



SPC Vinyl Floor Warranty



This Traviloc XL-RCB *Plus* Floor Limited Warranty is given to the original purchaser of our products, and is limited to XL-RCB *Plus* Floor product only! Liability is limited to the original purchase price or cost of repair to affected area(s), subject to the discretion of the Manufacturer. This warranty is NOT transferable and may not be claimed by any other than the original purchaser!

Important!

Traviloc XL-RCB *Plus* Installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim. Prior to purchasing and/or installing any Traviloc XL-RCB *Plus* product home-owner and/ or installer must make sure to read through the following guidelines available contact – sales@traviata.co.za

- Traviloc XL-RCB *Plus* Installation Guide
- Traviloc XL-RCB *Plus* Maintenance & Care Guide

25 Year Limited Residential Warranty

Under this SPC Flooring Limited Warranty that for a period of 25 years from the original date of purchase, when installed, maintained and cared for in accordance with Traviloc XL-RCB *Plus* recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed residential building, that:

Wear Layer – The Manufacturer of Traviloc XL-RCB *Plus* warrant for the period stated in this warranty, which the surface wear-layer on SPC floors shall not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 5% of the total installation.) Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding or abrading.

Manufacturing Defects – The Manufacturer of Traviloc XL-RCB *Plus* warrant for the period stated in this warranty, which the engineered SPC floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production.

Waterproofing – Traviloc XL-RCB *Plus* flooring planks are designed to be 100% waterproof. Therefore, the flooring integrity will not be diminished significantly if exposure to water occurs. Even though SPC flooring planks are 100% waterproof, water can still accumulate in buildings or on building material, mold and/or mildew can occur. The Manufacturer's warranty does NOT cover any damages resulted from mold and/or mildew growth due to prolonged exposure to moisture.

10 Year Limited Light Commercial Warranty

The Traviloc XL-RCB *Plus* floor also carries a 10-year Light Commercial Warranty, from the original date of purchase, when installed, maintained and cared for in accordance with Manufacturer's recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed commercial building, that the surface wear-layer on SPC floors:



Wear Layer – The Manufacturer of Traviloc XL-RCB *Plus* warrant for the period stated in this warranty, that the surface wear-layer on SPC floors shall not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 5% of the total installation.) Note: This warranty will be voided if any modification or alterations were done to the flooring wear layer, such as sanding or abrading.

Manufacturing Defects – The Manufacturer of Traviloc XL-RCB *Plus* warrant for the period stated in this warranty, that the engineered SPC floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production.

Waterproofing – Traviloc XL-RCB *Plus* planks are designed to be 100% waterproof, Therefore the flooring integrity will not be diminished significantly if exposure to water occurs. Even though SPC flooring planks are 100% waterproof water can still accumulate in buildings or on building material, mold and, or mildew can occur. The Manufacturer's warranty does NOT cover any damages resulted from mold and/or mildew growth due to prolonged exposure to moisture.

Please Note!

- **Wear layer wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.**
- **Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.**
- **Gloss fading is not considered wear-through under this warranty and will NOT be covered.**
- **Floors installed over radiant heated sub-floors, but were not indicated as suitable for radiant heat, will void all warranty coverage.**

This warranty does NOT cover:

Type, Color, Shade

It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the job-site prior to installation. The homeowner/installer can do so by comparing it with the "sample" that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation.

Therefore this warranty will NOT cover:

- Claims related to incorrect floor type, model, collection or color once the floor was installed!
- Claims related to color variations between flooring and/or samples and other flooring or SPC products, which you wish to match (Such as: cabinets, stair railings, trim, etc.).
- Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
- Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
- Claims related to differences in color between different dye lots.



Defects & Damages

Industry standards allow for a defect and irregular tolerance of up to 5%. Therefore, it is the homeowners/installers responsibility to inspect the product for any visible defects or damages prior to installation. If the floor does not meet the homeowners/installers expectations and/or is not acceptable for installation; please contact Traviata Flooring Systems before beginning installation! Therefore, this warranty will NOT cover:

- This warranty does not cover any right to claim for any flooring defects once floor was installed.
- This warranty becomes invalid once any flooring panels with visible defects have been installed!

