

# Wood Polymer Composite (WPC) and Stone Plastic Composite (SPC)

## Warranty and Installation Guide

## Warranty

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This warranty is non-transferable and applies only to the original purchaser with proof of purchase (receipt showing purchase date). Our WPC and SPC products are warranted free from manufacturing defects and not to wear through under normal indoor residential use for 25 years, and 10 years for normal indoor light commercial use from the date of purchase.

### EXCLUSIONS

Defects or damages caused by any inappropriate conditions, environmental factors, care, maintenance, poor installation, are not covered under warranty. Inappropriate conditions include, but are not limited to:

1. Damage caused by improper storage, handling, or installation
2. Flooring installed outdoors or inappropriate locations
3. Damage resulting from moisture problems. (Moisture emissions from concrete can result in high pH and alkaline conditions that can distort the product.)
4. Damage caused by exposure to extreme heat or sunlight
5. Damage caused by fire, flood, storm, smoke, intentional abuse, etc.
6. Damage caused by vacuum cleaner, pets, or furniture without appropriate protection

Before installation, please inspect the planks carefully. Do not install if defects are found. **Claims will only be accepted before installation.**

Minor color variation is normal. Color differences between sample and actual product are not considered a manufacturing defect.

### **THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY, AND IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES.**

Warranties cannot be altered by any sales representative or distributor. Sales representatives and distributors have no authority whatsoever to establish, expand, or otherwise modify warranties.

Modern Home Concepts' limited warranty provisions are deemed to be severable, and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. Modern Home Concepts' limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid.

### HOW TO MAKE A CLAIM

All claims must be filed by the original purchaser of the flooring material, who must still be the owner of the residence.

To file a claim, first contact the Certified Retailer where the purchase was made, who must submit the claim on your behalf. You will be required to provide information including but not limited to: Your name, address, contact information, date of purchase, contact information for the licensed professional installer, and the original sales invoice showing proof of purchase.

Claims must be filed within the warranty coverage period. Modern Home Concepts reserves the right to have a designated representative inspect the flooring and remove samples for technical analysis. Manufacturer must be given a reasonable opportunity to inspect flooring prior to determining coverage or remedy.

### CONTACT US

Questions about your Modern Home Concepts purchase?

Please contact your Certified Retailer or contact us at:

<http://modernhomeconcepts.com/contact-us/>

ANY OR ALL DISPUTES ARISING OUT OF MODERN HOME CONCEPTS HARDWOOD PRODUCTS OR THIS WARRANTY SHALL BE SUBJECT TO MANDATORY AND BINDING ARBITRATION IN LOS ANGELES, CALIFORNIA, PURSUANT TO THE RULES OF AMERICAN ARBITRATION ASSOCIATION. ANY TRIALS BY JURY ARE EXPRESSLY WAIVED.

# Installation Guide

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**ATTENTION! READ BEFORE INSTALLING.  
FAILURE TO FOLLOW GUIDELINES WILL RESULT IN  
PRODUCT DAMAGE AND/OR VOID ALL WARRANTIES.**

**MODERN HOME CONCEPTS, INC. ALSO HONORS THE  
INSTALLATION GUIDELINES SET FORTH BY THE NWFPA.  
THESE ARE INDUSTRY STANDARDS AND ARE AVAILABLE  
BY CALLING 1-800-422-4556.**

## BEFORE INSTALLATION

1. Purchaser/Installer should inspect all materials for defects. Claims will only be accepted before installation – slight color variations are standard and make the floor look more natural.
2. Purchaser/Installer should inspect the area and make sure it is suitable for installation. The subfloor should be dry, flat (without any humps or voids), clean, solid, sound, and unevenness. Adhesive residue, carpet staples, cracks, or holes should not be present.
3. Humidity of area where installation will take place should remain between 35% to 55%, with constant temperature of 68°F to 77°F, and not to be exposed to direct sunlight.
4. Concrete floors must cure at least 60 days before installation.
5. If installing over a radiant heating system, check with manufacturer of radiant heating system that it is compatible with the flooring, and that the temperature will not exceed 85°F. The radiant heating system need to be at least ½" (12mm) below the subfloor installation surface, and not contact with the flooring directly.
6. Store the planks in the original packing horizontally and avoid direct sunlight.

## HOW TO INSTALL

1. Find a starting point. We suggest starting from the right corner. Leave a ½" gap to allow for subfloor movement or product expansion.
2. Interlock long ends by inserting the tongue into the grooves at an angle of about 20°. Fold the plank so that the short end from one plank fits on top of the next plank.
3. If you hear a "click" sound, that means the planks locked correctly, and the seam between planks is tight. If gaps occur, lift top plank slowly away from bottom plank to re-install.

4. Interlock the plank tightly against the first row at an about 20° angle and fold down – this helps the short end of one plank fit onto the next plank.
5. Continue above steps for remaining rows. Remember to always place the cut end of the first plank against the wall.
6. A long run exceeding 30 or 40 feet or doorways in adjacent areas require a break and a T-molding, to allow for expansion.

## MAINTENANCE

1. Clean the floor regularly with sweeping or vacuuming. Use a vacuum without a beater bar. Use damp mop to wipe the floor. Remove excessive water after cleaning.
2. In case of excessive amounts of water, remove the water as immediately as possible. Then use a dehumidifier to reduce the humidity back to normal levels.
3. Use floor protectants to prevent things that could severely scratch your floor surface, such as pets, certain shoes, furniture, etc.
4. Avoid dirt by using walk-off mats.
5. Avoid exposing in direct sunlight. Keep temperatures under 110°F all year around