

## WPC/COMPOSITE CORE: WPC® WARRANTY

This document details coverage and limitations for the following warranties for Signature's WPC plank flooring:

### 10 YEAR LIMITED LIGHT COMMERCIAL WEAR WARRANTY INCLUDES:

- **Wear**
- **Joint Integrity**
- **Waterproof**
- **Stain & Pet Proof**
- **Manufacturing Defects**

### 10 YEAR LIMITED LIGHT COMMERCIAL WEAR WARRANTY

The vinyl layer of the WPC product is warranted by Signature, not to wear through under normal commercial use for a period of (10) ten years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Surface scratches and gloss reduction are not considered surface wear.) If 100% vinyl layer wear-through is determined by Signature to have occurred, Signature will arrange for a pro-rated credit based on the terms outlined below. Dull finish can be corrected with spot or overall recoating care system. This warranty is non-transferable and applies only to the original purchaser of the WPC product and only if used in light commercial applications as listed below.

- Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (non-staining walk-off mats required)
- Restaurants: Banquet Rooms, Dining Area, Hallways
- Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (non-staining walk-off mats required)
- Hotels: Guest Rooms & Connected Lavatory\* (see page 4), Conference Rooms, Meeting Rooms, Lobby, Spa, and Retail Boutiques
- Offices: Offices, Conference Rooms, Meeting Rooms, Showrooms, Break Rooms
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways
- Rental Apartment Units: Bedrooms, Bathrooms, Kitchen, Living Rooms

**Note:** In areas with heavy rolling loads and/or heavy foot traffic, the WPC product may perform better if installed using the glue down method. When using the glue down method, acoustical underlayment must be removed before gluing to the floor. Refer to Signature's Installation Guidelines. Should you have questions or concerns with these types of areas, please contact your Signature sales representative or technical services.

**10 year limited light commercial wear warranty is made subject to the following conditions:**

1. The WPC product must be installed properly and according to Signatures' Installation Guidelines.
  - a. Floating Method: Refer to Signature's Installation Guidelines for floating WPC product.
  - b. Glue Down Method: In areas with heavy rolling loads and/or heavy foot traffic, the WPC product may perform better if installed using the glue down method. When using the glue down method, acoustical underlayment must be removed before gluing to the floor. Refer to Signature's Installation Guidelines. Should you have questions or concerns with these areas please contact your Signature sales representative or technical services.
    - i. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20° C  
– density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight).  
Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32°F (0° C).
2. The WPC product must be used only indoors in a climate controlled area.
3. The WPC product must be maintained in accordance with Signatures' maintenance instructions.
4. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

**10 Year limited light commercial wear warranty does not cover:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, rolling and/or non-foot traffic, or any intentional misuse of the product.
2. Damage caused by rolling loads, casters or wheel chairs (motorized and non- motorized). Chairs or other furniture not using proper floor protectors. NOTE: Office chairs require hard surface chair pads.
3. Changes to sheen/gloss levels in high traffic areas. NOTE: Loss of finish gloss over time is consistent with normal wear and tear and is not a product defect.
4. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing defect.
5. Differences in color and texture from board to board within the carton.

6. Shade and texture variances associated with different batch numbers and production dates. NOTE: Prior to installation with the area having good lighting, verify the product is an acceptable match. Blending different batches as a last option in a well-mixed manner will help reduce the visibility of these variances.
7. Signature makes no guarantee that WPC product will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
8. Noncompliance with installation instructions and maintenance guidelines as recommended by Signature. Signature cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as Signature has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension, the installer should not use this piece.
9. Installing over improper surfaces such as floor with excessive deflection, soft floors, floating floors, improperly prepared surfaces, carpet, etc. Improper radiant heating system is not approved for resilient flooring.
10. Stairway treads and risers are not warranted due to the type of traffic they are exposed to.
11. Problems relating to installation issues are not manufacturing related.
12. Problems associated with adhesives including but not limited to improper application, bubbling, curling, crowning, joint separation, plasticizing, releasing, etc.
13. Environments that are not temperature controlled per Signature's Installation Guidelines.
14. Cracking, chipping, warping, soiling, fading, improper maintenance or abuse caused by items such as high heels, roller skates, golf shoes (rigid or metal), and/or pets.
15. Noises of all types (creaks, squeaks, etc.) emanating from the floor and/or subfloor.
16. WPC products that are installed in inappropriate locations are excluded from this warranty.
17. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
18. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.
19. Incidental or consequential damages not attributed to workmanship or manufacturing related conditions

#### **10 YEAR LIMITED LIGHT COMMERCIAL JOINT INTEGRITY WARRANTY**

Signature warrants that the Uniclic locking system contained in WPC products will not fail for a period of (10) ten years from the date of purchase. Open joints of 0.01 inches (0.2mm) or less are not 34851-1128-1520v.2 considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstruction creating pinch points are specifically excluded from this warranty.