Installed Floors & Used Planks

The Manufacturer's Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects or damages once the floor was installed. No claims will be honored. Nor any replacement or refunds will be offered or issued once floor is installed!

- Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the SPC flooring has not been: Installed maintained, cleaned or cared for in accordance with our recommended installation and maintenance guides.

Job-Site Conditions & Installation Surface Deficiencies

It is the sole responsibility of the homeowner and, or installer to determine if the job site conditions, environment, and installation surface (Sub-Floor) are compliance with the local building codes and are acceptable for SPC Flooring installation. Please make sure to evaluate the job-site for potential problems before SPC flooring is delivered and installation begins.

- The Manufacturer's warranty does not cover any failures resulting from, or related to, job-site environment/condition or sub-flooring deficiencies.

Installation & Installer Errors

Traviloc XL-RCB *Plus* product must be installed in accordance with the Traviloc XL-RCB *Plus* Installation Instructions followed by using the appropriate materials and accessories that have been recommended or approved by Traviata Flooring. It is also suggested that Traviloc XL-RCB *Plus* be installed by an experienced SPC flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work. They will also know what inspections to make that are required before, during, and after installing SPC flooring. If not installed by a flooring professional; installer assumes any risk of issues arising due to improper installation, and/ or any issues arising from improper Pre / Post installation inspections. Therefore, this warranty will NOT cover:

- Claims related to or resulting from improper installation or installer errors.
- Claims related to use of products or accessories that were NOT approved or recommended by Traviata Flooring. If you are not sure of which product to use, please contact Traviata Flooring before installing or using any products or accessories to install the floor.



Exceeded Recommended Conditions & Moisture Content

Traviloc XL-RCB *Plus* product is made to perform best in relative humidity range of 30%-50%, and within a temperature ranging from -5C° to 50C°. These conditions are usually the normal living conditions of any normal household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the sub-floor in order to ensure the designated installation surface meet Traviloc XL-RCB *Plus* installation guidelines and is acceptable for SPC flooring installation. Therefore, this warranty will NOT cover:

- Any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes). (The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%)
- This warranty does not cover changes in floor color due to aging or excessive moisture.
- Even though SPC flooring planks are 100% waterproof, water can still accumulate in buildings or on building material, mold and, or mildew can occur.

The Manufacturer's warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

Acclimation

Even though Traviloc XL-RCB *Plus* product does not contain any elements which are still required to be acclimated, so the newly manufactured flooring planks can adjust to the new environment and slowly reach the same setting as living conditions, which directly coincides with a relative humidity range of 30%-50%, and within a temperature ranging from -5C° to 50C°. These conditions are usually the normal living conditions of any normal household. Therefore, it is recommended to acclimate Traviloc XL-RCB *Plus* for at least 2-3 days.

- This warranty does NOT cover any claims related to exposure to excessive moisture or improper flooring acclimation issues.

This Warranty EXCLUDE:

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of SPC floors by anyone other than those that are authorized to do so.
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels or vacuum cleaners



- Failure to provide adduced furniture support with floor protectors that at least one inch in diameter.
- Changes in color due to aging, exposure to sunlight or ultra violet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Natural expansion and contraction resulting in separation between boards.

Filing A Claim

In order to make a claim under this warranty, contact your Traviata Flooring within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service.

In the event of a claim meeting the conditions of the 25 Year Limited Residential Warranty or the 10 Year Limited Commercial Warranty, The Manufacturer will provide materials free of charge to repair or replace defective SPC floor panels. Shipping costs, tariff, VAT, TAX and Labor costs associated with original installation, and/or re-installation, will not be covered under this warranty. If the product, for which the claim is made, is discontinued or no longer available, the customer will be able to choose from Traviloc XL-RCB *Plus* current product range and select a product of equal value. The Manufacturer warrants replacement products, for the remainder of the original warranty period only.

Right for Inspection

The Manufacturer reserves the right to inspect the installed SPC floor panels and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to The Manufacturer's inspection will void any right to claim against this warranty.

Traviata

Flooring Systems



“We’re the Perfect Fit”