

SPC FLOORING WARRANTY

This warranty is provided by An Cuong, applied for the original purchaser and non-transferable.

Important:

An Cuong warrants that SPC flooring is free of visual defects for the period stated in this warranty. Customer or installer should carefully inspect each plank before installation. The warranty does not cover any claims related to visible defects once the floor was installed.

An Cuong reserve the right to verify the defects by having samples for technical analysis or inspection. In case of manufacture defects, An Cuong will replace the corresponding materials. Otherwise, An Cuong has the right to disregard the claims against this warranty.

WHAT IS COVERED?

a. Manufacture defects

An Cuong warrants the flooring does not delaminate, and free from manufacture defects including dimension, thickness, plank stability,... following ASTM F3261.

b. Wear warranty

An Cuong warrants that for the period stated in the table below, the wear layer will not wear through. Scratches, indentations, or reduction in gloss level is not considered wear. Wear through is defined as wear due to light to moderate foot traffic will not wear through to the pattern layer of the product.

Wear protective thickness					
0.5 mm – 1mm		0.3 -0.4 mm		0.2 mm	
Residential	Commercial	Residential	Commercial	Residential	Commercial
25 years	10 years	15 years	5 years	5 years	3 years

c. Waterproof

Vinyl planks are water resistant, will not lose buckle or loose integrity if expose to normal household spills (water, wine, cleanser without harsh chemicals).

What is waterproof?

Vinyl planks is 100% waterproof. Household spills must be cleaned up promptly to prevent mold and mildew.

d. Installation

Planks must be installed properly in accordance with An Cuong's installation instruction at www.ancuongflooring.com/support/installation. Some special notes:

- Humidity from 30% - 55%, temperature from 15°C - 30°C, PH from 7-9, the flatness of subfloor under 4.8mm (3/16") within 3m (9.86ft).
- 12mm (15/32") space along walls and fixed objects is required for expansion in higher temperature. Make sure no grouts left along the wall.
- Do not fix the planks by nails or glue.
- Room length is not more than 10m (32.8ft).

Any problem related to installation failures is not covered in this warranty.

WHAT IS NOT COVERED?

1. Any visible manufacture defects after installation (dimension, thickness, colors, ...)
2. Damage caused by accidents, fire, burns, flooding
3. Indentation, scratch and click joint by pets, high heels, golf shoes, rolling loads, wheelchairs or other furniture without proper floor protectors.
4. Scratch by moving heavy appliances without felt pad or plywood panel.
5. Loss of finish gloss or color over time or being exposed directly with sunlight.
6. Damage due to improper installation while
 - Subfloor is not treated following instruction (about flatness, firmness, moisture, PH)
 - Acclimate flooring less than 48 hours
 - Use non-recommended sealers, hammers
 - Fix the planks with nails.
 - Installing cabinets on top of flooring
7. Flooring installed on a concrete subfloor without 6-mil moisture barrier (no use moisture barrier for wood floors)
8. Installation over radiant floor heating with a surface temperature in excess of 85°F (29.8°C).
9. Damage caused by additional underlayment for pre attached flooring or unsuitable subfloor.
10. Chips, warps, buckles, cracks due to unconditioned expansion spaces, unstable subfloor, improper flooring acclimation and maintenance.
11. Problems due to excessive moisture, mildew, alkaline substances, or hydrostatic pressure.
12. Damage caused by using non-recommended floor care products or strong chemicals.
13. Flooring installed outdoors or in spaces frequently exposed to water (swimming pools, bathrooms).
14. Install vinyl planks with thickness and dimension which are not suitable for intended use (For example: Core thickness of 3.5mm, 4mm, 4.5mm are not recommended for public areas like restaurants, schools, etc., Vinyl flooring is not recommended for large areas or high density of use such as hotel lobbies, hallways, sports stadiums, and school halls,..)

In order to file a claim, notify the representative with descriptions of the problems with photos and videos.

THIS WARRANTY IS DATED ON 26/03/2024 BY AN CUONG BUILDING MATERIALS. NONE OF OUR EMPLOYEES HAS AUTHORITY TO ALTER THE LIMITATIONS UNDER OUR WARRANTIES.