

# Paradigm Performer 12MIL & 20MIL

## SPC FLOORING PLANKS AND TILES

### Warranty

#### STEAM CLEANERS

Paradigm 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. Peaked and swelled plank or tile edges can occur with steam cleaners. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Paradigm.

#### PET WARRANTY

Paradigm SPC 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.

#### WARRANTY INFORMATION FOR RC SPCFLOORS

##### Exclusive Limited Warranty

Paradigm warrants that its SPC planks and tiles are free from any visual or manufacturing defects. If the products are found to be defective, Paradigm 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.

Products that are non-defective but are damaged during an improper installation by not following the Paradigm SPC flooring installation guidelines do not constitute a valid claim as defined by this limited warranty. Paradigm 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 transferrable.

##### Pre-Installation Visual Limited Warranty

Paradigm warrants that its Paradigm SPC planks and tiles are free from visual defects. 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. Paradigm 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, 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 Paradigm immediately. Any costs caused by continued installation after the problem is reported will not be covered by Paradigm.

### **Wear Limited Warranty**

Paradigm SPC planks and tiles are protected with a wear layer. Paradigm 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 term 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 "Care and Maintenance of Paradigm SPC flooring".

#### ***Specific wear warranties are:***

<i>Wear Layer</i>	<i>Residential (years)</i>	<i>Commercial (years)</i>
12 mil (0.3mm)	20	10
20 mil (0.5mm), or higher	30	15

### **Waterproof Limited Warranty**

Paradigm SPC planks and tiles are warranted to be 100% waterproof. The structural performance of the planks, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the life of the product.

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 Paradigm SPC 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 hydrostatic pressure from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

If the Paradigm SPC planks and tiles are structurally damaged and the cause is determined to be by exposure to water, Paradigm will arrange a credit subject to the terms as described below in the "Terms of 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, Paradigm SPC planks and tiles damaged caused by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Limited Warranty" section.

#### ***Waterproof Limited Warranty does not cover:***

1. Any damage to structures that are not part of the installed Paradigm SPC planks and tiles 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.

#### **Terms of Limited Warranties:**

Claims reported on material defects of this Paradigm SPC planks and tiles 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) 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***

- Warranty coverage for any replacement SPC flooring planks and tiles 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-transferrable, 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.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or flooding.
- Warranty does not apply to damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and/or 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 coverage does not apply to product sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by the use of steam cleaners
- Warranty does not apply to damage that results from not following SPC floor maintenance instructions.
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damages 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 permanently indent or damage the flooring).
- 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.
- "Commercial use" means daily activities commonly associated with a commercial environment. *Hill Rom Beds are not recommended.*
- "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.

## **CARE AND MAINTENANCE OF PARADIGM SPC FLOORING**

Once the flooring 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.

Office chairs with castor wheels should be equipped with wide, rubber castors and protective mats under the chairs.

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.

The product should never be exposed to temperatures exceeding 140 degrees F (i.e., 60 degree C). Avoid exposure to long periods of direct sunlight. Blinds or drapes should be closed during peak daylight. Exposure to excessive heat and light can thermally degrade the floor.

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. Paradigm does not recommend the use of any type of steam cleaner on our floors. The concern with these types of cleaners is that they generate too much moisture and heat. If adhesive was used the resulting moisture and heat can be enough to break down the adhesive. Peaked and swelled edges occur with steam cleaners. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Paradigm.

If pet urine contacts the floor, it should be cleaned in a timely manner. If the floor is not cleaned and the urine removed, 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.

Dated : *December 18, 2024*