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Warranty Information

Products Covered

Progress

General Residential Limited Warranty

ClickNLock Tiles



GENERAL RESIDENTIAL LIMITED WARRANTY – ClickNLock Tiles

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DETAILS AND DEFINITIONS OF RESIDENTIAL WARRANTIES

Warranties as defined below ensure that your Welspun ClickNLock Tiles floor will perform properly for the stated warranty period based on the product procured, which is defined in number of years from the date of invoice of the product purchase, when installed in accordance with Welspun ClickNLock Tiles Installation Guide over approved substrates and under layments and using the recommended adhesives (if applicable for accessories and underlays) with proper care and maintenance under normal household use*.

Manufacturing Defects Warranty ensures that your floor will be free of manufacturing defects.

Waterproof Warranty ensures that your floor will not permanently discolor from topical water or moisture**.

Household Stain Resistant Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains.

Wear Resistance Warranty ensures your floor will not wear through the protective wear layer under normal household conditions and if maintained according to the guidelines provided. ***.

**Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.*

***Waterproof warranty applies to the ClickNLock Tiles product itself and does not extend to damage of the subfloor; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.*

****Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.*

GENERAL LIMITED RESIDENTIAL WARRANTY – Conditions and Owner Obligations

These warranties only extend to the original end user and are not transferable. In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Keep proof of your purchase in the form of a bill, invoice or statement from your retailer that shows the date and price you paid for the ClickNLock Tiles flooring (including labor).
2. Understand that Welspun warrants the first quality products—which are used only for recommended Residential use—will perform properly for the stated warranty period when installed in accordance with Welspun ClickNLock Tiles Installation Guides over approved substrates and underlays and using the recommended installation methods. The warranty period, when valid, begins on the date of the invoice of the product purchase.
 - Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence – apart from the bathrooms, toilets and stairs. If there is a question as to the type of use that is considered “residential,” please contact your Welspun representative prior to purchase and installation.
PLEASE NOTE Residential warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
3. Ensure ClickNLock Tiles flooring is installed in an environment that maintains a temperature range of 32° to 113° Fahrenheit (0° and 45°C) for 24 hours before, during and after installation.
 - Welspun ClickNLock Tiles are warranted to be used in 3 Season Room installations. For this application, the flooring, adhesive (if applicable) and the environment it is to be installed must have a set time of 24 hours and must maintain a temperature range between 32° and 113° Fahrenheit (0° and 45° Celsius) before, during and after installation.
 - **NOTE:** 3 Season Rooms must be enclosed with no exposure to the elements or direct sunlight. If the 3 Season Room does not meet these requirements, it will void the warranty.
4. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Welspun's products receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
 - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition “unacceptable,” the manufacturer should be informed immediately.
5. Support furniture with wide, weight-bearing, smooth non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.
 - Chair mats designed for hard surface floors are required under all chairs and stools with casters.
6. Perform proper cleaning and maintenance regularly and as needed. See Welspun ClickNLock Tiles Care and Maintenance Guide: Residential (pg. 11) for details.

GENERAL LIMITED RESIDENTIAL WARRANTY DETAILS

What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than "first quality."
2. Improper Installation: Installation is done by a third-party installer, who is not a Welspun Certified Installers.
3. Improper Installation: Material installed not in accordance with Welspun ClickNLock Tiles Installation Guide*, including any and all problems caused by the use of non-recommended underlayment and/or preparation of the substrate are not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. Welspun does not warrant installer workmanship.
4. Welspun will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
5. Improper maintenance, which results in loss of gloss or buildup of a dulling film.
6. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
7. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance trolley, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
8. Damage resulting from accidents (including trip and fall), casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by - casters** on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
9. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
10. Damage caused by appliances or plumbing leaks.
11. Damage or neglect during transportation.
12. Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
13. Damage caused by an act of God (for example a natural disaster).
14. Fading, discoloration, or other damage due to excessive temperatures, burning flame or sunlight. Room Temperature must not exceed 113 ° F (45°C).
15. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Welspun ClickNLock Tiles Installation Guidelines.
16. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your ClickNLock Tiles flooring. Always use mats marked as "non-staining."
17. Damage caused by remodel or construction related activities.
18. Flooring installed on stairs/escalators is excluded from warranty coverage.
19. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
20. Installation of residential product in a commercial environment. Welspun ClickNLock Tiles recommends installation residentially warranted product only in a residential setting.
21. Re-installation of an already installed product, is not covered by warranty terms.
22. Products should only be installed on the floor (horizontal surface installation). Installation on any other surface (vertical or ceiling installations) is not covered under the warranty terms.
23. Warranty coverage is for products only when the Installation is done with using Welspun accessories.

* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

** Welspun does not recommend the use of casters on any flooring without appropriate chair pads.

GENERAL LIMITED RESIDENTIAL WARRANTY DETAILS

Warranty Remedy

If your Welspun ClickNLock Tiles floor fails to perform as stated in the applicable Welspun ClickNLock Tiles General Residential Limited Warranty, Welspun will determine whether it will assist in the repair of the defective area or supply new Welspun ClickNLock Tiles or any part thereof of the same color, design or grade if available. If unavailable or discontinued, Welspun reserves the right to select and supply similar Welspun ClickNLock Tiles material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Welspun reserves the right to determine if this action is necessary or not.

1. If Welspun authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Welspun will not credit or reimburse cost associated with the removal of those items.
2. Welspun will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Labor reimbursement and product reimbursement will not be considered for installations not adhering to the Welspun ClickNLock Tiles Residential Installation Guide*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.
5. The affected area must be visible and cover an area bigger than one square inch (25 square millimetres).

Consequential or Incidental Damages

WESLPUN EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES.

By this we mean that Welspun will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are - replacement of subfloors or underlays, accessories, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties.

We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. We shall have the sole right to determine or decide the validity of any warranty claim in accordance with terms contained herein. Any attempt to repair or replace the flooring without our consent will void this warranty.

NOTE: *If your floor is replaced because of discoloration due to “bottom up staining” or mold or mildew growth or asphalt/nonasphalt staining**, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.*

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED.

Further no implied warranties extend beyond the Warranty Period

For details on how to file a claim, please refer to our “How to File a Claim” Section (pg. 8)

** The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.*

*** Welspun recommends non-asphalt sealers to help avoid walk off staining.*

GENERAL LIMITED RESIDENTIAL WARRANTY DETAILS

The following prorated schedule applies to labour costs and material value for Welspun Residential ClickNLock Tiles flooring:

LABOUR REIMBURSEMENT PRORATION (Reasonable Labour Costs – based on Prevalent Market Rate)	
1 ST Year	Upto 100%
2 ND Year – 3 RD Year	Upto 50%
4 TH Year – 5 TH Year	0%

MATERIAL PRORATION		
5 Years Limited Residential Warranty	1 ST Year – 2 ND Year	100%
	3 RD Year – 4 TH Year	50%
	5 TH Year	20%

GENERAL LIMITED RESIDENTIAL WARRANTY DETAILS

How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, notify the retailer who sold you the floor covering material within 30 days of discovery of such defect. This warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and that has a similar purchase value. The purchase value is defined as the MRP of the product, or the discounted rate provided to the customer, whichever is lower.

The retailer will review and if necessary file a claim with Welspun and help you answer any questions you may have. After a warranty claim is properly filed, Welspun's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Welspun and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

Upon approval of warranty claim, 30 days tenure will be provided by Welspun to customer to accept the claim, failing which limited warranty will be deemed waived.

What You'll Need

Proof of your purchase in the form of a bill, invoice or statement from your Welspun retailer that shows the date and price you paid for the ClickNLock Tiles flooring (including labour).

- Receipt of payment of installation charges, if any and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, moulding, underlay, moisture barrier, moulding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.
- Provide additional information requested by the factory to understand the root cause of the issue.

Disclaimer:

Samples, descriptions, and other information concerning the product contained in our catalogues, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon us. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify these warranties.

