

## WARRANTY CARD

Econfloor Polska's rigid vinyl flooring



Please fill in the box below legibly on the day you make your vinyl floor purchase.

Type	Guarantee for residential areas	Guarantee for public areas
Waterproof flooring <b>thickness 4.2, 5.7, 6.7 mm</b> <b>wear layer 0.3, 0.55 mm</b>	<input type="checkbox"/> 30 years	<input type="checkbox"/> 10 years

Name and Surname: \_\_\_\_\_

Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Product's name: \_\_\_\_\_

Collection: \_\_\_\_\_ Package décor no.: \_\_\_\_\_

Number of m<sup>2</sup>: \_\_\_\_\_ Account No.: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Seal of the point of sale

Signature of purchaser, accepting the guarantee terms

Congratulations on your good choice and thank you for deciding to purchase the LVT / SPC Rigid vinyl flooring by Econfloor Polska with the guarantee in accordance with the guidelines described in the installation instructions and listed below in the guarantee conditions. The warranty covers LVT/ SPC Rigid vinyl flooring purchased and used in Poland / the Republic of Poland. Before installation, please read the comprehensive installation instructions for the floor, which can be found on every LVT / SPC Rigid vinyl flooring package. LVT / SPC Rigid vinyl flooring is a click-mounted floating floor with the option to glue it to the subfloor in selected / below described conditions.

ATTENTION: Econfloor Polska Sp. z o.o. does not allow the floor to be installed by nailing, screwing or installing on adhesive tape.

**General provisions.**

The vinyl flooring from the LVT / SPC Rigid collection is covered by the warranty period stated above for their use in accordance with the with the described recommendations inside the residential / public utility premises, as described by Econfloor Polska - the premises must have heating (never electric floor). The guarantee is provided by Econfloor Polska Sp. z o.o. with its seat in Łudźmierz at 77 Grel Street.

The guarantee covers invariability of dimensions and technical parameters in accordance with the data described on the flooring packaging, and applies to a product that is used as intended, in compliance with the provisions of the installation, care and, last but not least, use instructions.

**Realisation of the Aqua Pro I product guarantee is only possible if all the following conditions are met:**

1. This guarantee applies only to the first owner as well as to the first installation of the panels and is not transferable. The person deemed to be the first owner is the person named as purchaser on the flooring purchase document and/or their details have been entered on the guarantee card (additional possibility to download it from the website).
2. The installation of the panels must be carried out in accordance with the rules of the trade and the installation instructions included in the vinyl flooring package and in the description below.
3. Always use an underlay that is dedicated to LVT / SPC Rigid vinyl flooring (recommended thickness is 1.4 to 1.6 mm, hardness of the underlay / weight of the underlay is approx. 1000 kg/m3), accessories / equipment and tools that have the appropriate certificates and approvals. In the case of installation by a specialised installation company, it is mandatory that this activity is confirmed by a bill / invoice issued by the company / floor installer.
4. Prior to and during installation, the quality of the panels, the underlay used and the accessories / tools must be checked for any mechanical, quality or colour defects each time under optimal lighting conditions. Under no circumstances must products with visible defects or damage be installed. The assembly of a product with visible defects implies the acceptance of its quality by the Buyer / Customer. All defects discovered must be reported in writing on the day they are discovered, always at the place of purchase of the flooring / retailer.
5. Econfloor Polska will not contribute to the costs or be held liable for any claims including but not limited to: inconvenience, loss of time, costs and expenses or any other type of damage caused by or resulting directly or indirectly from the problem which is the cause of the warranty claim, even if acknowledged.
6. Please note that the selected decors from the SPC Rigid collection are based on natural wood and/or stone and, like the above-mentioned materials (wood, stone), may differ from each other in irregular grain patterns, importantly in their shades and in the presence of 'knots' of various shapes, sizes and colours. These differences are not subject to complaint.
7. The warranty for the goods sold does not suspend the buyer's rights resulting from non-compliance with the contract pursuant to the Act on Consumer Rights of May 30, 2014, Journal of Laws of 2014, item 827 as amended, died if the complaint is accepted, the buyer has the right to replace the defective goods with those free from defects in the damaged part, or to reduce the price of the goods. If the warranty claim is accepted, the warranty applies anew for the batch of flooring that was delivered.
8. Complaints under the warranty - each complaint must be submitted in writing along with the original proof of purchase and a warranty card for SPC vinyl floors signed on the day of purchase of the floor. Complaints under the warranty must be submitted no later than 30 days from the date of the noticed defect. Econfloor Polska Sp. z o. o. reserves the right to conduct an on-site inspection (house, apartment, office, etc.) or to commission an inspection by an authorized third party before considering a properly submitted complaint.

