

SPC floor with click system LIVING PLUS HD

EN Guarantee Conditions

Dear customer:

Many thanks for purchasing the LIVING PLUS HD floor. We hope that our product provides an excellent surface for a long period of time.

In the following document, you will find described the guarantee conditions that you got after purchased the mentioned product.

Read the Installation Guide carefully, where you will find detailed information about issues related to the parameters and rules of installation of the LIVING PLUS HD floor.

We also recommend do the installation of our product by a specialist flooring professional who can guarantee a perfect finish.

Remember: LIVING PLUS HD + PROFESSIONAL INSTALLATION = GUARANTEED SUCCESS

What does this guarantee cover?

This guarantee includes the defects on the materials related with the stability of the joints, stains, decolouration, wear resistance and the local humidity.

The customer must avoid placing planks visible faulty. The customer must inform of such faulty material within eight days since the purchase.

The tiles can present small differences of tone or brightness between different production batches. Make sure that all the boxes you have purchased correspond to the same lot. Differences in tone or brightness between tiles of different batch will not be reason for complaint.

The guarantee will not apply to products which have not been installed in accordance with the installation instructions stated in the Installation Guide.

Prevent your pavement using felt pads or soft rubber wheels. Use floor protectors and furniture big legs/wheels (bigger than 3 centimeters in diameter) to avoid the impact of heavy objects (+100kg/m²). With the aim of preventing the pavement damages, the support surface of the chairs or any other type of furniture must be rounded and without sharp corners, required in the regulation EN12529. Remember not to put fixed elements on the floor, which can affect the expansion and shrinkage of it. Avoid making cuts and holes on the floor with sharp objects. If you have chairs or furniture with wheels be sure they are made of rubber instead of hard plastic or metal. In case of doubt, check it with the distributor.

Use of isolating bases

The SPC LIVING PLUS HD floor has already included in its structure the isolating base designed based in the mechanical characteristics of this floor

Do not use any other isolating base, as the lack of density may lead to a negative effect on the connecting mechanisms and occasioning open joints in the installation. In case may think that an extra isolating base is required, please, check before with your distributor or point of sale.

Perfect finish

The SPC LIVING PLUS HD floor fits perfectly to provide damp-proof joints. The click system turns the joints into a solid element, although not as impenetrable to impossibility its installation or not allow the conventional expansion and shrinkage of the product due to the humidity changes and the normal charges. Eventually, during the adaptation on the floor, can appear noises when is stepped, which will gradually disappear once the adaptation procedure will be finalised.

Unchanged by sunlight

The SPC LIVING PLUS HD floor resists real and artificial sunlight keeping its structure and look for years without variation.

Stain-proof

We guarantee resistance to stains from everyday household products such as oil, wine, neutral soaps, etc...

Resistance to abrasion

LIVING PLUS HD guarantees resistance to wear and tear in normal conditions. Check the types of use in accordance with EN-429.

Total guarantee against local humidity

The SPC LIVING PLUS HD floor is resistant to humidity caused by normal conditions. It is suitable for bathrooms and kitchens. Its structure will remain unchanged.

Recommendations for care and maintenance:

In order to protect your LIVING PLUS HD floor, we recommend the following:

- Avoid any contact with dirt, sand, dust and substances such as oil and asphalt.
- Use floor protectors on furniture with legs/wheels to avoid the impact of heavy objects.
- Maintain a relative indoor humidity between 30% and 50% throughout the year in order to prevent the floor from being subject to sudden changes in humidity and temperature.
- Avoid making cuts and holes in the floor with sharp objects. If you have a wheelchair, make sure that the wheels are made of hard rubber.
- The surface of the new LIVING PLUS HD floor, which is essentially lasting and resistant, does not require additional treatment. It does not need to be polished, varnished, or waxed as it conserves its intrinsic and essential properties.
- The SPC LIVING PLUS HD floors have a hard, compact surface; so, it is not necessary to constantly clean with a wet mop. This should only be done occasionally. The use of abrasive cleaning products with ammonia or acid bases can alter the appearance of this.
- The use of expansion joints in installations exceeding 15 m. wide by 15 m. long is mandatory. Not following this recommendation makes the guarantee invalid.
- The guarantee does not include the laying of the SPC floor in areas which are directly exposed to the outdoors such as shop or office entrances, etc...
- The LIVING PLUS HD flooring is made up of polymers, meaning that its physical performance and its properties are similar to those of wood. Extreme heat may turn into the dilatation of the planks creating an expansion effect. To avoid any problems caused by expansion of the boards, the instructions referring to storage, installation and maintenance stated in the guarantee must be followed with care.
- The protection layer of LIVING PLUS HD floors has been subject to very demanding quality control processes and tested in official laboratories to guarantee its abrasion-resistant properties; however, negligent installation, improper use or inappropriate maintenance of the floor may cause occasional deterioration.
- We recommend keep some planks in case of break or any accident of the floor. The planks must be replaced by a professional.

Length of guarantee

This guarantee is valid throughout the floor's use. The guarantee applies to the final customer and cannot be transferred. The guarantee must be registered to be valid. It will be taken into consideration that the product will be subject to annual depreciation due to wear and tear, based on the following percentages starting with the date of purchase: - 1/12 annual domestic use.; - 1/5 annual commercial use.

Validation of the guarantee

For this guarantee to be fully applicable, it is necessary to register it. In order to register the guarantee, you must provide the receipt, within 30 after its purchase. In order to make a complaint, this can be done in the shop where the product was purchased. Deficient installation would lead to cancellation of the guarantee.

What does the guarantee not cover?

This guarantee does not cover damage to the product in the following situations: installation error or an installation which is not done in accordance with the Installation Guide, accident, misuse or abuse of the product, like for example rays, blows, cuts or damage caused by sand or other abrasive materials, whether these are caused by the purchaser, a service company or consumer, inappropriate maintenance of the floor, flooding, still water or water which may have come through the sub-floor and the planks of the LIVING PLUS HD floor. For installations of 15 m. wide by 15 m or over 200m², the use of expansion joints is mandatory and check with the distributor about the specific installation guide in surfaces over 200m². Not following these regulations will mean that the guarantee is no longer valid.

The guarantee does not cover faults which are clearly visible, like a worn surface, stains or discolouring less than a square centimetre. If it is a case of the condition of the joint, the guarantee only applies if the joint breaks or if it cannot be closed with the application of pressure.

Euro Trade Flooring S.L. is not responsible for the cost of work, installation or similar costs related to changing or repairing pieces. Special incidental costs are therefore not covered by the present guarantee.

Euro Trade Flooring S.L. does not include in its guarantee any of the previously mentioned damage nor its payment. Such damage includes any loss and its respective cost.

Euro Trade Flooring S.L. does not recognise any other guarantee. It only recognises the conditions stated in this guarantee.

Euro Trade Flooring S.L. reserves the right not to accept the proposed Letter of Guarantee if it considers that some of the rules set out in this document have not been followed, as well as rectifying, canceling or adding any annex to this guarantee without previous notice.

The installation rules and guarantees reply to current experience with the product. These may suffer changes and evolutions over time, always with the aim of improving the results of the product.