

MAINTENANCE & LIMITED WARRANTY

SPC Flooring – Milat Floor

1. Maintenance and Care Instructions

To preserve the appearance and performance of your Milat Floor SPC flooring, please follow these care instructions:

- After installation, remove all debris by sweeping or vacuuming using a soft-bristle attachment.
 - When moving heavy furniture or appliances, always place a plywood sheet on the floor and “walk” the item across it. Damage caused by moving heavy objects without protection is not covered under warranty.
 - Use appropriate floor protectors under all furniture. Heavier items require wider protectors.
 - Clean spills immediately to prevent surface damage or staining.
 - Clean the floor using a damp mop with a mild, non-detergent cleaner.
 - Do not use rubber- or latex-backed mats, as the chemicals they contain may permanently stain the floor.
 - Do not use abrasive cleaners, detergents, “mop & shine” products, paste waxes, or solvent-based polishes.
 - Do not use rolling casters, beater bars on vacuum cleaners, or highly abrasive scrubbing tools.
 - Commercial cleaning machines are not permitted.
 - During installation, ensure the floor is fully protected if other trades are present. Damage caused by third parties during installation is not covered under warranty.
 - For residential use (recommended) and commercial use (mandatory), protective entrance matting must be installed. Rubber-backed mats are not permitted.
 - Place walk-off mats at all exterior entrances to reduce dirt and grit.
 - Use protective mats under office chairs.
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2. Limited Warranty – Coverage

This Limited Warranty applies to **Milat Floor SPC Flooring** installed and maintained according to Milat Floor installation and maintenance guidelines.

Coverage Conditions

- Applies only to first-quality products (excluding “as-is” or second-quality materials).
 - Valid only for the **original purchaser or original installation site owner**.
 - Proof of purchase (invoice) is required.
 - The warranty is **non-transferable**.
 - Manufacturing defects must be reported within **30 days of first discovery**.
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3. Pre-Installation Requirements

Before installation, the buyer and/or installer must:

- Inspect all materials for visible defects. Installed material is deemed accepted.
 - Ensure the subfloor is clean, dry, flat, stable, and structurally sound.
 - Subfloor deflection must comply with applicable building codes.
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4. Post-Installation Care

- Avoid washing or scrubbing the floor for **48 hours** after installation.
 - Minimize foot traffic during this period.
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5. Waterproof Definition

Milat Floor SPC Flooring is **100% waterproof**. Exposure to water will not cause swelling, buckling, or structural failure of the flooring.

However, SPC flooring **does not act as a waterproof barrier** for the building structure. Damage to subfloors or surrounding structures caused by flooding or standing water is **not covered** under this warranty.

6. Limited Warranty Period

Milat Floor warrants its SPC Flooring to be free from manufacturing defects in materials and workmanship for:

- **25 years – Residential use**
- **7 years – Light commercial use (12 mil /0,30mm wear layer)**
- **10 years – Light commercial use (20 mil/0,50mm wear layer)**

The warranty period begins from the date of installation.

If a defect is confirmed, Milat Floor will, at its discretion, provide replacement material of similar color, design, and quality for the affected area.

7. Claim Procedure

To submit a warranty claim:

- Provide a completed claim form, photographs, and proof of purchase.
 - Claims must be submitted through the original seller or distributor.
 - Milat Floor reserves the right to inspect the installation and collect samples for laboratory testing.
 - Approved claims must be acted upon within **30 days**, or warranty rights may be forfeited.
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8. Exclusions – What Is Not Covered

This Limited Warranty does **not** cover:

- Labor costs for installation, removal, or reinstallation.
- Damage caused by improper use, abuse, impact, scratching, or cutting.
- Damage caused by rolling loads, caster wheels, high heels, or unprotected furniture.
- Moisture damage to subfloors, walls, trims, heating systems, or surrounding structures.

- Mold or mildew caused by prolonged moisture exposure.
 - Fire, flooding, standing water, excessive heat, or outdoor installation.
 - Improper maintenance, installation, subfloor preparation, or expansion gaps.
 - Color, shade, texture, or gloss variations.
 - Second-quality products.
 - Damage caused by commercial cleaning machines.
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9. Workmanship Disclaimer

Milat Floor does not cover installation workmanship. Installation must be carried out by qualified professionals. Any damage resulting from improper installation voids this warranty.

10. Application Guidelines

- **12 mil /0,30mm wear layer:** Residential and light commercial environments
 - **20 mil /0,50mm wear layer:** Residential and medium light commercial environments (Not suitable for heavy commercial or industrial use)
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11. Limitation of Liability

Milat Floor's liability is strictly limited to replacement material only. Under no circumstances shall Milat Floor be liable for incidental or consequential damages.

12. General Terms

This warranty constitutes the entire agreement between the parties. No distributor, agent, or representative is authorized to modify these terms. All warranties are limited to those expressly stated herein.

THIS LIMITED WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED.