

Important:

This warranty is non-transferable and applies only to the original purchaser at the initial installation site.

Lifetime Structural Warranty.

This warranty is valid for products installed under normal residential conditions and maintained appropriately, the product is guaranteed to be free from structural issues, including delamination, buckling, and twisting. Please note that this warranty does not cover surface wear; such matters are addressed under a different warranty provision.

25 Years Residential Wear Warranty

The hybrid flooring is backed by a 25-year residential warranty, ensuring the product remains free from defects and wear-through under normal residential use with proper maintenance. This warranty guarantees that the wear layer will not wear through within 25 years from the installation date, provided that the flooring is installed and maintained according to the manufacturer's guidelines. Gloss reduction, scratches, and damage caused by improper use or lack of maintenance are not covered.

5 Years Light Commercial Wear Warranty

The hybrid flooring is protected by a 5-year light commercial warranty, which ensures the product remains free from defects and wear-through under appropriate light commercial usage and maintenance. This warranty guarantees that the wear layer will not wear through within five years of the installation date, as long as the flooring is installed and cared for according to the manufacturer's specifications. Gloss reduction, scratches, and any damage caused by improper use or inadequate maintenance are excluded from this warranty.

Installation:

The product must be installed precisely according to the latest written installation instructions. It is required to be installed using the 'floating' method as described in the guidelines, without any gluing or adhesion to structural or non-structural building components. Adhering or gluing the product to any building element will nullify all warranties.

Subfloor:

To ensure the validity of your warranty, it is crucial to properly prepare the subfloor before installing our hybrid flooring. The subfloor must be clean, dry, and free from any debris, dirt, or dust, and must be level and smooth, with no high or low spots exceeding 3mm over a 3-meter span. The moisture content of the subfloor must meet the specified limits, and suitable subfloors include concrete, plywood, and existing vinyl flooring, which must be securely fastened and undamaged. The installation environment must maintain stable temperature and humidity levels, with the flooring acclimated in the installation area for at least 48 hours prior. The subfloor must also be structurally sound, free from movement or deflection, with any damage or weaknesses repaired before installation. Failure to adhere to these subfloor preparation requirements may void the warranty. For detailed instructions, please refer our Evolution Premium Generation Hybrid flooring Installation Guide, or contact our customer service department for assistance.

Indoor Product:

This warranty exclusively covers the hybrid flooring when installed and used indoors. The product is not designed or warranted for any outdoor use, and any installation or usage outside will void this warranty. To maintain the validity of the warranty, the product must be installed and maintained following the manufacturer's guidelines, ensuring it remains in an indoor environment.



Floor Heating:

Floortex extends its Structural Warranty and Wear Warranty to include flooring installed on heated subfloors. To ensure these warranties remain valid, it is essential to follow all guidelines outlined in the installation instructions document.

Conditions are excluded:

Flood:

This warranty does not cover any damage or defects resulting from flooding. Flooding is defined as the overflow of water beyond its normal confines, including but not limited to, natural disasters, burst pipes, or excessive rainfall leading to standing water. Any flooring damage caused by such events is excluded from warranty coverage, and any issues arising from these conditions will void this warranty.

Subfloor:

The subfloor must be level and even, with no high or low spots exceeding a 3mm deflection tolerance. Additionally, it must be structurally sound, with no signs of movement, deflection, or damage. Ensuring these conditions are met is essential for a successful installation and the longevity of your flooring.

Expansion Trim:

Expansion trims are crucial for large installations as they allow the flooring to expand and contract with temperature and humidity changes. Failing to use expansion trims in large areas can lead to warping, buckling, or other issues that are not covered under this warranty. To maintain the validity of the warranty, the product must be installed following the manufacturer's guidelines.

Direct Sunlight:

This warranty does not cover any damage or defects resulting from exposure to direct sunlight or from installation in sunrooms. Extended exposure to sunlight can cause fading, discoloration, and other types of damage to the flooring, which are not covered under this warranty. Additionally, flooring installed in sunrooms or other areas with high levels of sunlight exposure is excluded from warranty coverage. Ensuring the product is used in environments as specified by the manufacturer is essential for maintaining warranty validity.

Installation method and warranty exclusion:

Evolution Premium generation Hybrid flooring is designed to be installed exclusively as a floating floor. This warranty does not cover any damage or defects resulting from improper installation methods, such as gluing or adhering the flooring to any surface. Additionally, this warranty excludes coverage for any damage caused by placing heavy objects, such as stone kitchen benches, directly on top of the flooring. The weight and pressure from such objects can compromise the floating floor system, leading to issues that are not covered under this warranty.

Excluded Cost:

This warranty does not cover any costs related to rectification work other than the supply of new flooring and scotia beading if needed. Expenses for repainting, removal of fixtures or furniture, accommodation, and any other related costs are explicitly excluded from this warranty.

