



Resolve®  
SPC Rigid Core Flooring



SPC RIGID CORE FLOORING

**WARRANTY**



This RESOLVE SPC Flooring Limited Warranty is given to the original purchaser of our products, and is limited to RESOLVE SPC Floor products only. This warranty is NOT transferable and may not be claimed by any other than the original purchaser.

**Important!**

RESOLVE SPC 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. Prior to installing any RESOLVE SPC Flooring product, homeowner and/or installer must make sure to read through the *\*RESOLVE SPC Flooring Installation Guidelines* provided upon product arrival.

**VINYL FLOOR WARRANTY GUIDE - DIAMONDTEC**

Resolve 5.0 AC3: 20 year limited residential  
Resolve 6.0 AC4: 30 year limited residential / 5 year commercial  
Resolve 7.0 AC5: Lifetime limited residential / 10 year commercial

**VINYL FLOOR WARRANTY GUIDE - WEAR LAYER**

R+ 4.7mm (8mil wear): 10 year limited residential  
Resolve Prime (20mil): 30 year limited residential / 10 year commercial  
Resolve Plus (12mil): 20 year limited residential

**Wear Layer:**

RESOLVE warrants that for the period stated in this warranty, that the surface wear-layer on SPC Flooring should not wear through under normal use. (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.) Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding, abrading or the use of harsh chemical cleaning agents.

**Please Note!**

- Wear layer wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.
- Gloss fading is not considered wear-through under this warranty and will NOT be covered.
- Floors installed over radiant heated subfloors, but were not indicated as suitable for radiant heat, will void all warranty coverage.

**Manufacturing Defects:**

RESOLVE warrants for the period stated in this warranty, that the engineered SPC flooring, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production.

**Waterproofing:**

**The RESOLVE SPC Flooring planks are designed to be 100% water resistant. Therefore, the flooring integrity will not be diminished significantly if exposure to water occurs. Even though SPC flooring planks are 100% water resistant, water can still accumulate in buildings or on building material, when water accumulates and is allowed to settle mold and, or mildew can occur. RESOLVE SPC floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture. Nor does the warranty cover damage due to excessive moisture or adverse reactions from vapor emissions/pressure from the subfloor. To ensure that moisture and vapor emissions/pressure from the subfloor will not affect the planks you must use a minimum 6mil vapor barrier over concrete subfloors.**

**Type, Color, Shade**

It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the jobsite prior to installation.

**Therefore, this warranty will NOT cover:**

- Claims related to incorrect floor type, model, collection or color once the floor was installed!
- Claims related to color variations between flooring and/or samples and other flooring or wood products, which you wish to match (Such as: cabinets, stair railings, trim, etc.).
- Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
- Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
- Claims related to differences in color between different dye LOTs.

### **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 your contractor or retail provider before beginning installation!

### **Therefore, this warranty will NOT cover:**

- This warranty does not cover any right to claim for any flooring defects once floor was installed. This warranty becomes invalid once any flooring panels with visible defects have been installed!

### **Installed Floors & Used Planks**

The RESOLVE SPC Flooring Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects or damages once the floor was installed. No claims will be honored. Nor any replacement or refunds will be offered or issued once floor is installed!

- Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the SPC flooring has not been: Installed, maintained, cleaned or cared for in accordance with RESOLVE SPC Flooring 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 SPC flooring installation as well as, meet or exceed the NWFA (National Wood Flooring Association) industry standards and regulations. Please make sure to evaluate the job-site for potential problems before SPC flooring is delivered and installation begins.

- RESOLVE SPC Floorings warranty does not cover any failures resulting from, or related to, job-site environment/condition or subflooring deficiencies.

### **Installation & Installer Errors**

RESOLVE SPC Flooring products must be installed in accordance with the RESOLVE Installation Instructions followed by using the appropriate materials and accessories that have been recommended or approved by RESOLVE SPC Flooring. It is also suggested that RESOLVE SPC Flooring be installed by an experienced wood flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work. They will also know what inspections to make that are required 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.
- Claims related to use of products or accessories that were NOT approved or recommended by RESOLVE SPC Floorings. If you are not sure of which product to use please contact RESOLVE SPC Flooring before installing or using any products or accessories to install the floor.

