



****LIMITED WARRANTY & MAINTENANCE GUIDE ****

SA GLOBAL FLOORING – ENNIKA SPC CLICK VINYL FLOORING

Product Specification: ENNIKA 6.0mm (0.5mm Wear Layer | 1.0mm IXPE | 100% Virgin Core)

Company: SA GLOBAL FLOORING

Brand Name: ENNIKA SPC CLICK VINYL

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1. WARRANTY COVERAGE

Residential Warranty: 25-Year Limited Residential Warranty covering wear-through, staining, and fading under normal household use.

Commercial Warranty: 10-Year Light Commercial Warranty for surface wear-through, provided the floor is used under proper commercial conditions.

2. WHAT IS COVERED

- **Wear Layer:** Guaranteed not to wear through under normal use.
- **Fade Resistance:** Will not fade due to indoor sunlight or artificial light.
- **Stain Resistance:** Will not stain from typical household products.
- **Waterproof Performance:** 100% waterproof under normal usage.
- **Structural Integrity:** Will not delaminate or crack due to manufacturing defects.
- **Click Lock System:** Will remain securely interlocked under normal use.

3. WHAT IS NOT COVERED

- Improper installation or failure to follow SA Global Flooring's installation instructions.
- Damage from misuse, abuse, fire, or accidents.
- Exposure to extreme temperatures or unregulated direct sunlight above 45°C.
- Dragging heavy furniture without protective pads.
- Damage from pets including scratching and urine staining.



- Surface scratches, chips, scuffs, dents, or wear from high-heeled shoes or heavy objects.
- Mold or mildew from prolonged subfloor moisture (above 5% moisture reading).
- Installation in outdoor, wet, or high-moisture areas such as bathrooms, saunas, or laundry rooms.
- Use of wheelchairs, heavy mobility devices, or commercial trolleys.
- Gluing down the product (ENNIKA SPC is click-lock only).
- Installation without moisture barrier of at least 170 micron over concrete.
- Consequential or incidental damages such as lost income, project delays, or associated costs.
- Improper maintenance including use of steam mops, wax, polish, bleach, or ammonia-based cleaners.
- Structural damage due to building settling or subfloor movement.
- Installation over carpet or underlay.
- No proof of purchase or documented installation and moisture testing.
- Any floor previously installed or reused.
- Flooding, excessive moisture, plumbing leaks
- Installed in high-temperature zones without proper expansion joints.

4. INSTALLATION REQUIREMENTS

To activate and maintain this warranty, ensure:

- Flooring is installed by a certified installer or strictly per SA Global Flooring's instructions.
- Subfloor must be level to within 3mm over 2 meters, dry, clean, and stable.
- Expansion gaps of at least 10mm must be maintained around all walls and obstacles.
- Not installed in sunrooms or high-temperature environments without climate control.
- Use only approved underlayment's and never install over carpets.
- Do not install fixed kitchen islands or heavy furniture directly on top.
- For tiled subfloors, grout lines must be filled with self-levelling screed.
- Vapor barrier is strongly recommended over all concrete subfloors.

5. MAINTENANCE & CARE

To keep your floor in top condition and maintain warranty coverage:

Do:

- Sweep or vacuum regularly to remove dirt and grit.



- Clean using a pH-neutral vinyl floor cleaner.
- Use felt pads under all furniture legs and prevent dragging.
- Keep indoor temperatures between 15°C and 30°C.
- Use blinds or curtains to prevent direct long-term sunlight exposure.

Don't:

- Do not wet mop or steam clean.
- Avoid using wax, oil soaps, or abrasive products.
- Never use ammonia or bleach-based cleaners.

6. WARRANTY CLAIM PROCEDURE

To file a warranty claim, contact SA Global Flooring within 30 days of discovering the issue and include the following:

- Original proof of purchase.
- Description of the issue and photos of the affected area.
- Installer's name and installation date.
- Subfloor moisture test results (if applicable).

After evaluation, SA Global Flooring may offer:

- Replacement of affected planks only (no labour or accessory costs covered).
- No compensation for removal, reinstallation, or loss of time.

7. LIMITATION OF LIABILITY

SA Global Flooring shall not be liable for incidental, consequential, or indirect damages. Maximum liability is limited to the original purchase price of the affected product. This warranty is non-transferable and applies only to the original purchaser.

8. WARRANTY VALIDATION

This warranty is valid only if:



- Flooring was installed according to all guidelines in this document.
- No misuse, neglect, or alterations were made to the product.
- Routine maintenance and climate control have been followed.

9. Scope of Liability & Responsibility

SA Global Flooring is strictly the **importer and wholesale distributor** of vinyl flooring materials. We do **not provide installation, site inspection, subfloor preparation, or post-installation support**.

SA Global Flooring **accepts no liability for:**

- Improper site conditions or subfloor moisture/humidity issues
- Errors made by installers (whether certified or not)
- Damage caused by incorrect handling, storage, or transportation by third parties
- Damage arising from unapproved environments (e.g. high-moisture, industrial, or sunroom areas)
- Product failure due to use outside of the documented installation and maintenance guidelines

Use of this product constitutes full acceptance of these terms.

Under **no circumstances** will SA Global Flooring be responsible for **labour costs, accessory replacement, removal/reinstallation, accommodation costs, or any related loss of use, income, or profit.**

10. Jurisdiction Clause

Jurisdiction & Governing Law

This warranty and all associated claims shall be governed by and interpreted in accordance with the laws of the **Republic of South Africa**.

Any dispute or legal action must be brought before a court located in **Gauteng Province**.

SA Global Flooring reserves the right to appoint an independent inspector before any claim is evaluated.



11. Final Pre-Installation Responsibility

It is the full responsibility of the purchaser and/or installer to:

- Inspect all flooring before installation
- Check for visual defects, colour consistency, batch match, and size uniformity

Installing the product signifies acceptance. No warranty claim will be accepted for visible defects **after installation.**

Warranty is voided if:

- Flooring was not acclimatized for 48 hours in the installation environment
- Expansion joints were not applied
- Moisture barrier (min. 170 micron) was not used over concrete

12. CUSTOMER INFORMATION (Internal Use Only)

Customer Name: _____

Address: _____

Installation Date: _____

Installer Name: _____

Proof of Purchase Attached: ☐ Yes ☐ No

Subfloor Moisture Test Results: _____ %

SA GLOBAL FLOORING – Flooring You Can Trust