

Hardwood SPC Flooring Warranty

This Silvanus Flooring Warranty is given to the original purchaser of our products, and is limited to Silvanus Flooring products only. This warranty is not transferable and may not be claimed by any other than the original purchaser. Silvanus Flooring installation and maintenance guidelines must be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim.

30 Year Residential Limited Structural Integrity Warranty

5 Year Commercial Limited Structural Integrity Warranty

Silvanus Flooring warrant for the period stated in this warranty, that the surface wood wear-layer on HSPC floors shall not wear through under normal use. The wear-through is defined as 100% wood layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding or abrading.)

Silvanus Flooring warrant for the period stated in this warranty, that the engineered Hardwood SPC floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production. Although Silvanus Flooring planks are water resistant, they are not designed to be 100% waterproof, therefore the flooring integrity may be diminished if excessive exposure to water occurs. Water can still accumulate in buildings or on building material and when water accumulates and is allowed to settle for a while, mould and/or mildew can occur. Silvanus Flooring warranty does not cover any damages resulting from mould and/or mildew growth due to prolonged exposure to moisture.

Please Note :

Wear layer wear-through must be readily visible from a distance of 2 meters, measuring at least 6 square centimetre. Wear-through at the edges of floors is excluded from this warranty and will not be covered. Surface fading of gloss or sheen level is not considered wear-through under this warranty and will not be covered.

Exclusion to the warranty:

- Colour and shade of the flooring. Our floors are a natural product and colour variation will occur and is not a defect.

- Claims related to colour variations between flooring and other wood products, which you wish to match (Such as: cabinets, solid oak stairs, railings, trim, etc.).
- Claims related to colour, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed.
- Claims related to differences between colour of samples and the colour of installed floors, and colour variations from board to board.
- Claims related to differences in colour between different batch runs or orders.

Defects & Damages

Industry standards allow for a defect and irregular tolerance of up to 5%. Therefore, it is the homeowners/installers responsibility to inspect the product for any visible defects or damages prior to installation. If the floor does not meet the homeowners/installers expectations and/or is not acceptable for installation please contact Silvanus Flooring before beginning installation. This warranty does not cover any right to claim for any flooring defects once floor is installed.

Installed Floors & Used Planks

Silvanus Flooring warranty does not cover any claims related to incorrect type, colour, visible defects or damages once the floor is installed. Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the Hardwood SPC has not been installed, maintained, cleaned or cared for in accordance with our recommended installation and maintenance guidelines.

Job-Site Conditions & Installation Surface Deficiencies

It is the sole responsibility of the homeowner and/or installer to determine if the job site conditions, environment, and installation surface (Sub-Floor) are up to local building codes and are acceptable for Hardwood SPC Flooring installation as well as, meet or exceed the SAWLFA (Southern African Wood, Laminate and Flooring Association) industry standards and regulations. Please make sure to evaluate the job-site for potential problems before wood flooring is delivered and installation begins. Silvanus Flooring warranty does not cover any failures resulting from, or related to, job-site environment/condition or sub-floor deficiencies.

Installation & Installer Errors

Silvanus Flooring products must be installed in accordance with the Silvanus Flooring Installation Instructions followed by using the appropriate materials and accessories that have been recommended

or approved by Silvanus Flooring. It is also suggested that Silvanus floors be installed by an experienced flooring professional. A professional installer should be able to provide evidence of past work either via references or be able to show completed work. They will also know which inspections need to be done before, during, and after installing hardwood flooring. If not installed by a flooring professional; installer assumes any risk of issues arising due to improper installation, and/or any issues arising from improper pre/post installation inspections. Therefore this warranty will not cover claims related to, or resulting from improper installation or installer errors. If you are not sure of which product to use please contact Silvanus Flooring before installing or using any products or accessories to install the floor.

Exceeded Recommended Conditions & Moisture Content

Silvanus Flooring products are made to perform best in relative humidity range of 30%-50%, and within a temperature ranging from 15° to 26° Celsius. These conditions are usually considered to be the normal living conditions a household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the sub-floor in order to ensure the designated installation surface meet Silvanus Flooring installation guidelines and is acceptable for hardwood SPC flooring installation.

This warranty will not cover any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes). The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%. This warranty does not cover changes in floor colour due to aging or excessive moisture.

Acclimation

Even though Silvanus Flooring Hardwood SPC product only contains a small section of wood particles they are still required to be acclimated so the newly manufactured flooring planks can adjust to the new environment and slowly reach the same setting as living conditions, which directly coincides with a relative humidity range of 30%-50%, and within a temperature ranging from 15° to 26° Celsius. Therefore, it is recommended to acclimate Silvanus Flooring floors' for at least 2-4 days. This warranty does not cover any claims related to exposure to excessive moisture or improper flooring acclimation issues.

This Warranty exclude

- Surface wear or damages such as reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been

installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of SPC floors by anyone other than those that are authorized by Silvanus Flooring.

- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels or vacuum cleaners.
- Failure to provide adequate furniture support with floor protectors that is at least 2.5cm in diameter.
- Changes in colour due to aging, exposure to sunlight or ultra violet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Natural expansion and contraction resulting in separation between boards.

Filing A Claim

In order to make a claim under this warranty, contact your Silvanus Flooring authorized retailer within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when claiming. In the event of a claim meeting the conditions in the Warranty, Silvanus Flooring will provide materials free of charge to repair or replace defective floor panels. Labour costs associated with original installation, and/or re-installation, will not be covered under this warranty. If the product, for which the claim is made, is discontinued or no longer available, the customer will be able to choose from Silvanus Flooring current product range and select a product of equal value. Silvanus Flooring warrants replacement products, for the remainder of the original warranty period only.

Right For Inspection

Silvanus Flooring reserves the right to inspect the installed Hardwood SPC flooring, and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to Silvanus Flooring inspection will void any right to claim against this warranty.