**Installation conditions - floating system.**

The purchased floor should be left in its original packaging without unpacking for at least 24 hours to acclimatize in the room where it will be installed (always in a horizontal position on a level surface, packages cannot be leaned against walls). It should be stored in moderate conditions where the room temperature should be from +15°C to +25°C. The minimum recommended temperature of the substrate (not air) on which we proceed with installation should not be lower than +10°/+12°C.

Vinyl flooring, like any other, must be laid in accordance with building regulations. In the case of a cement screed, the moisture content in the substrate must be lower than 2%, and in the case of anhydrite screed, lower than 0.5%. In the case of installation with underfloor heating, the values mentioned must be 1.8 CM% and 0.3 CM%, respectively.

When installing an SPC vinyl floor, always use an underlay dedicated to rigid/LVT floating vinyl floors, with a recommended thickness of 1.4 to 1.6 mm and appropriate hardness / underlay weight of approximately 1000 kg/m3. The manufacturer recommends that the floor be used in the following conditions: room temperature in the range of +15°C to max. +29°C and relative air humidity in the range of 40% to 80%. It is also recommended to use "curtains" on windows to protect the panels against excessive sunlight - this is to protect against possible discoloration of places exposed to extremely high exposure to sunlight (long and very strong sunlight in the room - more than 3 hours / day). Vinyl floors from the SPC New Rigid collection due to their structure and correct installation method, are not susceptible to deformation caused by temperature in accordance with the conditions given above (does not apply to open fire). Always keep at least 60 cm distance from heating devices, e.g. fireplace. Dilatation – the minimum expansion joint for each permanent obstacle is 5 mm. The maximum area (in one room) without the need for surface expansion is 144 m2 (12 x 12 m).

Installation of the panels should start against the wall and be arranged in rows, maintaining a minimum expansion joint of 5 mm and a distance of 30 cm between the shorter edges of subsequent rows. In the case of wood/or stone patterns, avoid laying boards with the same pattern next to each other (it is recommended to unpack 3 packages of flooring to select/"mix" boards).

Vinyl panels are waterproof, but they cannot be installed in a shower, swimming pool or sauna. Furniture legs must be protected with protective felt pads to avoid possible dents and scratches on the floor. SPC vinyl panels cannot be installed on an existing floor: carpet, rugs, floor panels or boards.

NOTE - they can be installed on an existing ceramic tile (even, clean and stable) where the maximum joint width is 4 mm and the maximum depth is 2 mm (always use a dedicated and certified vinyl underlay). Larger joint dimensions must be leveled before installing the SPC floor.

**Special conditions for installation in the GLUED system.**

Apply all the above conditions given in the section "installation in a floating system" and additionally: in the case of installation of an SPC vinyl floor in a glued system, dedicated adhesives for Rigid / LVT vinyl floors should be used, depending on the substrate (absorbent, non-absorbent, etc.), always in accordance with the glue manufacturer's guidelines. Be sure to check the quality of the substrate, in which case it should always be assessed by a specialist. Special conditions for gluing a vinyl floor in a room include: if there is a risk of large temperature fluctuations (during the day from +20°C / +25°C, e.g. from +18°C to +40°C), the LVT / SPC Rigid floor can be glue with the recommended glue for LVT vinyl floors, using appropriate accessories/ equipment and tools and using a gluing method consistent with construction practice (according to the guidelines of the manufacturer of the glue dedicated to the LVT/Rigid floor).

The floor should be installed on large glazed surfaces by gluing it to the substrate, maintaining twice the recommended expansion joint on the opposite wall of the room. Expansion joint for gluing - the minimum expansion joint for each permanent obstacle is 5 mm. The maximum area (in one room) without the need for surface expansion joints (does not apply to permanent obstacles and walls) is 225 m2 (15 x 15 m). NOTE: SPC Rigid flooring is not recommended for rooms with extreme sunlight, such as verandas or the so-called winter gardens, etc.). SPC vinyl panels (boards and tiles) are not recommended to be installed directly in the shower, sauna or swimming pool. Our vinyl planks should not be installed over any electric underfloor heating system.

