



RESIDENTIAL/COMMERCIAL WARRANTY

Guang Tai He Import and Export, Inc. warrants that FloorsPlus™ SPC (Stone Polymer Composite) Vinyl Flooring products will be free from manufacturing defects for the length of time specified for the particular product.

- Current 12 MIL and 20 MIL wear layer products are warranted for 10 year light commercial and 25 year residential from the date of purchase

In normal household conditions or a light commercial indoor setting, when installed and maintained according to our recommended maintenance guide, the design layer of the floor will not wear through, fade from normal sunlight or artificial lighting, or stain. Gloss reduction does not constitute "wear." FloorsPlus™ SPC (Stone Polymer Composite) Vinyl Flooring products will not rip or tear from normal use; will not permanently indent when proper floor protectors are used as long as you own the product, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product joints are warranted to be watertight.

Guang Tai He Import and Export, Inc. 12 mil and 20 mil products have a **25-year residential limited warranty and a 10-year light commercial warranty** for wear to the finish under proper usage and maintenance conditions as included in this document. The wear layer of the floor plank (s) is warranted by Guang Tai He Import and Export, Inc. not to wear through under normal use for the length of the warranty. Gloss reduction or surface scratches are not considered surface wear. The guarantee applies only to the original purchaser and cannot be transferred. Proof of purchase is required for all claims. The guarantee is for replacement or refund of the FloorsPlus™ SPC (Stone Polymer Composite) Vinyl Flooring products material only, not for any labor. The warranty applies to the original purchaser as long as the original purchaser continues to remain in residence of original installation.

What is not covered:

- Problems due to improper installation, non-recommended subflooring or improper subfloor preparation, improper floor care and installation products, or failure to follow maintenance recommendations.
- Improper installation including, but not limited to, installation by non-licensed individual(s).
- Improper maintenance or inadequate care, including, but not limited to, mold, mildew growth, or alkali staining as a result of excessive moisture accumulation.
- Change of gloss level, dulling, scratching, cutting, chipping, breakage or staining that occurs during or after installation as a result of improper use, maintenance or care.
- For a floor to “wear out” is defined as the absence of the wear layer and printed design due to normal household use. Scratching and gloss reduction is not considered to be “wear out.”
- Problems due to accidents, abuse, or improper usage.
- Damage caused by force majeure factors such as fire, flooding, and other natural disasters.
- Damage caused by intentional abuse.
- Problems due to temperature as a result of heat producing or refrigeration appliances such as a refrigerator or range, or hot air registers emitting direct flow of heat in excess of 122°F which, even intermittently, can scorch, burn, discolor, or fade your floor. Cigarettes, matches and other very hot objects can also damage your floor.
- Fading from prolonged exposure to direct sunlight.
- Color or design variations from samples and literature.
- Damage occurring during renovation or construction.
- Use of floor mats that are not labeled "non-staining."
- Rips, tears, gouges or indentations that occur during or after installation as a result of improper use, maintenance or care.
- Replacement of material that is installed with obvious visible defects.
- Products purchased from retailers sold in AS-IS condition.

Warranty Remedy

If your FloorsPlus™ SPC Vinyl Flooring product fails to perform under the conditions of this warranty, Guang Tai He Import and Export, Inc. will supply new FloorsPlus™ SPC Vinyl Flooring material of the same color, design, and grade, if available; if unavailable or discontinued Guang Tai He Import and Export, Inc. reserves the right to select and supply similar FloorsPlus™ SPC Vinyl Flooring materials. Labor is not included in any replacement or refunds. This does not preclude replacement for other reasons as deemed appropriate by Guang Tai He Import and Export, Inc. After corrective action is taken on an existing defect, you will continue to receive the warranty coverage for the remaining period of your original warranty.

File a Claim

If you find a defect or other matter covered by this warranty, you should promptly notify the retailer who sold the floor covering material, or you can reach out to Guang Tai He Import and Export, Inc. directly. To make a claim under this warranty, contact your manufacturer's dealer within thirty (30) days following the date of discovery or detection of a warranty claim. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. The correspondence with the retailer should include the product purchased, the amount purchased and the date of purchase. If you submit your claim directly to Guang Tai He Import and Export, Inc. we will contact you within fifteen (15) days of receipt of your claim to verify that the claim has been made.

