

RESOLVE 8.0 & 12.0 WPC WARRANTY

30 YEAR LIMITED RESIDENTIAL WARRANTY FOR WPC FLOORING

This warranty is non-transferable and applies only to the original purchaser with proof of purchase with date on it. Our WPC products are warranted free from manufacturing defects and not to wear through under normal indoor residential use for years. Wear through is defined as loss of the floor design due to normal household use.

10 YEAR LIMITED LIGHT COMMERCIAL WARRANTY FOR WPC FLOORING

For light commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 10 years from the date of purchase. If a defect covered by this warranty is reported to Resolve in writing within 10 years of purchase, Resolve will supply new material of the same or similar grade sufficient to repair or replace the defective material.

This warranty extends only to the original end user and is not transferable.

What Is Not Covered by These Warranties?

RESOLVE WPC Flooring products must be installed in accordance with the RESOLVE WPC Installation Guidelines or the warranty is void.

- 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 WPC Flooring by anyone other than those that are authorized by RESOLVE
- 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 with beater bar and steam cleaners. A chair mat or rug is required where caster wheels are being used.
- This warranty does not cover any right to claim for any flooring defects once the floor has been installed.
- Damage due to excessive moisture or adverse reactions from vapor emissions/pressure from concrete substrates (the use of a vapor barrier is REQUIRED).
- Damage due to excessive moisture or adverse reactions from vapor emissions/pressure from wood substrates.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Dimensional change due to high moisture, vapor emissions, extreme temperatures (below 32* or above 100*), improper flooring acclimation or direct sunlight exposure
- Damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial).
- Construction damage after installation.
- Installation-related errors or damage including improper conditioning of the jobsite, substrate and flooring materials.
- Damages caused by inadequate expansion space of at least 5/16" – 3/8" around the entire perimeter and fixed objects.
- Damages caused by nails, moldings, trim, door jambs restricting the planks from freely expanding and contracting.
- Damages from cabinets, kitchen islands or other large objects restricting the planks from freely expanding and contracting.
- Damages from the flooring installed over improperly prepared or unstable substrate. (3/16 flat / 10ft)
- Damage caused by abuse such as moving appliances across the floor without adequate protection.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Discoloration from rubber rugs or floor mats

Installation requirements:

Proper installation plays a key role in the performance of RESOLVE WPC. For installation of WPC, these basic guidelines should be followed. Please visit the link below for the full installation guidelines. **INSTALLATION GUIDELINES MUST BE FOLLOWED.**

<https://resolvefloor.com/resources/>

- Acclimation of the WPC planks is required 48 hours before installation. Acclimation temperature range is 60°F-85°F and relative humidity (RH) of 40%-60%.
- Maintain an expansion gap of 5/16" – 3/8" around the perimeter of the floor and around vertical objects.
- All door jambs must be undercut.
- Install wall trim and transitions lightly over the floor surface. do not interfere with the free movement of the flooring. Drive fasteners/nails into the wall and NOT into the floor when installing transitions or moldings.
- If a room is heated by radiant coils in the substrate, the temperature of the floor should never exceed 85°F.
- Wood or Concrete substrates must be dry, smooth and flat within 3/16-inch in a 10ft radius. Level any areas that are out of tolerance by grinding or the use of a leveling compound
- A minimum 6 mil polyethylene moisture barrier must be used with below and on grade concrete substrates.
- Do NOT install polyethylene moisture/vapor barriers on ANY wood substrates.
- Ensure there is a minimum of 8"-10" of end joint stagger between the rows.
- Concrete substrates must be cured for a minimum of 60 days before installation.
- HVAC system must be running before and after installation.
- Ambient room temperature should range between 60* - 85* F
- Do NOT install additional underlayment under the WPC planks.
- Moisture testing MUST be performed and documented.
 - 5% when tested using Tramex Concrete Moisture Encounter
 - Less than 5 pounds per 1000 square feet per 24 hours when using Calcium Chloride test (ASTM F 1869)
 - 85% when using Relative Humidity Testing (ASTM F-2170).
- The ground in the crawl spaces must be completely covered using 8 mil black polyethylene.

Filing A Claim

In order to file a claim under this warranty, contact your RESOLVE WPC 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 WPC 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 WPC 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 WPC 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. 4.1.2024