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## **SA GLOBAL RETAILERS**

### **SPC Click Vinyl Flooring Warranty & Care Instructions**

#### **WARRANTY INFORMATION**

##### **Warranty**

Ennika SPC flooring carries a limited 20-year heavy residential warranty and a limited 10-year commercial warranty for wear to the finish under proper usage and maintenance conditions. Ennika SPC flooring is guaranteed to be 100% waterproof, but spills should be cleaned in a timely manner to prevent the possibility of Mold or mildew growth and to prevent the floor from lifting.

The guarantee applies only to the original purchaser and proof of purchase is required for all claims. The guarantee is for replacement or refund of the Ennika SPC material only, not for any labour. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the Ennika SPC floor has been installed. A percentage would be replaced depending on the length of time since the Ennika SPC floor was installed.

Defect of goods must be proven by inspection procedures deemed proper by the Manufacturer. Warranty is conditioned upon Manufacturers receipt of notice in writing from the buyer of the alleged defect prior to expiration of the warranty period and evidence that the products were properly installed and not subject to any of the exclusions described below.

##### **Exclusions**

- Any visible defects noted after installation.
- The guarantee does not cover chipping (material will chip if sharp objects are dropped on it), or bridging (which is caused by insufficient expansion spacing). We will not consider any claims for these problems.

- Consequential or incidental damages, such as any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring.
- Improper installation including, but not limited to, installation by non-licensed individual(s)
- Additional underlayment when pad is attached.
- Failure to document results of moisture test on concrete subfloor.
- Failure to use moisture barrier such as our Black Sheeting (not less than 170 micron) on concrete subfloor.
- Problems or damage due to moisture or hydro static pressure from the sub-floor including PH levels outside the Ennika installation guidelines.
- Improper maintenance or inadequate care, including, but not limited to, Mold or mildew growth because of excessive moisture accumulation.
- Accidents, abuse, or misuse
- Building settling or uneven sub-floor.
- Wheelchairs, office chairs, or any heavy mobility equipment. (motorised and non-motorised)
- Heavy furniture causing pinch points.
- High heel shoes with pointed heels.
- Damages caused by furniture without felt pads or protective covers.
- Damages caused by sharp objects contacting the floor.
- Damage caused by excessive direct sunlight.
- Damages caused by liquids/food product stains.
- Damages caused by urine or other bodily fluids.
- Damages caused by fire, flooding, or intentional abuse.
- Damages caused by Vacuum cleaner beater bar (castor wheels) and cutting from sharp objects.
- Construction damage after installation.
- Floors discoloured from moisture or underlayment panels after having been repaired or replaced.
- Floors damaged by excessive moisture from sources such as flooding and water leakage and plumbing leaks.
- Glueing down the product.
- Installation defects.
- Loss of gloss/scratching.
- Re-installation of an already installed product is not covered by Warranty terms.
- Flooring installed on stairs/escalators is excluded from warranty covers.

#### **Wear Resistance**

- For claims on surface wear-through, an area on the floor panel is considered worn-through only if the worn-through area is more than  $1\text{cm}^2/0.16\text{sq inch}$  and the decorative layer has been exhausted until the core material is visible. Claims for surface wear-through are unacceptable if the surface wear-through occurs at the edges/joints of the panel. Gloss reduction is not considered surface wear-through for the purposes of this warranty.

#### **Stain Resistance**

- Ennika SPC Vinyl flooring is resistant to normal household stains on the decorative surface.

#### **Fade Resistance**

- Ennika SPC Vinyl flooring is resistant to fading from exposure to indirect sunlight or normal artificial light conforming to EN20105:B02 method A test, except for natural ageing.

## **GENERAL INFORMATION**

## Product Inspections

Inspection of all flooring materials must be done before installation. Materials with visible defects are not covered under warranties once they are installed.

Our Pure SPC floors are manufactured in accordance with accepted industry standards, which permit defect tolerance not to exceed 5%.

