



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



**STEP GUARD  
SPC WALL PANEL  
LIMITED WARRANTY**

# STEP GUARD SPC WALL PANEL LIMITED WARRANTY

## SCOPE OF COVERAGE

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

STEP GUARD provides limited warranty for its SPC wall panel products to original end-use purchasers only and is non-transferable. The warranty period begins from the date of purchase, which covers manufacturing defects, waterproof, stain resistance and fade resistance.

## PRE INSTALLATION WARRANTY

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

Prior to installation, the panels and/or suspension system must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions.

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

Any wall panel material installed with visible defects is not covered by this Limited Warranty. Once the panel 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 wall panel 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>.

## 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.

Collection	Residential	Commercial
FastPanel	10 Years	2 Years

The Warranty Period is not extended if we provide a replacement product for the defective portion the Product.

## Definitions for Applications

Residential	Light Commercial
Bathroom	Office
Shower	Restaurant
Kitchen	Retail Shop
Bedroom	
Dining Room	
Living Room / Family Room	
Basement	
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 wall panel 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.
- **Perfect Installation:** STEP GUARD wall panels align perfectly after the first panel has been installed in level position.
- **Fade Resistance:** STEP GUARD warrants that the SPC wall panels will resist fading from exposure to indirect sunlight or normal artificial light.
- **Stain Resistance:** STEP GUARD wall panels will resist stains on the surface.
- **Waterproof:** STEP GUARD wall panels will resist water spray under normal use conditions.

## WHAT IS NOT COVERED BY THESE WARRANTIES

- If the fixture is not installed in accordance with the installation instructions supplied by STEP GUARD,

local building codes and ordinances, or if the care and cleaning instructions supplied by STEP GUARD are not followed.

- If the fixture is moved from the location of its initial installation, or is subjected to accident, abuse, or misuse.
- Any alteration or degradation due to outdoor use and exposure to the elements, use for which our products are not suitable.
- Damage which may occur from vibrations, fire, water, chemical fumes, freezing temperature, accident or any form of abuse, or exposure to Abnormal Conditions is not covered by this warranty.
- The panel surface has been modified, repaired or altered in any way by you or any third party.
- Variations of color, shade or texture from those shown on samples, product packaging or any other marketing materials.
- Damage which is caused by improper installation.
- Damage which is caused by transport and handling.
- Incorrect maintenance or storage: panels should be stored flat. Panels should not be stored vertically against walls or balanced between trestles and should be conditioned at room temperature for at least 24 hours prior to installation.
- Use of unsuitable cleaning agents.
- Differences in gloss levels or other surface defects that can only be seen at certain angles or lighting conditions are not a valid claim.
- Incorrect seal or modifications.
- Exposure to extreme temperature changes.
- Movement of the building due to land slip, failure of a foundation or the underlining building structure.
- Use outdoors.
- Wear and tear (aging), i.e. scratches, friction marks and similar marks on the surface.
- Scratches and finish damages caused by sharp objects or other abrasive materials, irrespective of whether these are caused by a contractor, service company or end user.

This limited warranty does not cover any labor or other costs of removal or installation. And it will not cover any consequential or special incidental charges, damages or losses.

## **CONDITION OF APPLICATION**

For jobsite and wall panel 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 wall panel 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 wall panel 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 wall panel 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 wall panel 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 wall panel 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 wall panel material as part of a panel claim settlement. The only form of compensation shall be a replacement product for defective material.


## WHAT IS EXCLUDED FROM THESE WARRANTIES

No retailer, distributors or employees 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 wall panel itself that may result from a defect in the wall panels. 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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**STEP GUARD flooring**