**Exceeded Recommended Conditions & Moisture Content**

RESOLVE SPC Flooring products are made to perform best in a relative humidity range of 30%-50%, and within a temperature ranging from 60° to 80° Fahrenheit. These conditions are usually the normal living conditions of any normal 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 meets RESOLVE SPC Flooring installation guidelines and is acceptable for hardwood flooring installation.

Use of a Tramex Concrete Encounter is an acceptable testing method as long as the test was completed in accordance with ASTM F2659 prior to installation, the reading cannot be above 3.5. The use of a 6mil vapor barrier is required for installation on concrete subfloors and in regions where high humidity/moisture can affect the building envelope.

**Therefore, 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 color due to aging or excessive moisture.
- Even though SPC flooring planks are 100% water resistant, water can still accumulate in buildings or on building material, when water accumulates and is allowed to settle, mold and, or mildew can occur. Warranty for all RESOLVE SPC Flooring products does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.
- Claims related to exposure to excessive moisture
- Adverse reactions due to vapor pressure/emissions from the subfloor
- Dimensional change due to high moisture, vapor emissions or extreme temperatures (below 32\* or above 110\*),

**Acclimation**

RESOLVE SPC Flooring products are 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 60° to 80° Fahrenheit. Therefore, it is recommended to acclimate RESOLVE SPC Flooring for at least 2-4 days. This warranty does NOT cover any claims related to exposure to excessive moisture, high temperatures or improper flooring acclimation issues.



**This Warranty EXCLUDES:**

- Surface wears 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 Flooring by anyone other than those that are authorized by RESOLVE SPC Floorings.
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels (including office chairs), wheelchairs, electric wheelchairs, vacuum cleaners and steam cleaners. A chair mat or rug is required where caster wheels are being used.
- Construction related damage.
- Failure to provide adduced furniture support with floor protectors that at least one inch in diameter.
- Changes in color due to aging, exposure to sunlight or ultra violet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Failure to allow adequate expansion space of at least 3/8-1/2" around the entire perimeter of the installation
- This warranty does NOT cover any claims related to exposure to excessive moisture
- Adverse reactions due to vapor pressure/emissions from the subfloor
- Dimensional change due to high moisture, vapor emissions, extreme temperatures (below 32\* or above 110\*), improper flooring acclimation or direct sunlight exposure.
- Floors installed over radiant heated subfloors, but were not indicated as suitable for radiant heat, will void all warranty coverage.
- Installation over radiant floor heating with a surface temperature in excess of 85 degrees F.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance product.
- Discoloration from rugs or floor mats (use only mats with non-staining backing!)
- Damage caused by vacuum with a beater bar (rotating bristle brush).
- Flooring installed over improperly prepared or unstable subfloor.



### **Filing A Claim**

In order to make a claim under this warranty, contact your RESOLVE SPC Floor authorized retailer or supplier 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 requesting warranty service.

If your RESOLVE SPC fails to perform as stated in the applicable warranty period, RESOLVE will, at its option either repair without charge the affected area to conform to the warranty; OR replace the floor without charge with another floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, RESOLVE will pay for the professional labor cost to install your replacement floor. If RESOLVE repairs or replaces a plank/tile, you will be required to clear at your expense, any items placed over the affected area subsequent to the original installation. Warranty coverage for the replacement panel will be limited to the remaining time of the original warranty.

### **Right for Inspection**

**RESOLVE reserves the right to inspect the installed SPC planks by an accredited professional flooring inspector (NICFI, IFCII, CFIU, FCITS), and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to RESOLVE SPC Flooring inspection will void any right to claim against this warranty.**

### **DISCLAIMER**

RESOLVE SPC FLOORING DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty is dated 01/1/2023 and supersedes all warranties previously issued by RESOLVE SPC Flooring.