You may submit your warranty claim directly to Guang Tai He Import and Export, Inc. at:

Guang Tai He Import Export INC, Flooring Distributor:

810 Oregon Ave Unit K, Linthicum Heights, MD 21090

FAX 410-989-6698 or EMAIL info@shopfloorsplus.com

Disclaimer

Guang Tai He Import and Export, Inc. FloorsPlus™ SPC Vinyl Flooring excludes and will not pay consequential or incidental damages under this warranty. By this we mean that

Guang Tai He Import and Export, Inc. will not cover or pay for any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Some examples of consequential or incidental damages are: removal or replacement of cabinets, electrical fixtures, plumbing fixtures, handrails, transitions, trim moldings, furniture, replacement of subfloors, disconnection and reconnection of appliances or fixtures, moving of furnitures/appliances, or any other fixtures of the jobsite/home. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defects by inspection and have samples removed for technical analysis.

Your Legal Rights

This warranty gives you specific legal rights and you may also have other rights which vary from state to state, jurisdiction to jurisdiction, except for these other rights, the remedies in the above warranties state the limit of Guang Tai He Import and Export, Inc.'s responsibility. The foregoing warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by authorized Guang Tai He Import and Export, Inc. representatives.

Inspection and preparation

- Please inspect the flooring before you install them. Materials with visible defects are not covered under warranties once they are installed.
- Please maintain the environment at a humidity range of 30% to 50% year-round and a room temperature of 65° to 85°F.
- Before installation, your subfloor must be flat, dry, smooth, level and free from residues and structurally sound. A level slope is a foundation that is less from 5mm over 2 meters or ¼" over 6 feet. Documents must be kept of all test results for warranty purposes.
- If necessary, patch or fill any cracks in the subfloor with patch, or latex underlayment. Use an embossing leveler to smooth any texture or embossing on the old floor.
- Check that the doors can still open and close after the FloorsPlus™ SPC Vinyl Flooring is installed.
- Follow the instruction guidelines and install FloorsPlus™ SPC Vinyl Flooring properly.

Maintenance and cares

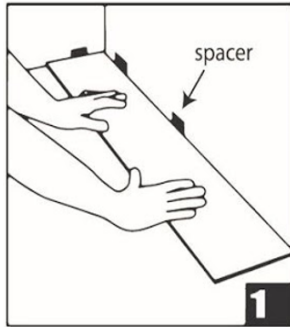
- Sweep your floor frequently, at least twice a week to remove any dust and loose dirt.

- Keep up a regular routine of sweeping with a soft bristle broom or brushless vacuuming. (Avoid using a vacuum with a beater bar)
- Mop your floor occasionally with a damp cloth or a scrub-free mop and warm water.
- Using neutral pH solution to remove stains if it's necessary. Do not risk using multi-surface cleaners, bleach, detergent, strong abrasive cleaning agents like organic-solvent, ammonium or alcohol based detergent to mop your floor.
- Avoid flooding with excessive amounts of water when mopping. Water that penetrates through the joining and edges may also encourage growth of molds.
- Preventing sharp objects delimit to the floor wear-layer. Avoid leaving ugly and eliminating scratches, and affect the overall view of the floor.
- Avoiding long periods of direct sunlight or exposure, preventing the color fading of wear-layer or bulge.
- Placing articles with temperatures over 122 °F on the floor for a long time is prohibited.
- Use floor protectors under heavy furniture legs and never push, pull, or drag furniture across your FloorsPlus™ SPC Vinyl Flooring.
- Keep your protector in good condition by cleaning regularly and replace a new protector once it's worn out.
- Do not use harsh abrasive cleaners, bleach, ammonia or vinegar based cleaners, wax or acrylic polishes, or oil soaps. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.
- Waxing is no need.

