

Warranty Application Rules

To ensure warranty coverage, please make sure the following conditions are met:

Installation Requirements:

1. Flooring must be installed by a qualified professional following our official installation guide.
2. Existing subfloor must be flat, clean, and level. Proper concrete leveling is required.

Subfloor Requirements

Do not install planks over floors that are sloped for drainage.

Any uneven areas greater than 3/16 inch (4.76mm) in a 10 foot (3.05m) radius should be leveled with a cement based patching compound.

For concrete floors, the subfloor should be firm, flat, dry and clean. This includes both old and new concrete floors.

The subfloors must be dry and properly secured to accept a top floor. The floor must be leveled and flat. High spots must be ground down and low spots must be filled with a cement leveling compound.

Please note that SPC Floor is not approved for installation over any type of carpet.

3. Expansion gap must be 1/4" (6mm) or equal to the thickness of the vinyl.
4. T-molding is required for spans over 40 feet (12m) in width or length.
5. Moisture barrier must be applied when installing over a high-moisture subfloor.
6. Keep documentation of all subfloor moisture and temperature test results for warranty validation.
7. SPC flooring must be installed as a floating floor and not under fixed cabinets or heavy furniture.
8. HVAC system must be running before, during, and after installation, with indoor temperatures between 65–90°F (18–32°C).

Owner/Installer Responsibilities:

1. Ensure the job site and subfloor conditions meet the guide's requirements.
2. Inspect all planks for visual defects before installation. Claims for visibly defective planks will not be accepted after installation.
3. Use a minimum of 5–10% extra material for waste.

4.Be present during installation to ensure procedures are properly followed.

Warranty Exclusions:

1.Improper installation by unlicensed individuals.

2.Damage from accidents, abuse, misuse, or inadequate maintenance.

3.Mold, mildew, or water damage from standing water or poor ventilation.

4.Structural issues like uneven subfloors or building settling.

5.Furniture damage from missing protective pads.

6.Damage from sharp objects or excessive sunlight.

7.Installation in heavy commercial settings.