CLICKNLOCK TILES RESIDENTIAL INSTALLATION GUIDE

Materials Required for Installation:

- Tape Measure
- Square Ruler
- Utility Knife
- Chalk Line

Acceptable Subfloors

Welspun's ClickNLock Tiles Flooring products can be installed directly over most existing floor coverings, except for carpet, laminate, floating floors systems, RCC and cushioned vinyl flooring. The acceptable subfloors are -

1. **Vitrified Tiles**
2. **Ceramic Tiles**
3. **Natural Stone**
4. **Epoxy***

Moisture levels of sub-floor before, during and after installation must be 8 lbs. or less per 1000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869 and pH must be between 5.0 and 9.0; or, if using ASTM F2170 IN-Situ Probes, should be less than 90% RH (relative humidity).

Storage and Handling

Acclimate the flooring a minimum of 24 hours before installation in the area it is to be installed. Conditions between 32°F and 113°F (0°C and 45°C) are required before, during and after installation. Cartons should be placed flat on the ground, evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.

Subfloor and Wall/Door Preparation

Note: Do not install cabinets on top of ClickNLock Tiles Flooring. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

- Fill any low spots in the subfloor greater than 3/16 inch in 10 foot span with a cement leveling compound.
- Ceramic tile and embossed flooring will require skim coating with a Portland based patch to avoid bottom up pattern telegraphing.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
- Undercut doorjamb so the 5/16 inch expansion space is maintained, allowing the ClickNLock Tiles to slip under doorjamb/case molding.
- Sweep the subfloor clean. The floor must also be free of all contaminates.

PLEASE NOTE warranty exclusions with respect to rolling loads. If you have frequent or heavy rolling conditions, ClickNLock Tiles can be glued down to help reduce the risk of joint separation from rolling load traffic; however our warranty still excludes any problems associated with rolling loads.

** Epoxy flooring should be plasticizer free.*

CLICKNLLOCK TILES RESIDENTIAL INSTALLATION GUIDE

Start of Installation

It is the installer's responsibility to inspect the flooring prior to installation to ensure that there are no visual defects. *Do not install flooring with visible defects. If visible defects are present, contact your retailer immediately.*

- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to assure it is free of debris or damage.
- To achieve optimum appearance, mix planks from two to three cartons from the same production.

The advantage of Welspun ClickNLock Tiles Flooring product is that it allows you to choose your own starting position, direction and can work one plank/tile at a time.

Walls are not always straight. Snap a chalk line for your first row to follow.

Maintain a 5/16" expansion space around all walls. Quarter round or Skirting will cover this expansion space.

IMPORTANT: Maintain the 5/16 inch space around cabinets, pipes, toilet flanges and any obstacle in the floor.

- For **plank installation**, we recommend staggering the end joints a minimum of 6 inches.
- For **tile installation**, we recommend staggering the end joints a minimum of 3 inches.

NOTE: Do not install four corners together, as this will not provide a stable installation.

Clicking Planks/Tiles Together

To click the end joint of the plank/tile together, click the short side of the plank/tile vertically into the previous one by pressing it by hand and tapping it with tapping block to ensure a fully compressed tight fit.

To click the length joint of the plank/tile together, place long joint together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit. Use a tapping block to press/lock the compression fit end joint.

To tap along the entire length of plank or tile to properly seal the joint, **use a small scrap piece of plank/tile** with the lock on the edge. Lock groove-to-tongue or tongue-to-groove for this application. Lock the scrap piece to the area requiring tapping, and lightly tap the edge of the material. This will bring the tile edges tight together.

Cut the plank/tile by scoring through the top wear layer with a utility knife then snap the plank/tile across the score.

Install adjoining rows as you did the first; one piece at a time. Holding the plank/tile at a slight angle, place it against the profile in the first row. Rotate the plank/tile down to secure the length joint assuring there are no gaps along the joint.

The adjoining planks/tiles are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank/tile. Repeat until you reach the final row of material.

To install the final row of planks/tiles, you will usually need to cut them. We recommend the following: lay a panel on top of the last row installed. Lay another plank/tile against the edge of the wall. Mark the plank/tile underneath. Cut the plank/tile through the wear layer and snap along the score. Install the last row leaving ample expansion space.

