

Warranty

Solcora floors are suitable for domestic and commercial use.

During the warranty period indicated below Solcora guarantees that its products will be free from defects which are a direct result of material or manufacturing faults, with the exception of minor colour deviations that technically cannot be avoided and defects which do not substantially reduce the useful value. If, within the warranty period (see overview below) and assuming prescribed use, extraordinary wear is observed on the floor covering as a result of a material or manufacturing defect, Solcora shall repair or replace the section on which the extraordinary wear has occurred, free of charge. However a sum of 10-20% of the original price of the material (depending on quality and/or application) will be charged to the client for each year or part thereof after delivery. Solcora maintains the right to having reservations with regard to minor colour deviations on the repaired or replaced part.

Warranty period

The warranty shall apply during the period below from the date of delivery and shall only be valid in respect of the first owner of the floor.

| Warranty period Series | Thickness of wear layer | Domestic use | Commercial use |
|------------------------|-------------------------|--------------|----------------|
| Solcora 40-03 | 0.3mm | 20 years | 8 years |
| Solcora 40-05 | 0.55mm | 25 years | 10 years |
| Solcora 45-05 | 0.55mm | 25 years | 10 years |
| Solcora 70-05 | 0.55mm | 25 years | 10 years |

Complaints relating to shrinkage are only considered if the shrinkage falls outside the standards set out in ISO 23999 and ISO 10582:2017.

The above-mentioned warranty is made subject to the following conditions:

1. The warranty is only granted if the floor has been installed professionally according to the fitting instructions of Solcora.
2. Correct choice of the floor covering based on the conditions of use. The warranty is invalidated if damage is the result of normal wear or incorrect handling which refers, among other things, to: careless or incorrect use of the floor, inadequate or incorrect maintenance, damage, modification or repair of the object by third parties without the prior consent of Solcora.
3. The warranty is only valid if the floor covering is installed on the recommended underlay.
4. Expert maintenance and cleaning of the floor covering according to the maintenance instructions of Solcora.

5. The static load on the floor does not exceed 30 kg/cm²
6. There is no use of castor chairs other than those with rollers at least 50 mm in diameter and with a tread width of 20 mm, manufactured hard seamless plastic according to DIN 68131 and/or EN 425.
7. Solcora is permitted to inspect the flat floor covering and its state of repair and cleaning during office hours.
8. Solcora is not liable for damage to the floor covering resulting from burning, stretching or scalding or contact with chemical agents such as cleaning products not prescribed in the maintenance instructions.
9. Any right to claim against Solcora shall lapse one year after the damage or defects have been discovered unless legal proceedings have been initiated against Solcora within this period
10. The warranty shall only extend to the repair or replacement of the floor. Any further liability is excluded if the law allows this. Solcora is therefore not liable in any way for any consequential damage, such as business interruption, removal costs, loss of profit, etc.

Any disputes shall be referred to a registered expert or to an authorised judge.

Floor mats

To protect your Solcora floor we recommend the use of a good quality floor or entrance mat to prevent the ingress of dirt and moisture. For this select a high quality mat which does not contain the softener octyl benzoate. This softener may result in the formation of bubbles and/or delamination of the top layer of your floor.

For safety reasons we recommend that you do not place floor mats loosely on the floor but create a recess in the floor.

Prevent discolouration

All types of floor covering, whether wood, vinyl or carpet, will discolour under the influence of sunlight. This is caused by UV rays in the sunlight. Effective sun shades are an important way of preventing your floor from discolouring.