



Serenity Floor SPC (Stone Polymer Composite) Floor Warranty Information

Serenity Floor products are protected by a warranty period starting from the purchase date by the Installer or End User. This warranty covers defects in materials, workmanship, and conformity to product specifications, provided that the installation, maintenance, and use adhere to the recommended instructions. The quality flooring SPC products from Serenity Floor come with a Limited 10-Year Commercial Warranty and a 50-Year Residential Warranty for manufacturing defects.

Proof of Purchase:

Retain proof of purchase in the form of an invoice, bill, or statement from a Serenity Floor retailer/contractor, indicating the date, price paid, and labor costs.

Pre-Installation:

Serenity Floor warrants that its flooring is free of visual defects. Customers or installers should carefully inspect each piece before installation. Products with visual defects should not be installed to avoid any claims for installed defective products.

Installation:

This Limited Warranty covers material costs if the flooring is installed following Serenity Floor's Installation & Maintenance Guide, available at Serenity Floor Website.

Terms for Warranty:

In the event that a defect covered by this Limited Warranty is identified within the specified warranty period, Serenity Floor will approve the repair or replacement of the affected area at no cost, utilizing flooring of comparable value and quality. Claims pertaining to defects must be submitted in writing, and the defective piece must be made available for thorough investigation.

Warranties:

A. Wear Warranty:

We provide a Wear Warranty to the original purchaser, ensuring the longevity of the wear layer on our flooring. This warranty encompasses the following:

- The wear layer will not wear through the decorative layer. Scratches, indentations, or a reduction in gloss level are not considered signs of wear.
- The wear layer will not fade due to direct sunlight or normal indoor lighting.
- In its original manufactured condition, the wear layer will be free from manufacturing defects.



These warranties come into effect from the date of purchase, provided no exclusions are applicable, and all specified requirements are met. The Wear Warranty is valid for a period of 20 years in Light Commercial spaces and 10 years in Commercial spaces, as defined above.

B. Structural Warranty:

We offer a Structural Warranty to the original purchaser, ensuring the durability of our flooring. This warranty includes the following:

- The flooring will not delaminate.
- In its original manufactured condition, the flooring will be free from manufacturing defects.

These warranties commence from the date of purchase, subject to the absence of applicable exclusions and fulfillment of all specified requirements. The Structural Warranty remains valid for as long as the original installation of the flooring is in place.

C. Warranty for Installation Over a Radiant-Heated Subfloor:

We provide a Warranty for Installation Over a Radiant-Heated Subfloor to the original purchaser, effective from the date of purchase. This warranty allows the floor to be installed over radiant-heated subfloors, with specific requirements:

- Radiant heat systems must maintain a minimum of 1/2" separation from the product.
- In-floor radiant heat can be used over 1/2" embedded radiant heat using the floating or glue-down method.
- Electric heating mats not embedded into the subfloor are not warranted for use underneath the SPC flooring.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be turned off for 24 hours before, during, and 24 hours after installation over radiant-heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity for at least 14 days to eliminate residual moisture from the subfloor.
- Conduct and document Calcium Chloride Tests for concrete or gypcrete subfloors per ASTM F1869.
- Moisture readings for wood subfloors should not exceed 8% in any location.
- Ensure a minimum room temperature of 60°F (15°C) during installation.



- Gradually increase the heating system's temperature (5-degree increments) after completing the installation until returning to normal operating conditions.
- The heated flooring system temperature must not exceed 85°F (30°C).
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

D. Moisture Warranty:

We guarantee to the original buyer, starting from the date of purchase, that Serenity Floor's flooring, in its original manufactured condition, will resist damage from regular mopping or household spills when appropriately installed and used under normal conditions. This assurance ensures that planks will maintain their form, without swelling, buckling, or compromising integrity. However, please note that the moisture warranty does not extend to cover structural damage resulting from flooding, leaking pipes, household mechanical failures, or appliance leaks. Any harm to the subfloor and/or surrounding structure caused by standing water or flooding is not included in this warranty.

Warranty Holder:

This Limited Warranty is effective from the date of purchase and is applicable solely to the original owner of the floor.

Warranty Exceptions:

1. Wear resulting from chairs or other furniture without appropriate floor protectors will void the warranty.
2. Indentations, scratches, or surface damage caused by improper maintenance, misuse, negligence, spike-heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
3. Damage resulting from fire or burns, intentional abuse, flooding, construction projects, or product installation is not included in this warranty.
4. Dissatisfaction or damage due to improper installation or installation contrary to Serenity Floor recommendations will void the warranty. Installation instructions can be found on our website <https://www.serenityfloor.com>.
5. Labor on material installed with evident defects is not covered by this warranty.
6. Labor costs for the repair or replacement of material not originally professionally installed are not covered by this warranty.
7. Any discoloration or bond failure on Serenity Floor products resulting from improper adhesive selection or application is not covered by this warranty.



8. Failure to acclimate the flooring to room temperature (between 65°F ~ 85°F) for 24 ~ 48 hours before installation, and the continuous maintenance of such temperature post-installation, will void this warranty.
9. Issues arising from moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty.
10. The use of non-recommended floor care products may damage the floor and void the warranty.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ALL IMPLIED WARRANTIES ARISING THROUGH IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE SPECIFICALLY DISCLAIMED. NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, GO BEYOND THOSE EXPLICITLY DETAILED IN THIS WARRANTY BROCHURE. SERENITY FLOOR SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES. THESE LIMITED WARRANTIES ENCOMPASS THE ENTIRE AGREEMENT BETWEEN THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE DEEMED VALID UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF SERENITY FLOOR.

THIS WARRANTY REPRESENTS THE COMPLETE EXPRESS WARRANTY OF SERENITY FLOOR SPC FLOOR PRODUCTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS, BEYOND THIS WARRANTY.

By implied warranties, Serenity Floor refers to warranties that the law presumes to have been provided by the seller even if not explicitly stated in writing. PLEASE NOTE: Some states do not permit the exclusion or limitation of incidental or consequential damages, or the imposition of restrictions on the duration of an implied warranty. Therefore, the limitations or exclusions mentioned above may not be applicable to the original owner.

