



WARRANTY

Stone Polymer (Plastic) Composite (SPC)

Strong Built Floors products are covered by a warranty period from the date of purchase by the Installer or End User against defects in materials, workmanship, and conformity to product specifications, provided installation, maintenance, and use follow the recommended installation instructions.

The Strong Built Floors SPC products are backed by a **Limited Light Commercial Warranty** and **Residential Warranty** for manufacturing defects as described below.

Keep proof of your purchase in the form of an invoice, bill, or statement from a Strong Built Floors retailer/contractor that shows the date and price paid, including labor.

Pre-Installation:

Strong Built Floors warrants that its flooring is free of visual defects. Customers or installers should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Strong Built Floors will not be responsible for any claim for products installed with visual defects.

Installation:

This Limited Warranty covers material costs, provided the flooring is installed in accordance with Strong Built Floors' Installation & Maintenance Guide.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period, and the defect is verified, Strong Built Floors will authorize the repair or replacement of the affected area without charge, using flooring of equal value and/or quality.

Claims must be submitted in writing, and the defective item must be presented for inspection. Claim documentation (such as Inspection Request Form and Complaint Inspection Report) can be obtained from your Strong Built Floors account representative or downloaded from the company's website.



WARRANTIES

a. Wear Warranty:

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative layer. (Scratches, indentations, or reduction in gloss level are not considered wear.)
- Will not fade due to direct sunlight or normal indoor lighting.
- Will be free from manufacturing defects in its original manufactured condition.

b. Structural Warranty:

We warrant to the original purchaser that our flooring:

- Will not delaminate.
- Will be free from manufacturing defects in its original manufactured condition.

This warranty is valid for as long as the original installation remains in place.

c. Warranty for Installation Over Radiant-Heated Subfloors:

We warrant that the flooring can be installed over radiant-heated subfloors, subject to the following conditions:

- Radiant heat systems must be manufacturer-warranted for use with SPC/LVT products.
- Electric heating mats not embedded into the subfloor are not covered under this warranty.
- System must include electronic temperature controls.
- Heating must be turned off for 24 hours before, during, and after installation.
- New systems should be run at full capacity for 14 days before installation to remove residual moisture.
- Subfloor moisture testing is required (ASTM F1869 for concrete, moisture meter for wood).



- Room temperature must be at least 60°F during installation.
- Heated floor temperature must not exceed 85°F.
- Always follow the radiant heat system manufacturer's recommendations.

d. Moisture Warranty:

We warrant that under normal household use, and with proper installation, flooring will resist damage from mopping or everyday spills. This includes protection from swelling, buckling, or integrity loss. However, damage from flooding, pipe leaks, or appliance malfunctions is **not covered**, nor is subfloor or structural damage from standing water.

Warranty Owner:

This Limited Warranty applies only to the original purchaser of the floor and begins on the date of purchase.

Warranty Expectations and Exclusions:

1. Wear from furniture without proper floor protectors voids the warranty.
2. Damage from misuse, improper maintenance, or abrasive materials is not covered.
3. Fire, burns, flooding, and construction-related damage are excluded.
4. Improper installation or installation not in accordance with Strong Built Floors' instructions voids the warranty.
5. Labor for products installed with visible defects is not covered.
6. Labor on repairs/replacement not originally professionally installed is not covered.
7. Bond failures or discoloration from improper adhesives are not covered.
8. Failure to acclimate flooring before installation or to maintain appropriate temperature will void the warranty.
9. Subfloor issues related to moisture, mildew, alkalinity, or hydrostatic pressure are not covered.
10. Using non-recommended cleaning products may void the warranty.



LIMITATIONS:

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES (INCLUDING BUT NOT LIMITED TO MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE EXPRESSLY EXCLUDED. STRONG BUILT FLOORS IS NOT LIABLE FOR CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.

These warranties constitute the full and complete agreement and are only valid if signed by an authorized representative of Strong Built Floors.

Light Commercial Defined:

Light commercial use includes environments that do not experience heavy traffic, such as:

- **Healthcare:** Clinics, assisted living, exam rooms, patient rooms, waiting areas
- **Corporate:** Office spaces, lobbies, reception, conference rooms
- **Retail:** Boutiques, salons, bookstores, excluding wholesale/warehouse applications
- **Multi-Family Housing:** Apartments, condos, military housing
- **Hospitality:** Hotels, motels, excluding kitchens
- **Education:** Daycares, schools, libraries (excluding gyms)

Rolling loads like pallet jacks or heavy industrial traffic are excluded.

If you are unsure whether your application qualifies, contact Strong Built Floors Technical Services.

CARE AND CLEANING

To maintain your Strong Built Floors SPC products:

- Sweep regularly with a soft-bristle broom.
- Clean with a pH-neutral vinyl floor cleaner (e.g., Bona®).



- For light soil, mix isopropyl alcohol with distilled water (1:2). For tougher stains, increase the alcohol ratio.
- Avoid cleaners with wax, oil, or polish.
- Never use vinegar or steam mops.
- Use breathable rug pads and area rugs at entrances and sinks.
- Wipe up spills promptly.
- Protect furniture with non-staining felt pads.
- Avoid high heels or sports cleats.
- Lift furniture when moving—do not drag.

Repairs:

- Small scratches: Use stain touch-up pen or almond stick.
- Deeper scratches: Use color-matching putty.
- Severe damage: May require plank replacement.