



## **SPC WATERPROOF Flooring**

### **Generations Group SPC-limited Warranty**

Common sense exclusions for “Waterproof flooring”

SPC flooring, commonly referred to as a waterproof flooring is made with a PVC/ calcium carbonate composite core. Those materials are waterproof. The flooring is waterproof, however, certain water or moisture conditions that may be present in a home or specific installation will certainly impact the installation of that floor. Clearly, an SPC floor will react to the environment into which it is placed. The flooring itself, will not eliminate or fully cover up subfloor conditions that may exist. An uneven sub floor or a sub floor with cracks, holes and voids may cause the floor to buckle or to peak at the joints. In addition, excessive moisture present in a slab may cause hydro-static pressure which will cause the floor to peak or to “pop up” at the joints. These conditions indicate that a proper floor preparation did not take place and are NOT covered under the manufactures warranty. Please consult your floorcovering contractor and/or installation professional to insure your floor is properly prepared prior to installation of any floor.

#### **Limited 30 year residential warranty**

Generations Group LLC warrants that your floor will be free from manufacturing defects and that for the number of years specified, following the date of purchase, under normal household conditions, will not wear out, fade, stain or delaminate. Rugs or mats that are not labeled “non-staining” may cause discoloration and are excluded from this warranty. Mold and mildew caused by excessive moisture as a result of flooding, plumbing or appliance leaks and water leakage through sliding glass doors are not covered.

#### **Limited warranty for light commercial use**

Generations Group LLC, warrants that your floor will be free from manufacturing defects and that for the number of years specified, following the date of purchase, will not wear out, fade stain or delaminate. Rugs or mats that are not labeled “non- staining” may cause discoloration and are excluded from this warranty. Mold and mildew caused by excessive moisture as a result of flooding, plumbing or appliance leaks and water leakage through sliding glass doors are not covered.

\* Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light commercial contact your dealer.

## ***REMEDIES AVAILABLE TO YOU***

If your Generations Group LLC Flooring fails to perform as stated in the applicable Limited Lifetime Residential Warranty, Generations Group LLC will, at its option, (1) repair without charge the affected area to conform to the warranty: or (2) replace the floor without charge with another floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Generations Group LLC will pay for the professional labor cost to install your replacement floor. If Generations Group LLC repairs or replaces a plank/tile, you will be required to clear, at your expense, any items placed over the affected area subsequent to the original installation.

Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

**These are your exclusive remedies under the Limited Warranties set forth above.**

## ***IF YOU HAVE A WARRANTY CLAIM***

Contact the store where you purchased the floor and describe the problem. In many cases, your retailer can provide you with a solution to correct the situation.

## ***GENERATIONS GROUP LLC LIMITED WARRANTY EXCLUSIONS AND CONDITIONS***

- The Limited Warranties do not apply to “seconds” or “off-goods” grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation as referred on our website.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - Loss of gloss or build up due to lack of maintenance or improper maintenance
  - Damage resulting from failure to follow floor care instructions as outlined in this warranty
  - Scuffs, scratches, cuts
  - Damages or discoloration from carpet dyes, fertilizers, or other chemicals
  - Staining from use of mats not labeled non-staining
  - Damage caused by burns, flooding, fires, and other accidents

- Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection)
  - Damage caused by caster wheels or vacuum cleaner beater bars
  - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest on the floor.
- The Limited Warranties do not cover discoloration from heat or sunlight.
  - For purposes of the Limited Warranty for Residential use, “wear out” means complete loss of the Generations Group LLC Flooring wear layer so that the printed pattern or design of the floor is altered.
  - The Limited Warranties do not cover variations of color, shade, or texture of the floor you purchase from those shown on samples, photographs, or literature.
  - Although Generations Group LLC is not susceptible to damage from moisture, excessive sub floor damage is an ideal breeding ground for mold, mildew and fungus. The Limited Warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, Generations Group LLC Flooring WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE

Note: Some states or provinces do not allow the exclusion or limitation. This exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY Generations Group LLC Flooring COVERING THIS PRODUCT.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state in the U.S. or from province to province in Canada.