



## LVT & SPC PRODUCT WARRANTY

# APEXA

### WARRANTY DURATION

The duration of this warranty is dependent on the specific LVT/SPC flooring product and on the installation type it is to be used for, as indicated below.

The duration of the warranty:

| Product   | Type        | Installation Type    |                     |
|-----------|-------------|----------------------|---------------------|
|           |             | Residential Warranty | Commercial Warranty |
| Bellatour | Dryback LVT | 15 years             | 5 years             |
| Marsor    | Dryback LVT | 25 years             | 10 years            |
| Vallorium | Dryback LVT | 25 years             | 10 years            |
| Forvarium | SPC         | 20 years             | 10 years            |

The term “residential installation” shall be understood as: the use of the LVT/SPC as a floor covering in a private residence that is used for private purposes only.

The residential and commercial warranty are both pro rata (see below). A “pro rata warranty” is one that provides for a refund or credit that decreases according to a set formula as the warranty period progresses. Pursuant to a pro rata warranty, the value of your purchase or Products decreases over time. In order to calculate the value of the warranty, the initial cost shall be decreased with a certain percentage rate according to the number of years of ownership.

For residential use:

#### Bellatour

|                         |                        |                         |                   |                   |
|-------------------------|------------------------|-------------------------|-------------------|-------------------|
| 1st & 2nd year:<br>100% | 5th & 6th year:<br>80% | 9th & 10th year:<br>60% | 12th year:<br>40% | 14th year:<br>20% |
| 3rd & 4th year:<br>90%  | 7th & 8th year:<br>70% | 11th year:<br>50%       | 13th year:<br>30% | 15th year:<br>10% |

#### Marsor & Vallorium

|                                                       |                                                                     |                                                         |                                                  |                                                  |
|-------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------|--------------------------------------------------|--------------------------------------------------|
| 1 <sup>st</sup> , 2nd & 3 <sup>rd</sup> year:<br>100% | 7 <sup>th</sup> , 8 <sup>th</sup> & 9th year:<br>80%                | 13 <sup>th</sup> , 14 <sup>th</sup> & 15th year:<br>60% | 18 <sup>th</sup> & 19th year:<br>40%             | 22 <sup>nd</sup> & 23 <sup>rd</sup> year:<br>20% |
| 4 <sup>th</sup> , 5 <sup>th</sup> & 6th year:<br>90%  | 10 <sup>th</sup> , 11 <sup>th</sup> & 12 <sup>th</sup><br>year: 70% | 16 <sup>th</sup> & 17th year:<br>50%                    | 20 <sup>th</sup> & 21 <sup>st</sup> year:<br>30% | 24 <sup>th</sup> & 25th year:<br>10%             |

#### Forvarium

|                         |                        |                                      |                                      |                                      |
|-------------------------|------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 1st & 2nd year:<br>100% | 5th & 6th year:<br>80% | 9th & 10th year:<br>60%              | 13 <sup>th</sup> & 14th year:<br>40% | 17 <sup>th</sup> & 18th year:<br>20% |
| 3rd & 4th year:<br>90%  | 7th & 8th year:<br>70% | 11th & 12 <sup>th</sup> year:<br>50% | 15 <sup>th</sup> & 16th year:<br>30% | 19 <sup>th</sup> & 20th year:<br>10% |

For commercial use:

## Bellatour

|                   |                              |                  |                  |                  |
|-------------------|------------------------------|------------------|------------------|------------------|
| 1st year:<br>100% | 2 <sup>nd</sup> year:<br>80% | 3rd year:<br>60% | 4th year:<br>40% | 5th year:<br>20% |
|-------------------|------------------------------|------------------|------------------|------------------|

## Marsor, Vallorium & Forvarium

|                              |                  |                  |                  |                   |
|------------------------------|------------------|------------------|------------------|-------------------|
| 1st year:<br>100%            | 3rd year:<br>80% | 5th year:<br>60% | 7th year:<br>40% | 9th year:<br>20%  |
| 2 <sup>nd</sup> year:<br>90% | 4th year:<br>70% | 6th year:<br>50% | 8th year:<br>30% | 10th year:<br>10% |

The date of purchase is the invoice date.

The original purchase invoice duly dated and carrying the distributors or retailer's stamp, will need to be submitted. The original invoice should clearly indicate the product type and quantity.

## SCOPE

- Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation and under the angle of light reflection. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Furlong Flooring, be held responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
- "INSTALLATION IMPLIES ASPECT ACCEPTANCE"  
No warranty will be offered for appearance claims once the product is installed.  
The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
- This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination and reduced resistance of the wear layer of the vinyl panels.
- Scratches up to the design layer are not considered as a uniform wear through.
- The warranty on the tiles/planks for fully glued installation only applies to permanent open joints that are permanently wider than 0.5 mm due to the LVT-material.
- Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- Our floors have a good colour stability, but it is likely that over time some aspect difference may occur between exposed and non-exposed parts of the floor covering.
- The damage to the product must be evident, measurable at least one cm<sup>2</sup> per product unit (panel, accessory, etc.), and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture, too sharp pet nails etc.) or cutting. The feet of furniture must always be provided with appropriate protective material. The protective material needs to be replaced with new ones if needed. Chairs, settees, sofas or furniture with castors must be fitted with soft wheels type "W" according to EN 12529 and an adequate protective mat or protective

castor cups must be put under this furniture to avoid residual indentation since vinyl is a softer flooring material. It is allowed to use a vacuum cleaner with soft edges and soft wheels on your vinyl floor.

## **GENERAL CONDITIONS**

The statutory warranty has unlimited application to the above mentioned products.

