



Pro-Tek Engineered Vinyl

Warranty

The PRO-TEK™ Flooring warranty can only be invoked if all the following conditions have been fulfilled. If in doubt, please contact ONE STEP BEYOND FLOORING WHOLESALE LTD.

- 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. The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the distributor's or retail's stamp, will need to be submitted.
- Before installation, all planks/tiles must be checked carefully for material defects under an optimal clear light condition before and during installation. Product with visible defects must not be installed under any circumstances. Installation implies acceptance.
- We must be informed in writing by letter or email, of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can One Step Beyond 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.
- If an inspection is required, the cost of the inspection will be borne by the purchaser and not by either PRO-TEK™ or by One Step Beyond Flooring Wholesale Ltd. If the independent inspection deems that there is indeed a manufacturing defect, then the cost of the inspection will be refunded to the purchaser.
- This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or product defects, acknowledged by One Step Beyond Flooring, including delamination, reduced resistance of the wear layer and water resistance of the planks/tiles under normal conditions.
- Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.
- Use of inappropriate cleaning products will void this warranty.
- Always place suitable mats under any moving furniture with wheels attached. A castor chair can do irreparable damage to your flooring.
- The residential lifetime and commercial warranty applies solely for indoor installation applications only. For other applications, an individual written warranty must be requested from PRO-TEK™ Flooring.
- This warranty does not cover damage to the product caused by installation error. PRO-TEK™ Flooring products must be installed following PRO-TEK™ Flooring installation method using the approved PRO-TEK™ Flooring accessories. The installer must be able to provide proof of compliance with PRO-TEK™ Flooring installation and maintenance instructions. These instructions are located on the cardboard packaging and from www.pro-tek-flooring.com. If



installation is not performed by the end user, at least one copy of the installation and maintenance instructions as well as the warranty conditions (on www.pro-tek-flooring.com) must be provided to the end-user by the installer.

- 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 subfloor must always be flat and stable. Tolerances can be found in the pre -installation guide.

Additional Points for the Commercial Warranty

- The commercial warranty is valid for PRO-TEK™ Flooring for a period of five years for SPC and 30 years WPC products from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all above mentioned conditions. In addition to this the following must be considered.
- To see commercial areas of use, please click on link: Business sectors for commercial use. If in doubt for commercial use, please contact PRO-TEK™ Flooring.
- PRO-TEK™ or by One Step Beyond Flooring Wholesale Ltd do not guarantee these products against failure due to furniture that is not lifted into place or if they have castor wheels and move over the flooring. Always place suitable mats under any moving furniture with wheels attached. A castor chair can do irreparable damage to your flooring. Please refer to the website for more information. Please use felt pads under all furniture.
- All planks/tiles for the same commercial flooring project must be ordered at the same time. Compatibility of planks/tiles in repeated orders cannot be guaranteed
- We strongly recommend you contact your dealer or PRO-TEK™ Flooring to discuss your commercial project in advance, to make sure you choose the right PRO-TEK™ Flooring and accessories.
- This commercial warranty has the same general conditions, values, scope, liability, applicable law, and dispute resolution as for the residential warranty.

Products covered

Product Wear Layer	Residential	Commercial
Excel 0.7mm	Lifetime	30 years
Excel Long Plan 0.7mm	Lifetime	30 years
Excel Tile 0.55mm	Lifetime	30 years
Distressed Plank 0.7mm	Lifetime	30 years
Editions 0.55mm	Lifetime	20 years
Editions Herringbone 0.55mm	Lifetime	20 years



Lifetime is defined as 35 years

Residential - Installation is defined as a private domestic residence

Commercial - Installation is defined as one in which business is conducted

This warranty is in addition to and does not affect your statutory rights.

Discretionary Labour Compensation Rates

PRO-TEK™ Flooring offers a discretionary, pro-rata labour compensation scale for product which is entitled to have a repair or replacement, but the labour costs will be for the material fitting costs only.

Range	Excel Ranges		Editions Ranges	
	0.7mm	0.7mm	0.55mm	0.55mm
Warranty Period	Residential	Commercial	Residential	Commercial
Years 0-1	100%	100%	100%	100%
Years 1-5	75%	65%	75%	30%
Years 6-12	50%	40%	50%	n/a
Years 12-15	35%	20%	35%	n/a
Years 15-20	20%	10%	20%	n/a
Years 20-25	10%	5%	10%	n/a
Years 25-30	5%	2%	5%	n/a
Years 30-35	2%	n/a	2%	n/a

Liability

One Step Beyond Flooring Wholesale Ltd reserves the right, and must be offered the opportunity, to send an independent inspection company to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition. The cost of this inspection will be charged to you as our customer and refunded if a manufacturing defect is reported.

Liability arising from this warranty is restricted to



- Hidden defects. These are defects that were not visible before or during the installation of PRO-TEK™ flooring.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed. PRO-TEK™ flooring will cover reasonable labour costs.
- PRO-TEK™ Flooring can never be held liable for any secondary damage.

PRO-TEK™ Flooring will repair or replace the product as deemed necessary by PRO-TEK™ Flooring on reviewing a warranty claim. Where a replacement of the flooring is agreed upon, only new planks/tiles of the current supply program at the time the complaint is upheld will be supplied by PRO-TEK™ Flooring, the distributor or retailer. There will be no other form of compensation.

Applicable Law and Dispute Resolution

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. PRO-TEK™ Flooring is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty.

PRO-TEK™ Flooring shall not accept or be liable for any direct, indirect, special, or consequential loss, claim damages including liquidated damages.

This warranty is in addition to and does not affect your statutory rights.