**Underfloor heating system and subfloor.**

Our vinyl floors should not be installed on any electric underfloor heating system or in any place where there are temperature fluctuations (above +25°C), such as: sauna, unheated veranda, etc. and other unheated rooms. You should absolutely avoid installing vinyl floors directly next to fireplaces, wood/coal-fired kitchens or electric heating devices (min distance is 60 cm on each side) - the floors must always be protected against very high temperatures. Remember, the maximum substrate temperature with water underfloor heating should not exceed +27°C. NOTE: water underfloor heating must be turned off 48 hours before installation and the remaining time turned off for at least 48 hours after installation. The minimum temperature when gluing the floor to the substrate should be at least 10°C. After this time, the temperature should be gradually increased over several days, not exceeding +27°C on the floor. LVT / SPC Rigidvinyl floors can be installed over existing even and stable ceramic tiles provided:

1. Floating system - filling and leveling of joints wider than 4 mm and deeper than 2 mm, on prepared and even concrete floors - what is important: tiles and concrete floors must be almost perfect horizontally (max surface unevenness: 1 mm / 1 m). All flexible and uneven substrates should be removed. Make sure the surface is clean, dry and that the floors are installed on a stable and even surface.
2. Glued system - filling and leveling the joints/joints of tiles and on prepared and even concrete floors - what is important: tiles and concrete floors must be almost perfect horizontally (max surface unevenness: 1 mm / 1 m). All flexible and uneven, cracked substrates should be removed and repaired. Make sure the surface is clean, dry and that the floors are installed on a stable and even surface. We recommend the glued system for large glass surfaces and very sunny rooms (temperature difference up to 25°C during the day).

**NOTE - floor heating:.**

If the floor is installed on underfloor heating, the floor should be heated in accordance with the following guidelines:

- starting temperature of the heating medium 25°C  
- we increase the initial temperature every day by approximately 5°C to +45°C. We maintain this temperature for 6/7 days, then lower it every day by approximately 5°C to +20°C. Then we do not heat the floor for 7 days. From the 8th day onwards, we repeat the same procedure, until the target/desired temperature is reached. We would like to remind you that the maximum temperature on the floor surface may be +27°C. After completing the floor heating process, we should (this is very important) receive a "[floor heating protocol](#)" signed by the installer.

**Installation and preparation of the substrate.**

Fill or level any irregularities or cracks, structural joints, grooves and any other irregularities using appropriate materials. Sweep and vacuum the previously prepared, properly dry, stable and level surface to remove dust and all contaminants. LVT/ SPC Rigid vinyl panels cannot be installed on existing flooring such as carpet, rugs, floor panels or boards. NOTE - it is possible to glue onto existing ceramic tiles (conditions above).

The expansion joint around the entire room and all walls should be at least 5 mm. An expansion joint must be maintained - at least 2 mm between the lower part of the door frame/jamb and the vinyl panel. The last row of laid boards or tiles cannot be narrower than 10 cm in width. We install the vinyl floor with a shift of at least 30 cm between the joints in adjacent rows. When purchasing, you should include approximately 5% more panels than the floor area in m2 to be laid - due to inevitable cutting during installation. Before you start laying the vinyl floor (SPC Rigid comes in tile and board format), plan the selected pattern taking into account the size and shape of the room/room. In door sills and corners, vinyl planks cannot be less than half their sizeThe installation of waterproof LVT / SPC Rigid vinyl panels should begin by arranging the panels in the direction of light, from left to right (with the tongue towards the wall), continue laying a row to the end of the wall on the right side, lay the next row with min. with a shift of 30 cm, install the panels by inserting them at a slight angle of approx. 30 degrees into the previous row and gently pressing them to the ground. Tap the joints of LVT / SPC Rigidpanels gently with a rubber hammer (always use a washer without sharp edges - instructions on the packaging). The maximum area to be laid without additional expansion joints is: 1.) for the floating system it is 12 m x 12 m, i.e. 144 m2, and for the glued system it is 15 m x 15 m, i.e. 225 m2.

NOTE - when installing, check the product carefully to see if it is free from any defects that may affect or even prevent proper installation. Remember to protect yourLVT / SPC Rigid vinyl floor when moving furniture or other heavy objects, so always use protective pads (e.g. felt). In case of direct contact, surfaces such as tires, black rubber pads - may cause irreversible color discoloration on the vinyl floor.

1. The floor should be protected against sand or other abrasive materials by using appropriate non-rubberized doormats at the entrance door. The lower surfaces of furniture such as chairs, sofas, etc. (their legs) must be protected with appropriate protective material (e.g. Econfloor Polska felt pads, protective mats for chairs with wheels). All furniture on wheels, including armchairs, must have W-type wheels. LVT / SPC Rigid vinyl flooring: not applicable to the so-called "underfloor cooling or electric heating".
2. LVT / SPC Rigid vinyl floors are resistant to stains caused by most agents used in homes, e.g. alcohol, juices, liquids, fats, etc. - after spilling the above-mentioned liquid, wipe it off the floor with a damp cloth. The floors do not release any odors or other substances harmful to health.
3. Econfloor Polska Sp. z o. o. requires that one board or tile (in the original size) of the purchased vinyl floor be kept so that in the event of a possible complaint, it can be submitted for laboratory testing (boards / tiles cannot be cut both in width and length or in pieces). Possible defects arising in connection failure to comply with the above-mentioned rules will not be classified as defects resulting from the so-called causes hidden in the LVT / SPC Rigid vinyl flooring and, consequently, will not be covered by the protection provided by this warranty.

