank you for purchasing STEP GUARD SPC flooring, produced with the latest technologies and trendy designs.

STEP GUARD provides limited warranty for its SPC floor 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 SPC floor 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 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>.

IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 48 hours after installtion.

RADIANT HEAT

Radiant heating systems that are installed on top of the subfloor surface and covered with self-leveling underlayment are not recommended. Electrical system and electric heating mats that are not embedded into the subfloor are not recommended and it could void the warranty for your floor in case of failure.

No under carpet heaters are acceptable for use under the flooring panels. The elements must be embedded in at least 10mm of screed.

It is recommended to install over embedded water underfloor heating system and the temperature of the sub-floor should not exceed 27 °C (80°F) .

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	Series	Core Thickness /Wear Layer	Utility Class-Residential /Warranty Period	Utility Class-Commercial /Warranty Period	Termite Resistant Warranty
OriginWood	Organic Peace (OP)	4.2mm/0.3mm (12 mil)	Heavy / 20 Years	Moderate / 10 Years	Lifetime
	Wood Delight (WD)	5.0mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime
	Herringbone Rhythm (HR)	5.0mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime
	Eternity Realm (ER)	5.5mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime
	Quiet Tour (QT)	5.0mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime
	Cork Craving (CK)	5.0mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime
MagicStone	Ultimate	4.5mm/0.5mm (20 mil)	Heavy / 30 Years	General / 10 Years	Lifetime

For Brand Customized Products

Collection	Series	Core Thickness /Wear Layer	Utility Class-Residential /Warranty Period	Utility Class-Commercial /Warranty Period	Termite Resistant Warranty
OriginWood	Organic Peace (OP)	4.2mm/0.3mm (12 mil)	Heavy / 20 Years	Moderate / 10 Years	Lifetime

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		
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 SPC floor plank or tile will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, loss of original pattern or color and edging curling.

- **Wear:** STEP GUARD warrants the SPC floor product will not wear through to the pattern/decour layer under normal use during the period of this warranty. Normal use is defined as light to general foot traffic. Gloss reduction is not considered surface wear-through for the purposes of this warranty.

For claims on surface wear-through, an area on the floor panel is considered worn-through only if the worn-through area is more than 1cm²/0.16sq inch and the decorative layer has been exhausted until the core material is visible. Claims for surface wear-through are unacceptable if the surface wear-through occurs at the edges/joints of the panel.

- **Fade Resistance:** STEP GUARD SPC flooring is resistant to fading from exposure to indirect sunlight or normal artificial light conforming to ISO 105 B02 test method with exception of natural aging. STEP GUARD does not warrant the STEP GUARD SPC flooring to be fade proof when directly exposed to years of UV and the elements.

- **Common Stain Resistance:** STEP GUARD warrants that the 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 as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). All sources of subfloor moisture must be removed and remedied prior to the installation of any STEP GUARD SPC floor products. If end use purchasers follow the Installation and Maintenance Guidelines in installing and maintaining the products, STEP GUARD warrants that its 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;

- **Petproof:** STEP GUARD warrants that the SPC flooring will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of the floor to resist (i.e., minimize or withstand) permanent stains for as long as you own the floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Petproof Warranty DOES NOT COVER: Any urine, feces, or vomit stains other than pet.

- **Termite Resistance:** STEP GUARD comes with lifetime warranty against termite. Warranty excludes skirting and accessories. Purchaser must inform the authorized distributor immediately upon discovery of termite in the premise. Purchaser must seek immediate remedial action by engaging a professional pest control company to contain and eliminate the termite colony. Warranty does not cover houses that have been left vacant over a period of 6 months.

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.
- 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.
- STEP GUARD will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
- 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.
- Damage to the surrounding structure, walls, subfloor, fixtures, furniture, underlayment, molding, trims, subfloor heating elements, or anything not on the floor plank or tile; damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Fading caused by direct ultra violet radiation from direct sunlight exposure and heat.
- 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.
- Floors that are graded “irregular” or sold “as is” without 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 by moving appliances across the floor without adequate protection, 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 renovation work by others.
- Flooring planks installed in outdoor applications.

CONDITION OF APPLICATION

For jobsite and floor preparation conditions, see product specific installation 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 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

No retailer, distributor or employee has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties. We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this, we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

To the extent permitted by law and for all non-consumer products, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.

Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

 **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.**

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