



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

PALMETTO ROAD FLOORING

WPC Extruded Rigid Core

Care and Maintenance Guide

CARE AND MAINTENANCE

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet to avoid scratching the floor.

Heavy appliances or furniture should sit on non-staining large surface flooring protectors.

When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor. Castor wheels should be equipped with wide, rubber castors. The use of a protective mat is recommended in areas with rolling chairs such as near desks.

Protective mats should be non-staining as rubber mats may discolor the floor.

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches.

Do not use hard bottomed electric brooms without padding as they can scratch the floor.

If domestic pet urine, feces, or vomit contacts the floor, it should be removed and cleaned immediately from the affected area. If left on the floor, it may dull the finish.

Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products like "mop and shine" types on the floor.

Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others.

Steam Cleaners

Palmetto Road Flooring does not recommend the use of any type of steam cleaner on our floors. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesives used in the manufacturing of this product. Also, both peaked and swelled plank or tile edges can occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Palmetto Road Flooring.

WPC Warranty Information

Exclusive Limited Warranty

Palmetto Road Flooring warrants that its WPC planks and tiles are free from any visual or manufacturing defects. If the products are found to be defective, Palmetto Road 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. All products purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. Palmetto Road Flooring will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer 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 Palmetto Road Flooring. Any costs caused by continued installation after the problem is identified will not be covered by Palmetto Road Flooring.

Products that are non-defective but are damaged during an improper installation by not following the Palmetto Road 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. Palmetto Road 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.

Wear Limited Warranty

Palmetto Road Flooring WPC planks and tiles are protected with a wear layer. Palmetto Road 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 Warranty

Palmetto Road 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

Palmetto Road 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. Normal use conditions mean normal cleaning, everyday spills, and moisture overflow from normal use conditions.

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 from normal use conditions, Palmetto Road 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.

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-transferable 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 damage or failure of the floor due to excessive moisture, alkali and/or vapor or moisture hydrostatic 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 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 damages 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 damages 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 for 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.

*Warranty does not apply to discoloration from heat or sunlight.

*"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