### **10 YEAR LIMITED LIGHT COMMERCIAL WATERPROOF WARRANTY**

Signature's WPC products are warranted to be 100% waterproof and the structural integrity of the plank will not be significantly diminished by exposure to water for a period of (10) ten years from the date of purchase. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Signature waterproof warranty excludes damage resulting from mold and/or mildew growth, excessive moisture, and standing water from plumbing leaks, HVAC systems (or lack of) is excluded from this warranty. If the WPC product is structurally impugned, resulting from exposure to water, Signature will arrange a pro-rated credit based on the terms outlined below. This warranty is not transferable by the purchaser of the WPC product.

**\*Note:** When installing in a lavatory, laundry room, or other areas with frequent water usage, it is recommended that any gap next to a vertical object be filled with a silicone caulk. This will lower the possibility of water traveling under the floating floor and help to reduce bacterial growth and problems associated with it.

This 10 Year Limited Light Commercial Waterproof Warranty excludes all casualty events caused by flooding, standing water from hydrostatic pressure or other casualty events.

#### **10 year limited light commercial waterproof warranty does not cover:**

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the WPC product.
2. Damage resulting from mold and mildew growth due to prolonged exposure to moisture, hydrostatic pressure, floods, and standing water from leaky pipes or other casualty events.
3. Flooring that is installed outdoors.

### **10 YEAR LIMITED LIGHT COMMERCIAL STAIN & PET PROOF WARRANTY**

Signature warrants that during the period of the warranty WPC products will resist staining for a period of (10) ten years from the date of purchase. "Stain Resistance" is the ability to resist permanent stains.

Signature warrants that the WPC products will resist staining caused by pet (domestic dog or cat) stains, including urine, feces, and vomit. The WPC product must be maintained in accordance with Signature's maintenance instructions. Cleaning the affected area should be done immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

#### **10 year limited light commercial pet proof warranty does not cover:**

Any urine, feces or vomit stains other than pet, or any product installed in pet stores, pet grooming salons, pet kennels and boarding, veterinarian clinics, or any other pet focused businesses.

## 10 YEAR LIMITED LIGHT COMMERCIAL MANUFACTURING DEFECT WARRANTY

Signature's WPC plank flooring is warranted to be free from manufacturing or material defects for a period of (10) ten years from the date of purchase. Should a manufacturing related condition occur it will be necessary to provide original receipt of purchase. Signature will credit the original purchase price of the WPC product

(if found valid). If the manufacturing condition develops after the product has been installed, Signature will credit "reasonable" labor cost (providing the product was installed by a professional installer based on the proration below.) This warranty is not transferrable. Signature's warranty and liability does not extend beyond the flooring material and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks at the sole option of Signature. Claim compensation (if approve and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

1st Year	100% Material	Up to 100% Labor
2nd - 5th Year	100% Material	Up to 50% Labor
6th - 10th Year	100% Material	0% Labor

**Within One Year:** Any claims on defects for this product as covered by this warranty that are reported in writing to Signature within one year of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. As determined solely by Signature, all reasonable labor costs are included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product and including reasonable labor costs as determined solely by Signature.

### **Between Year One and Five Years:**

Any claims on defects for this product as covered by this warranty that are reported in writing to Signature between one and five years of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. As determined solely by Signature, 50% of reasonable labor costs are included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product and including 50% of reasonable labor costs as determined solely by Signature.

### **Between Year Five and Ten Years:**

Between Year Five to and Ten Years: Any claims on defects for this product as covered by this warranty that are reported in writing to Signature between five and ten years of purchase, Signature will supply new material of the same or similar grade sufficient to repair or replace the defective product. Labor costs are not included. Signature may, at its sole option, arrange a proportional credit based on the original purchase of the defective product.

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY 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 EXPRESSLY EXCLUDED. NOWARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. By implied warranties, Signature means those that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

#### **How to Make a Claim:**

Any claim made under any of these limited warranties must be made by contacting your dealer within 30 days after the basis of the claim is detected. In addition, any claim under any of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim. The original purchaser should notify the authorized dealer and/or your sales representative and submit in writing, the following:

1. A valid proof of purchase in the form of a sales receipt or other document, which establishes proof of purchase.
  2. A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem. Send to Signature, 2222 S Hamilton Street, Dalton, GA 30721. Signature will designate a representative to inspect the product in question and evaluate the warranty claim.
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