CLICKNLOCK TILES RESIDENTIAL INSTALLATION GUIDE

Molding and Transitions Installation

- All accessories need to provide a 5/16 inch expansion space to allow expansion and contraction of the subfloor. Ensure moldings and transitions strips will not pinch the flooring.
- Never allow nails or screws to enter into the ClickNLock Tiles flooring or the expansion zone around the flooring perimeter, as it will prevent proper expansion and contraction of the structure and flooring.

Plank Replacement

Should one of your planks/tiles become damaged and need to be replaced, follow these simple instructions:

1. Score top of damaged plank/tile with a utility knife. Make two triangle cuts near the end joint and then connect the points with one long cut in the middle of the plank/tile.



2. Use an awl or screwdriver to tap down through plank/tile on scored triangle cut points.
3. Lift and remove damaged tile.
4. With the pattern side facing up on the new replacement plank/tile, trim off the short lip on the tongue side and the groove on the compression joint side, making it flush with the edge of the plank/tile. Be careful not to damage the finish surface of the tile.
5. Cut several pieces of acrylic double face tape made for resilient floors and slide under the edges of the existing floor on the two edges where the replacement plank/tile will have its lips cut off. Tape should face sticky side up; leave the paper on the side facing down on the floor.
6. Run a small bead of sealer on the groove edge of the planks/tiles on the existing floor where the replacement plank/tile will rest that has the lips cut off.

NOTE: The long tongue of the replacement plank/tile and the uncut compression fit end joint will not need tape or seam adhesive as you will be using the plank's/tile's locking mechanism.

7. Install replacement plank/tile by sliding the long groove of the replacement plank/tile under the tongue of the floor plank/tile until the finish edge of the replacement plank/tile is tight against the finish edge of the floor plank/tile, and the

compression end joint is lined up. Rotate down, locking the long tongue joint and roll the compression end joint to lock into place with a small or hand roller.

8. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to assure all sealer is removed from tile surface.
9. Keep foot traffic off the replaced plank/tile for 24 hours.

**Welspun will not be held responsible for problems that may arise for approved secondary alternative seam sealers. Please contact the approved secondary alternative seam sealer's manufacturer with issues*

CLICKNLOCK TILES RESIDENTIAL CARE AND MAINTENANCE GUIDE

Your Welspun ClickNLock Tiles flooring will provide years of carefree use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your ClickNLock Tiles floor looking beautiful for years to come.

Residential Care & Maintenance Guidelines

To help protect and keep your floor clean, following these proper care and maintenance guidelines:

Preventative Maintenance:

- Prevent indentations and scratches by the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking-in tar or asphalt from driveways.
- Avoid high heel shoes on your floor as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning & Maintenance:

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Mop the floor with non-abrasive, neutral PH floor cleaner.
- Do not use acidic floor cleaners.
- For every day maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.

DO NOT use the following on your Welspun ClickNLock Tiles floor:

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Mineral oil or Rancid fluids
- Ammonia or bleaches*

- *For spot treatment, a diluted 10/1 solution of water/liquid bleach is tolerable for stain removal
- Vacuum cleaner with a rotating beater bar

Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. When moving furniture or heavy items, always lift and carry the items. Place hardboards between the flooring and object to move.

How to Treat Stains, Spills & Scuffs

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for Welspun ClickNLock Tiles flooring. Always rinse the affected area with clean water after treatment.

The Stain or Spill – acids, alkalis, blood, catsup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

The Remedy

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10/1 dilution of water/liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

CLICKNLOCK TILES RESIDENTIAL CARE AND MAINTENANCE GUIDE

The Paint & Solvent Spills – Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

The Remedy

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

NOTE: Do not use acetone or nail polish remover!

Substances That Won't Wipe Up – adhesives, chewing gum, oil, grease, candle wax and tar

The Remedy

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

Scuffs & Smudges – rubber heel marks, shoe polish, scuffs and smudges

The Remedy

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION!

Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.