

Pro-Tek™ Product Warranty

The Pro-Tek™ warranty can only be invoked if all the following conditions have been fulfilled. If in doubt, please contact us at info@protekflooring.co.uk or on 020 3917 5550.

- 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 retailer's stamp, will need to be submitted.
- Before installation, all flooring products 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 Pro-Tek™ 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 Pro-Tek™. 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 Pro-Tek™, including delamination, reduced resistance of the wear layer and water-resistance of the flooring products under normal conditions.
- Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.
- Ensure only suitable and recommended cleaning products are used on the flooring.
- Always place suitable mats under any moving furniture with wheels attached, such as office chairs.
- The residential lifetime and commercial warranty periods apply for indoor installation applications only. For other applications, an individual written warranty must be requested from Pro-Tek™.
- This warranty does not cover damage to the product caused by installation error. Pro-Tek™ flooring products must be installed following the recommended installation guide and

using approved Pro-Tek™ flooring accessories. The installer must be able to provide proof of compliance with Pro-Tek™ flooring installation and maintenance instructions, supplied in the packaging and on our website. If installation is not performed by the end user, at least one copy of the installation and maintenance instructions, as well as these warranty conditions, 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.

Additional Points for the Commercial Warranty

The commercial warranty is valid for Pro-Tek™ for a period of 20 years for all Editions flooring and 30 years for all Excel flooring 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.

- Pro-Tek™ do not guarantee these products against failure due to furniture that is not lifted into place or has castor wheels allowing free movement over the flooring. Always place suitable mats under any moving furniture with wheels attached and use felt pads under all furniture.
- All flooring for the same commercial flooring project must be ordered at the same time. Compatibility of planks and tiles in repeated orders cannot be guaranteed.
- We strongly recommend you contact your dealer or Pro-Tek™ direct to discuss your commercial project in advance, to make sure you choose the right Pro-Tek™ flooring and accessory products.
- 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 Classic 0.7mm	Lifetime	30 years
Excel Longplank 0.7mm	Lifetime	30 years
Editions Super Long Plank 0.55mm	Lifetime	20 years
Editions Classic 0.55mm	Lifetime	20 years
Editions Tile 0.55mm	Lifetime	20 years
Editions Herringbone 0.55mm	Lifetime	20 years
Value Plank 0.3mm	15 years	5 years
Value Herringbone 0.3mm	15 years	5 years

Residential installation is defined as a private domestic residence and lifetime is defined as 35 years.

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

Range	Excel Collections		Editions Collections	
Wear layer	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

Pro-Tek™ 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™ will repair or replace the product as deemed necessary by Pro-Tek™ on reviewing a warranty claim. Where a replacement of the flooring is agreed upon, only new flooring of the current supply program at the time the complaint is upheld will be supplied by Pro-Tek™, 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 saleability or suitability for a specific purpose. Pro-Tek™ 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™ shall not accept or be liable for any direct, indirect, special, or consequential loss, or claim damages including liquidated damages.

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