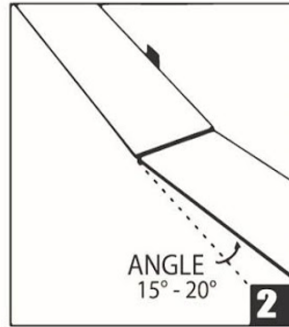
Installation Notes

- Handle with care in the process of transportation and handling to avoid damage to the locking of flooring. Please put it on the flat ground, no erect or sideways.
- Installing flooring on flat and clean ground. The height difference tolerance is no more than + / - 1mm. It is recommended to make ground leveling or self-leveling first.
- Leaving 8mm-10mm expansion joints around when installing the floor.
- If the area exceeds 300 square meters and the length or width exceeds 15 meters, please using the floor partition and expansion joints shall be added.
- Advising to use 1mm-1.5mm floor padding or mute mat under the floor. Do not use floor mats or other materials.
- In the process of installation, install the short side first and then the long side. The lock button can be gently buckled in place. Do not use tools or heavy objects to knock the lock button, to avoid over-tight floor installation and locking damage.
- After installation, please protect the floor and pay attention to daily maintenance.

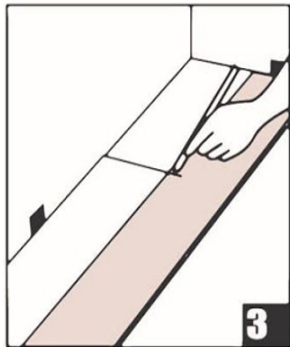
Installation Preview



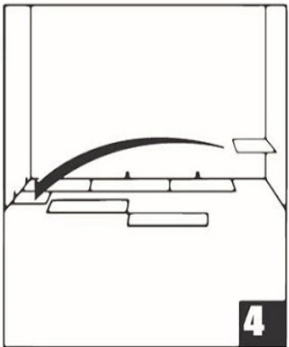
Start at a corner.
Place first plank with tongue side facing wall.
Use spacers to maintain an expansion space of 2-3 mm between wall and flooring.



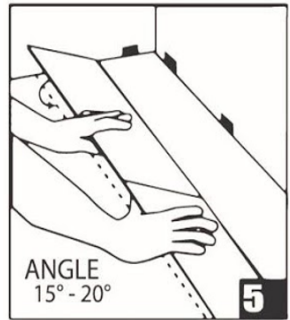
Insert 2nd plank's end tongue to 1st plank's end groove at an angle of 15° to 20°.
The plank will click into place when lowered.
Line up edges carefully.
Planks should be flat to the floor.



For the last plank of a row, flip a full plank to its under side and place beside the row.
Measure and mark the required length.
Use a ruler and utility knife to score the plank and snap off.
Insert as previous diagram.



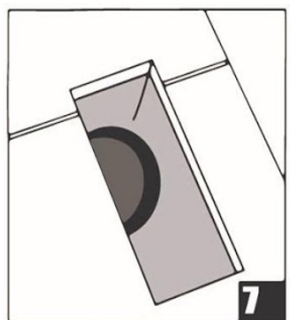
Begin next row with the last cut off piece from the previous row to stagger the pattern.



To start second row, assemble your entire row on the subfloor before attaching it to the first row.
To attach, tilt and push the side tongue into the side groove of the first row at an angle of 15° to 20°.
Lower and click into place lining the edges up carefully.
Continue laying remaining planks in this matter.



To fit the final row, lay a plank upside down on the flooring as per diagram with the tongue side close to the wall.
Take another plank and place it right on top of the previous row and use it as a ruler.
Don't forget to allow room for spacers.
Cut the plank and attach into position.



Heating vents require expansion room.
First, cut plank to the correct length.
Place the cut plank at its actual position and use a ruler to measure the areas to be cut out and mark them.
Cut out the marked points allowing the necessary expansion distance.



The gap between the bottom of a door and the vinyl flooring should be 1 cm height.
To trim door frames, turn a plank upside down.
Place it next to the door frame as per diagram.
Use a handsaw and cut away the necessary height so that the planks can slide easily underneath the frame.

Contact us if you have any questions regarding your new FloorsPlus™ SPC Vinyl floor, if you need additional maintenance information or require any other assistance.

Thank you for choosing FloorsPlus™ SPC Vinyl Flooring.