Furlong Flooring warrants, from the date of purchase, that the products as specified above are free from manufacturing or material defects.

Our flooring strictly meets standards EN14041 and the product norm (EN16511 or ISO10582) and is covered by residential and commercial warranties.

The warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, please Furlong Flooring.

1. The warranty applies solely for indoor and heated ( $> 6^{\circ}\text{C}$ ) installations.  
Please see also "Commercial warranty" below.  
If the intended installation type does not come under the "Commercial warranty" either, an individual written warranty must be requested from Furlong Flooring.
2. The LVT and SPC products must be installed following the specific LVT & SPC installation method using the approved accessories, underlay and adhesives. For example
  - Our Flex-Pro underlay (if applicable) is specially developed for our Dryback LVT products. An underlay which is too thick or too soft (e.g.  $\text{CS} < 400 \text{ kPa}$ ) or too sticky or made from the wrong material will damage your floor. Our Endura SPC product has an integrated underlay and may not be installed on another underlay or soft support.
  - The customer/fitter must be able to provide proof of compliance with the relevant installation and maintenance instructions. Detailed instructions (on installation, floor heating, maintenance etc.) can be found on our packaging or website. If the instructions are not available, they should be requested from us.
  - The customer/fitter must be able to provide proof that only the recommended accessories were used to install the LVT/SPC floor.
  - If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions must be provided to the end-user by the installer.
3. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade LVT/SPC product made after the edition date of these warranty conditions.
4. The ingress of sand and/or dust on the floor must be prevented by installing a suitable non-rubber backed mat at all entrance doors. The doormat must be maintained correctly.
5. The floor may not be installed in very humid areas or in areas where the flooring may occasionally be exposed to extremely high or low temperatures (such as but not limited to saunas, seasonal porches, non-heated rooms, pool areas and rooms with build-in drains like showers, etc.). Ensure that the indoor climate conditions are always kept  $> 6^{\circ}\text{C}$ .
6. All panels for the same flooring project must be ordered at the same time. Compatibility of panels in repeated orders cannot be guaranteed.

7. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.
8. Moisture and/or water spills left on the floor, and on or around the skirting boards, wall bases or profiles, has to be removed immediately for all LVT/SPC floor coverings.
  - Cleaning efforts involving too much water and making the subfloor and/or underlay wet and/or the use of inappropriate cleaning products must be avoided at all times. Inappropriate cleaning products can create a film on your floor that attracts dirt and/or is difficult to remove.
9. Cooking islands for kitchens and other heavy objects (built-in cabinets, furniture) should not be fixed, screwed or placed on top of the SPC Click floor covering.
  - Never block a floating installation. The click vinyl must be able to move around the heavy and/or fixed objects to avoid open joints and separating planks.
  - The expansion gap size must be respected around the complete perimeter of the installation, including all heavy / fixed objects.
10. This warranty does not cover:
  - Damage caused during storage, handling or other treatment before installation.
  - Installation error
  - The LVT/SPC products must be installed following the specific installation method using the approved accessories, underlay or adhesives.
    - Non-approved accessories can cause damage and are therefore not covered by the warranty.
  - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user.
    - Relevant ambient factors, the duration and the intensity of use of the product must be taken into account to determine whether the wear is abnormal.
  - All damages caused by natural disasters (i.e. flood) and other naturally occurring conditions.
  - Damages caused by accidents (i.e. plumbing failures, pet urine, leaking dishwashers, or other corrosive or abrasive substances) or water/humidity in and between the subfloor and the floor covering.
  - Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc.
  - The reduced resistance of the non-pressed, painted bevel.
  - Exposure to extreme temperature variations.
  - Damages caused by inappropriate cleaning products.
  - Damages caused by a steam cleaner
  - Discolouration/stains caused by the use of latex, rubber-backed floor mats and rugs, rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
  - Minimal variations in colour, shape or texture between samples or brochure illustrations and the actual floor covering. Small batch-to-batch variations can occur (we recommend to keep different batches in separate rooms).

## **COMMERCIAL WARRANTY**

The term “commercial installation” shall be understood as the use of the floor covering in non-residential premises, including but not limited to hotels, offices, shops and common areas of multi-housing buildings.

The duration of the commercial warranty is dependent on the LVT/SPC flooring product and on the installation type it is used for, as indicated in the table above. This commercial warranty is valid for LVT/SPC flooring product from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor and heated commercial applications inside buildings under all of the above mentioned conditions.

In addition to this the following must be considered:

1. Gloss reduction is not surface wear. It may be necessary to apply a new surface coating periodically. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
2. An appropriate industrial dust collection and cleaning zone must be installed in areas with immediate access to the street traffic.
3. In addition, metal commercial profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

1. All food areas, such as, but not limited to, restaurants and cafeterias, pubs and dance halls.
2. All institutional applications, such as, but not limited to hospitals and government buildings.
3. Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
4. Other areas that have heavy traffic, rolling loads and immediate access to street traffic.

The class of product and usage class should be aligned to benefit from the standard commercial warranty. Please contact Furlong Flooring if you have a doubt about the areas and applications which are not covered by the standard commercial warranty.

We strongly recommend contact with your Furlong Flooring area sales manager to discuss your commercial project in advance to make the right choice of LVT/SPC flooring and accessories and stock levels.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as for the residential warranty.

## **LIABILITY**

Furlong Flooring reserves the right and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

For optimal service under this warranty please contact your local Furlong Flooring distribution centre who will be able to make the first investigation and find the appropriate solution. Furlong flooring reserves the right to contact the manufacturer for further support.