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SURFACES
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Diamond Surfaces Aqua Shield SPC/RIGIDCORE

Warranty Guide



Home Run

Diamond Surfaces USA has the following limited warranties:

Aqua Shield + (Plus) Warranty

- Lifetime Limited Residential Wear Warranty
- 10-Year Limited Light Commercial Warranty

Aqua Shield Warranty

- 30-Year Limited Residential Wear Warranty
- 5-Year Limited Light Commercial Warranty

Home Run Warranty

- 20-Year Limited Residential Wear Warranty
- 3-Year Limited Light Commercial Warranty

These limited warranties are made subject to the following conditions:

6903 Cypress Park Drive, Suite #100 ♦ Tampa, FL 33634 ♦ 813-609-4200

Orders@DiamondSurfacesandSupply.com



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DIAMOND SURFACES AND SUPPLY WARRANTY INFORMATION

Diamond Surfaces warrants that all SPC floor products to be free from manufacturing defects for a specified length of time from the date of purchase as set forth below. If a defect covered by this warranty is reported to Diamond Surfaces in writing within the specified length of warranty life from time of purchase, Diamond Surfaces will furnish comparable luxury vinyl plank flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. If your floor was professionally installed, Diamond Surfaces will also pay reasonable labor costs for the direct repairs or replacement.

WHAT IS COVERED

This warranty covers manufacturing defects when the flooring is subject to normal residential use provided the flooring covered by this warranty is installed and maintained in accordance with Diamond Surfaces' Installation Guidelines, and Care & Maintenance Guidelines located at [Diamond Surfaces.com](http://DiamondSurfaces.com).

WHAT IS NOT COVERED BY THE WARRANTY

- Damage caused by fire, flooding, intentional abuse, or moisture intrusion caused by emissions from the subfloor.
- Indentations or damage caused by improper rolling loads, chairs, appliances, or other furniture not using proper floor protectors.
- Changes in color or sheen appearance when exposed to a natural light source.
- Exterior application.
- Damage caused by vacuum cleaner beater bar, caster wheels, cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial/commercial).
- Installation-related errors and/or damage including improper conditioning of jobsite and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels.
- Floors damaged by harsh cleaning products (Please refer to our Care & Maintenance guidelines for appropriate cleaning practices).

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WARRANTY EXCLUSIONS

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.
- Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.
- This limited product warranty does not cover the installation of the product, even though Diamond Surfaces will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.



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WARRANTY OWNER

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use/light commercial use when applicable. This warranty extends only to the original end user and is not transferable.

The flooring receipt, all moisture/relative humidity testing documentation (if applicable), and the professional installers receipt will be required to file a claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern Diamond Surfaces will cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer / distributor / homeowner.

Please evaluate each job separately. Below is a partial list intended to be used as a guide for selecting Light Commercial/Commercial applications. Light Commercial implies light foot traffic, while Commercial implies high foot traffic. Glue down applications are required for areas used with “rolling loads” (wheelchairs, hospital beds, carts, racks, tables, etc.). If there is a question as to the type of use that is considered “Light Commercial,” or “Commercial,” please contact your Diamond Surfaces representative prior to purchase and installation.

Multifamily
Art Gallery
Office Space
Corridor
Beauty Salons

Hospitality
Heath Care
Retail
Boutique
Lobby

Bank
Education
Guest (Hotel) Rooms
Dormitory