## Sub-Floor Preparation

Sub-floor must be flat, dry, smooth, level, and free from residues and structurally sound. Documents must be kept of all test results for warranty purposes.

Concrete subfloor should have moisture testing and a layer of Black Sheeting, vapor barrier (not less than 170 micron) laid prior to flooring installation. This is very important. Must be used always.

Moist reading test should not exceed 5%.

Flooring may be installed over existing floor if existing floor meets criteria of flat, smooth, dry, and level. For ceramic tile, grout lines need to be filled in with self-levelling screed prior to installing flooring.

Wood subfloors must be dry and well secured. Nail or screw every 20cm along joints to avoid squeaking. If not level, sand down high spots and fill low spots with a levelling patch. Make sure all crawl spaces are open & have proper ventilation.

DO NOT install Ennika SPC Vinyl flooring over Carpet or underlay.

All Subfloors must be Level: Flat to 4.5mm per 3.3 meters radius. If necessary, grind high spots down and level low spots with a levelling compound.

## Installation Guidelines

- Ennika SPC flooring must be installed indoors.
- Ennika SPC flooring should not be exposed to temperatures above (50° C) or below (0°C)
- Acclimatise flooring – is recommended for 24 hours prior to installing & boxes must be stacked in the installation area in a horizontal position and be off the concrete by at least 16mm.
- Expansion space should be left around the perimeter. Typically, expansion is equal to the thickness of the product installed. We recommend 1cm/10mm.
- Ennika requires expansion aluminium strip for every 8 – 10 meters in length or width. A T-moulding is sufficient for this purpose.
- A ¼" expansion space must also be for undercut jambs and casing.
- Start in a corner and lay first row with tongue sides toward walls. Proper expansion space can be achieved by pulling floor away from wall once first three rows have been installed.
- Hold the next board against the first board at approximately 45-degree angle and lay flat on floor. Continue in this manner for the entire first row.

- Cut end board in first row to correct length and start second row with left over piece (if possible). End joints must be staggered by at least 8" for a natural random appearance. Butt seam must be placed in each row regardless of width.
- Hold boards approximately 45-degree angles to board in front. Press forward to engage joint and lay flat on floor.
- When three rows have been laid, pull floor away from starting wall until there is proper amount of expansion space. Place shims between floor and wall to maintain this space.
- You can proceed until the entire floor is finished.
- Install quarter rounds or wall base.
- Kitchen island and cabinetry installations should be done before flooring is installed with the flooring next to the installed cabinetry/island.
- We recommend hanging Curtains or Blinds to avoid direct sunlight.
- Do not use filler or silicone around door frames or under skirting - you should be able to slide unencumbered, a 0.10mm feeler gauge between the floor and the finishing profiles/skirting/quarter round.
- Check that the doors can still open and close after the Ennika SPC flooring is installed.

## MAINTENANCE INFORMATION

- Place natural fibre rugs at entry points to help trap grit and absorb moisture that may damage the finish. This can protect the floors from dirt or wear. Only natural fibre rugs should be used. No rubber rugs or pads.
- To prevent abrasive dirt and dust from accumulating and scratching the finish, vacuum, sweep, or dust mop your floor once a week or more if needed. The vacuum head should be a brush or felt attachment. Do not use a vacuum with a beater bar head.
- We recommend a diluted solution of Pine Gel or another gentle cleaner for regular cleaning and removing grease and smudges from your floor.
- Do not use harsh abrasive cleaners, bleach, ammonia or vinegar-based cleaners, wax or acrylic polishes, or oil soaps. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.
- Protect your floor against direct sunlight or any intense source of artificial lighting. Over time, intense natural and artificial light may discolour the floors.
- Do not roll or drag heavy objects across your floor. Do not wear shoes having heel taps, spikes, cleats, rocks, gravel, or sharp objects protruding from the sole.
- Add felt pads to all furniture and chair legs to prevent damage to the floor. Replace the felt pads when dirty or worn. For extremely heavy objects, use wide, non-staining rubber cups. Protective floor coverings for wheeled office furniture should be used.