

## WARRANTY

Product Name : Eco Protect Resilient Flooring (EPRF) Orchid+  
Thickness : 2.5mm

Wear layer	0.3 mm	0.55 mm
Commercial	5 years	10 years
Residential	10 years	10 years

**Above warranty period is only valid when the recommended installation instructions and maintenance guide by the manufacturer is followed.**

### The Warranty covers (Commercially)

1. Wear & tear (during the warranty period)
2. Manufacturer's defect
3. Water-resistance

### The Warranty covers (Residentially)

1. Wear & tear (during the warranty period)
2. Manufacturer's defect
3. Stain-resistance from common household stain

### Details of the Warranty

1. Wear & tear: Orchid+ will not wear through the wear layer under normal condition during the above warranty period.
2. Manufacturer's defect: Orchid+ will be in good condition and free of manufacturing defects. All manufacturing defects are to be detected before installation.
3. Water resistance: Orchid+ will not be affected from topical moisture. (excluding moisture coming from below or underneath the product or subfloor or adhesives.). Water spillage or leakage on the floors are to be wiped immediately to prevent slip hazards.

4. Stain resistance: Orchid+ will not be affected by common household application (excluding permanent marker, permanent dyes & finishing stains).

## **1. INSTALLATION**

This Limited Warranty covers material costs provided that such flooring is installed complying with the manufacturer's Installation & maintenance guideline.

## **2. TERMS OF WARRANTY**

If a defect covered by this Limited Warranty is found within the warranty period, the manufacturer will supply new flooring material of similar colour, pattern and quality to replace the defective area.

## **3. WARRANTY EXCLUSIONS**

- Dissatisfaction or damage due to improper installation or maintenance.
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Surface scratches or scuffing.
- Shades from exposure to sunlight or due to use of rubber-backed mats.
- Loss of gloss.
- Minor shading, colour or texture differences between samples of printed colour photographs or illustrations and delivered product.
- If, prior to installation, this flooring is not acclimated to room temperature (between 65° F ~ 85° F) at job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labour and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.



LUXURIOUS RESILIENT VINYL FLOOR | ENGINEERED TIMBER | DECKING | LAMINATE FLOOR

#### **4. PROPER MAINTENANCE**

- Most dirt comes from outdoors. Installing well suited doormats at the entranceways will prevent 80% of the potential dirt and moisture from penetrating the premises. To remain effective, doormats should be vacuumed daily.
- Legs on furniture with angular or dirtying edges or that must support heavy weights (large cabinets or tables) should be placed on smooth protective pads to avoid damage to the flooring.
- Choose colour carefully based on where the flooring will be used.
- Never use acetone or polish on flooring.
- For daily cleaning, we recommend vacuum cleaning.