



Compass
Flooring
Distributors

Warranty

Pre-Installation Warranty:

Each Rigid SPC Plank is carefully inspected before leaving the factory. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any planks that are defective should be set aside. Rigid SPC planks have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light over time can also experience subtle changes.

Finish & Structure Warranty

RIGID SPC PLANK:

- ASCENT series: 6.5mm
- PEAK series: 5.5mm
- Lifetime Residential Finish & Structure
- 5 Year light commercial finish,
- 10 Year light commercial structure

Radiant Heat Warranty: We do not recommend installing Ascent Series and Peak Series over radiant heat systems

Exclusions to Warranties

1. Color Variation: Although great care is taken in the production of our Rigid SPC, environmental conditions can create small differences between production dates.

2. Ultraviolet Light/Sunlight Exposure: Close blinds or curtains where extreme sunlight hits the floor. A combination of heat and sunlight can cause discoloration and excessive temperatures may cause floor expansion (buckling) or delamination.

3. Pre-Installation Inspection of Planks:

Planks containing manufacturing defects are eligible for replacement. Return unused planks for free replacement material. However, material that is subjectively viewed as defective but meets industry grading standards will not be replaced. Planks that are installed when visibly defective will not be eligible for replacement.

4. Improper Installation: Failure to follow installation instructions will invalidate the warranty. Rigid SPC flooring should be installed after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

5. Adverse Environment: Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, or claw damage is excluded from this warranty. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor (shiny side down). Rolling appliances directly across the floor will damage the Rigid SPC floor.

6. High Traffic Areas: High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential & Commercial Finish Warranties to apply.

7. Maintenance: Full compliance with maintenance instructions is required.



ATTENTION: Rigid SPC flooring is subject to expansion and contraction (thermal degradation) when exposed to excessive heat and light. Use appropriate precautions to minimize potential effects on your Rigid SPC floor.

8. If any product is abused, improperly installed or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Compass will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time. This warranty applies to all Compass Rigid SPC products purchased after January 1, 2019. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Compass is authorized to alter or increase the terms, limitations, or obligations of this warranty. If warranty service is required, please contact your original retailer to arrange an evaluation of the floor. Should further evaluation be needed, your retailer will need to contact the local distributor to begin the warranty process. This warranty shall be governed by the laws of the state of Florida and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in in the courts of the state of Florida, County of Orange.

Maintenance Guide

1. Do not use unauthorized maintenance products such as: oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty. The simple use of a mild, Ph neutral resilient floor cleaner is recommended.

2. Pets: Keep nails well-trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine and vomit should be cleaned up immediately.

3. Regular Maintenance Dust Removal: Since Rigid SPC flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. Sweep the floors daily and mop weekly (or more if needed) with a soft damp mop - changing the water regularly is recommended



NOTE: Do not use treated commercial dust-mop or swiffer type products because they can contain petroleum-based solvents that can leave a chemical residue.

4. Clean Up All Spills: Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. All spills must be cleaned up immediately



5. **Do not use steam cleaners** on Rigid SPC Floors. Heat from steam cleaners can damage the floor.

6. Dent/Scratch Prevention: While a tough product, Rigid SPC flooring is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides. Double barrel coaster wheels should replace hard rubber or metal wheels.

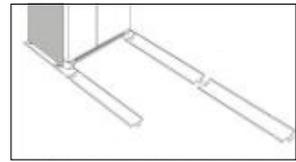
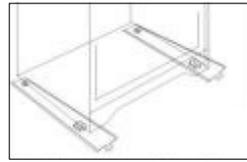
Please note scratches and dents are not covered under warranty.

7. High Heel Shoes: High-heel shoes can damage a Rigid SPC floor. It is important to keep the tips in good repair.

8. High-Traffic Areas: To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove. *Please note scratches are not covered under warranty.*

9. Rug Backers & Pads: Chairs with double barrel / split caster (designed for carpets) wheels should never be used. We recommend changing the wheels to hardwood approved single wheel rollers (commonly known as roller blade style wheels). Keep the floor mat statement in place. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish. Vinyl backed bath, kitchen and area rug placement holders are approved.

10. Rolling Office Chairs: Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.



Climate & Humidity Control: Although very stable, proper climate control is important to the performance of Rigid SPC Plank. Rigid SPC flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50°F and 80°F. Conditions above or below these, often cause problems and are not recommended.