



Ecoshield  
Floors Limited  
Warranty

# ecoshield

## LIMITED WARRANTY

**Ecoshield SPC Floors** come with a **10-year commercial warranty** and a **30-year residential warranty**. This Limited Warranty covers defects in materials under normal use, provided the flooring has been properly installed and maintained. Please carefully review the exclusions and conditions below to understand the scope of coverage.

### **WARRANTY COVERAGE**

#### **Defects in Material**

This warranty covers manufacturing defects in the SPC flooring materials under normal use. If such a defect is confirmed, Ecoshield will, at its discretion, either:

- Replace the affected flooring with the same product or, if unavailable, a product of similar value and style.

### **EXCLUSIONS FROM COVERAGE**

The following are not considered defects in material and are excluded from warranty coverage:

#### **Improper Installation**

Problems arising from improper installation, including but not limited to:

- Damage due to subfloor irregularities, such as excessive unevenness or protruding nails.
- Surface defects caused by previous flooring that was not adequately removed or covered, including ceramic tiles, bituminous tiles, floorboards, or cushioned SPC.
- Seams 'peaking' or separating due to incorrect adhesives or seaming methods.
- Edge-to-edge color variation.
- Discoloration from proximity to excessive heat sources.
- Visible trowel marks or adhesive smears.

#### **Improper Maintenance or Cleaning**

Problems caused by failure to follow recommended cleaning and maintenance procedures, including:

- Use of abrasive cleaning agents or harsh chemicals.
- Use of improper cleaning tools or equipment that damage the floor's surface.

#### **Moisture and Environmental Issues**

Damage caused by excessive moisture, flooding, spills, hydrostatic pressure, or vapor emissions from the subfloor. While Ecoshield SPC floors are waterproof, they do not serve as a waterproofing membrane, meaning liquids may still penetrate beneath the surface.

#### **Physical and Chemical Damage**

The warranty does not cover cuts, tears, gouges, burns, or dents caused by sharp objects, stiletto heels, dropped appliances, or dragging heavy items.

- Damage from unprotected furniture legs or pets.
- Chemical reactions from dyes, cleaning agents, or mold and mildew.
- Surface scratches, changes in texture, or gloss variation over time due to regular use.

#### **Color or Texture Variations**

Minor differences in color, shade, or texture between product samples, photographic images, and the installed flooring are not covered under this warranty.

#### **Construction and Installation-Related Damage**

Any damage or issues caused during construction, remodeling, or as a result of improper handling or installation of the flooring.

#### **Unauthorized Adhesives**

Use of adhesives not recommended by the manufacturer may result in installation failure and will void the warranty.

#### **Inappropriate Use or Abusive Conditions**

Damage caused by improper or abusive use of the flooring, including outdoor installation or exposure to excessive moisture, harsh chemicals, or extreme temperature changes.

# CONDITIONS FOR WARRANTY CLAIMS



## Proof of Purchase

A valid receipt or proof of purchase is required for all warranty claims to verify the original purchase date.



## Inspection of Defective Product

Before any warranty claim can be processed, Ecoshield reserves the right to inspect the product to determine the nature of the defect. If a defect in material is confirmed, Ecoshield will determine whether the product will be replaced.



## Labor and Additional Costs

Before any warranty claim can be processed, Ecoshield reserves the right to inspect the product to determine the nature of the defect. If a defect in material is confirmed, Ecoshield will determine whether the product will be replaced.



## Proper Installation Required

This warranty applies only to SPC flooring that has been installed following Ecoshield's installation guidelines, including proper subfloor preparation and the use of recommended adhesives and underlayments. Installation of defective or damaged product will void the warranty.



## Non-Transferable

This warranty is non-transferable and applies only to the original purchaser and the original installation site. It is not applicable if the product is resold, moved to another location, or transferred to another owner.

# LIMITATION OF WARRANTY

This Limited Warranty is provided in lieu of any other warranties, expressed or implied. Ecoshield disclaims all other warranties, including any implied warranties of merchantability or fitness for a particular purpose. In no event shall Ecoshield be liable for any incidental, special, indirect, or consequential damages arising from the purchase, use, or inability to use this product, even if Ecoshield has been advised of the possibility of such damages.



# WARRANTY DURATION

## 10-YEAR WARRANTY FOR COMMERCIAL USE

Ecoshield SPC Floors are warranted for 10 years from the date of purchase for commercial applications under normal usage.

## 30-YEAR WARRANTY FOR RESIDENTIAL USE

For residential applications, Ecoshield SPC Floors are warranted for 30 years from the date of purchase.

# CARE INSTRUCTIONS



Avoid using abrasive cleaners.



To clean the floor, use a vacuum with a hardwood attachment or sweep it regularly.



If needed, wipe with a damp mop, a mild soap solution, or a vinyl floor cleaner.



Ecoshield Floors are waterproof, but are not guaranteed to provide a waterproofing membrane (liquids may penetrate to the space underneath the floor). Avoid pooling water on the floor. Wipe up spilled liquids.



Expansions/Contraction. A daily temperature fluctuation of more than 6 degrees will cause the floor to expand or contract. To minimize daily temperature changes, sunlight may need to be blocked with window coverings.



Scratches are site-related and not covered by the manufacturer's warranty.