By damage resulting from abrasion, the manufacturer means complete abrasion of the decorative layer (so-called decor / wood or stone drawing) on an area of not less than 1 cm2. The extended warranty period given on page 1 of this warranty card applies to the abrasion class / abrasion layer of 0.55 mm. Possible damage caused and visible on the edges of LVT / SPC Rigid vinyl floors are not covered by warrant

The warranty for the goods sold does not suspend the buyer's rights resulting from non-compliance with the contract pursuant to the Act on Consumer Rights of May 30, 2014, Journal of Laws of 2014, item 827 from late. changes. If the complaint is accepted, the buyer has the right to replace the defective product with a defect-free one in the damaged part, or to reduce the price of the product. Installation costs are borne by the buyer, other costs and damage caused by a defective product are not covered by the warranty. If the warranty claim is accepted, the warranty applies anew for the batch of panels that have been delivered.

**Limitations.**

The Guarantor declares that the warranty protection does not cover: costs of disassembly and reassembly (these costs are borne by the buyer). Damage of a material and non-property nature, related directly or indirectly to product defects (e.g. costs of travel to the Guarantor, costs of telephone calls to the Guarantor or costs of lost wages). The Econfloor Polska's LVT / SPC Rigid vinyl floor must be installed in accordance with the guidelines contained in the instructions. The customer/installer/installation company must be able to provide proof that the installation and maintenance of the floor was carried out in accordance with the manufacturer's instructions and recommendations. Installation and care instructions are included on each package of purchased flooring. If the manual or warranty card is illegible and therefore unavailable with the product, please ask the seller and distributor or download it yourself by visiting [www.econfloorpolska.com](#).

If the installation is not performed by the Customer, then the installer/assembly company must provide a copy of the installation and maintenance instructions and warranty conditions. It is necessary to maintain an expansion gap along all external edges of the floor and permanent obstacles (min. 5 mm). A change in the level of gloss or color (in relation to the floor "hidden" under a sofa, chest of drawers, etc.) as well as minor scratches on the surface of the LVT / SPC Rigid vinyl floor do not indicate wear of the surface and should be treated as a consequence of everyday use and use. To be considered justified, the damage must have an area of at least 1 cm2 and cannot be the result of unfavorable conditions or events, such as: mechanical damage caused by a strong impact, scratching (moving furniture, animal claws, falling heavy objects, etc.) Contact must not be allowed floor surface with lit cigarettes, matches or other open flames or other hot objects, as they may lead to irreversible damage to the panels. Do not place islands, kitchen furniture or other heavy objects (heavy furniture, floor-to-ceiling built-in wardrobes, wardrobes with door guides) directly on the surface of the panels, as they may drastically reduce the required work of the floor, the so-called "floating", i.e. its expansion and contraction related to changes in temperature and relative humidity of the air in rooms. Moreover, failure to comply with this provision may lead to, for example, gaps at the panel joints or creaking of their joints.

**The warranty does not cover floor damage resulting from:**

- inconsistent with assembly rules,
- using an inappropriate underlay for LVT vinyl panels
- using inappropriate glue to install the floor in a glued system
- accident or improper use (scratches, impacts, cuts or other damage caused by sand or other types of abrasive materials, regardless of who caused them - the user, the installer or third parties),
- improper care, i.e.: steam cleaning devices must not be used to clean vinyl floors because they generate a temperature (steam) of approximately 100 degrees C. We do not use products containing: wax, oil, lubricating and polishing agents, agents containing chlorine Cl. For care, we use vacuum cleaners with soft bristles, damp cloths and, importantly, flat mops and diluted agents recommended by the manufacturer for the care of LVT/Rigid vinyl floors
- the floor must not be installed in rooms that may be periodically exposed to extreme temperature differences (saunas, verandas or other rooms not heated in winter),
- damage caused by chemical agents, fire, explosion, flood, extreme humidity and temperature conditions, lightning strikes, negligence, vandalism, etc.
- damage caused by objects with sharp or sharp edges as well as metal heels,
- defects and damage caused by inappropriate furniture wheels or lack of protection of furniture legs, e.g. with felt pads,
- defects or damage resulting from excessive loads caused by placing heavy furniture on the floor (floor-to-ceiling sliding wardrobes, wardrobes with guides, islands and kitchen furniture, bookcases loaded with books, etc.),
- problems caused by humidity, hydrostatic pressure, alkalinity of the substrate or discoloration of the product caused by external factors, e.g. markers, paints, ink that has penetrated the product, and contact with tar, bitumens, dyes, etc.