

WINDSOR IMPORT FLOORING®

This document supersedes all printed and electronic Installation, Care and Warranty information previously distributed for Windsor Import WPC.

ProTek PLUS WPC Warranty Guide

WARRANTY INFORMATION

WPC EXCLUSIVE LIMITED WARRANTY

Windsor Import Flooring warrants that its WPC planks and tiles are free from any visual or manufacturing defects. If the Products are found to be defective, Windsor Import Flooring will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during improper installation by not following the Windsor Import Flooring installation guidelines do not constitute a valid claim as defined by this limited warranty. This warranty will not include loss of time, inconvenience, incidental expenses (such as telephone calls, removal and replacement of items placed over the floor after the original installation, etc.) included in the removal and reinstallation of the affected material, and any other incidental or consequential damages. Windsor Import Flooring reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring only and are not transferable.

PRE-INSTALLATION VISUAL LIMITED WARRANTY

Windsor Import Flooring warrants that its WPC planks and tiles products are free from visual defects. All Product purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. Windsor Flooring will not be responsible for reimbursing labor charges on any claim for visually defective products installed. It is the responsibility of the installer/contractor to determine the suitability of the product for installation before it is installed.

If a problem occurs during the installation of the planks and tiles, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact Windsor Import Flooring immediately. Any costs caused by continued installation after the problem is reported will not be covered by Windsor Import Flooring.

WEAR LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are protected with a wear layer. Windsor Import Flooring warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The terms for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

PET LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are warranted to resist stains caused by pet soiling from domestic dogs and cats during the specific warranty time frame. The pet stains include urine, feces, and vomit. Resisting stains means that your floor has the ability to minimize or hold out permanent stains

under the conditions stated. Pet accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pet soiling is not covered by this warranty. Please follow our maintenance procedures for cleaning the affected areas. This warranty does not cover soiling and staining caused by any other pet type besides those stated above.

INTERNET WARRANTY

Various retailers on the internet sell our waterproof flooring products. While some websites are operated by retailers that maintain physical stores and provide excellent service, other websites are operated as internet-only retailers that do not provide service. If you choose to purchase your products from an internet-only retail provider, please be advised that such products will be covered by a 1-year warranty for manufacturing defects.

Warranty claims for anything other than an initial defect of the product are explicitly excluded. None of our installers, retailers, distributors, or employees has the authority to alter the obligations, limitations, disclaimers, or exclusions under any of our warranties. There are no other warranties beyond this expressed limited 1-year warranty.

WATERPROOF LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are warranted to be 100% waterproof. The structural performance of the planks or tiles, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the life of the product.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure.

While WPC planks and tiles are waterproof, the floor is not a waterproof barrier for the subfloor and surrounding structure. The Moisture warranty does not cover damage caused by liquid/vapor hydrostatic pressure from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

If the WPC planks and tiles are structurally damaged and the cause is determined to be by exposure to water in normal use conditions, Windsor Import Flooring will arrange a credit subject to the terms as described below in the "Terms of Lifetime Limited Warranty" section. The term for your specific residential product Limited Warranty will appear in the carton insert of the product you purchased. For commercial installations, WPC planks and tiles damaged caused by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

WATERPROOF LIMITED WARRANTY DOES NOT COVER:

1. Any damage to structures that are not part of the installed WPC flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems, or anything that is not the tile or plank.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

TERMS OF LIMITED COMMERCIAL WARRANTY

Claims reported on material defects of this WPC flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 5 years of use will not pay labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls and removal and replacement of items placed over the floor after the original installation) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Warranty Exclusions and Conditions

- Commercial use means daily activities commonly associated with a commercial environment. Hill Rom Beds are not recommended.
- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty.
- Warranty coverage does not apply to seconds, off-quality, or “as-is” goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site is non-transferrable and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owner's Manual.
- Warranty does not apply to damages or failure of the floor due to excessive moisture, alkali and/or vapor/moisture hydrostatic or vapor pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty does not cover changes in color or sheen from exposure to sunlight, heat or due to rubber-backed mats.
- Warranty coverage does not apply to products sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by using steam cleaners.
- Warranty does not apply to damage that results from not following floor maintenance instructions.
- Warranty does not apply to damage resulting in scuffs, scratches, cuts, punctures, indentations or damage caused by spiked high heeled shoes, damage caused by adhesives or tape, staining from rubber-backed mats, or damage or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damage caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can be permanently indent or damage the flooring).
- Warranty does not apply to damage caused by wheelchairs.
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- “Wear-Through” means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- “Residential use” means daily activities commonly associated with residential use.

If you have any questions regarding the above information, please contact your local flooring dealer or distributor.

REV: 25 March 2025