

WARRANTY GUIDE

DITAI SPC floors are manufactured based on Rigid polyvinyl chloride flooring standard GB/T 34440-2017

Key Installation Criteria

- Inspect every plank for damage before installing it.
- T-Mouldings must be used in installations that are larger than 36' in plank length or 16' in plank width and are also required to separate rooms.
- Ensure your subfloor meets the flatness specifications (2mm/m or 0.079"/3.28").
- Never tap or force SPC floors during installation.

Maintenance and Care Instruction

DITAI SPC floors are among the highest performing floors available, but they are not indestructible and minor cosmetic scuffing, scratching or denting is normal wear for SPC floors. To ensure your floors perform well:

- Place walk off mats and area rugs at main traffic entrances
- and protective pads under furniture legs and caster chairs
- Vacuum or dust mop to remove loose dirt or grit.
- Do not use polishes, waxes or abrasive cleaners.

Warranty Information

DITAI SPC floors are warranted to the original purchaser, from date of purchase, when installed in dry interior residential applications as follows:

- The floors will be free from manufacturer defects.
- The decorative SPC surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.

Residential Warranty

The warranty is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the **instructions** that accompanied the product.
- This warranty does not cover defects caused by improper sub-floor/surface preparation, improper installation, or an improper application.
- A suitable underlayment must be used for all flooring installations warranted. For installations on concrete sub-floors, below grade level, a suitable underlayment must be used to validate the warranty.
- This warranty does not cover damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided,

physical abuse to or misuse of the product, accidents causing scratching, marring, impact dents or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.

- Surface wear must be visible from a standing position (i.e. cover an area greater than ½ square inch). Gloss or sheen reduction is not surface wear and is not covered by this limited warranty.
- Planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects are not covered under this warranty. If you spot what you believe to be a manufacturing defect on a particular plank DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.
- Commercial used, for SPC flooring, it is not suggested to be used in heavy commercial area, in case any hotel or retail store is used, the limited warranty will cover:
 - that the floor will not fade due to sun or electrical light, the floor will not stain,
 - and that the decorative SPC surface will not wear through

Warranty Terms

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required. If a claim under the Warranty is approved, **DITAI** will compensate local dealer to all the repaired or replaced planks at its option, the affected flooring material.

This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime warranty). **Any Labor costs related to installation or for repair and/or replacement of defective material of product are not covered under this warranty.**

This warranty is not transferable. It extends to the original end-consumer.

Warranty period

Based on daily usage, wearing layer will not be worn out and guaranteed for 15 years. Scratch is not within the warranty.

Important Note:

DITAI as a manufacturer, will not cover any claim beyond product itself, like labor cost, so we suggest any of our client to give the instruction to the end user, check planks before installation, and put aside and count the defective quantity as above noted, then DITAI will cover all the material product itself.

To our dealer or distributor or wholesaler, DITAI suggests that Labor costs for repair and/or replacement of defective material are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks.

Changzhou DITAI New Materials Technology Co., Ltd

