

## Installation Guide for 7 mm SAOS SPC Rigid Planks



**Before you begin installing this flooring product, make sure to carefully review the Owner/Purchaser/Installer Responsibilities and Installation Instructions. By starting the installation of your SAOS flooring, you are confirming that you have read and understood all the requirements and responsibilities outlined for the Owner/Purchaser/Installer. Additionally, you acknowledge that not following the instructions and recommendations provided in this guide could lead to the product's warranty being voided.**

- The Owner/Purchaser/Installer is solely responsible for ensuring, before installation, that the area or environment where the **SAOS** SPC flooring will be installed is appropriate and complies with all local building codes. This includes confirming that the subfloor is dry, stable, level, clean, and meets or surpasses industry standards, as well as following the recommendations provided. The manufacturer and distributor are not liable for any product failure resulting from not meeting these job area/environment and subfloor requirements.
- The Owner/Purchaser/Installer is fully responsible for inspecting the product before installation. This inspection should include checking for issues with color, factory finish, milling, or locking system damages. If any defects are found, do not proceed with the installation. Instead, contact your supplier immediately for help. Please note that the **SAOS** SPC flooring warranty does not cover any materials with visible defects once they have been installed.
- This product may be installed over a radiant heating system, provided that the system is an embedded type (either circulating or electric) and is situated at least about half of inch below the surface where the **SAOS** SPC flooring will be installed, with no direct contact between the system and the flooring. The temperature should not exceed 29°C (85°F), and any temperature adjustments must be made gradually. It is the Owner/Purchaser/Installer's responsibility to ensure the radiant heating system is compatible with this flooring. The choice and use of any radiant heating system are solely at the discretion and responsibility of the Owner/Purchaser/Installer.
- In some condominiums or multi-unit buildings, associations or owners might have specific acoustic performance requirements that this product might not meet on its own. In such cases, a supplemental acoustical underlayment may be necessary. It is the sole responsibility of the Owner/Purchaser/Installer to verify whether this product meets the required acoustic performance standards before proceeding with installation.
- A reasonable amount of installed flooring (up to 25% or 100 sq. ft. whichever is less) is enough to determine acceptance of quality.
- Retain a box label and keep on file with your receipt for future reference.

### Health Warning for Installers While Removing Existing Tough Flooring

When removing existing resilient flooring, please be aware that it, along with its backing, lining felt, asphalt cut-back adhesives, or other adhesives, may contain asbestos fibers and/or crystalline silica. Do not grind, chip, sand, drill, saw, bead-blast, or pulverize these materials by any means, as this can create harmful dust. Inhalation of dust from these materials poses significant cancer and respiratory health risks. It is advisable to wear an approved dust mask that is suitable for this type of dust. If you are not certain that the flooring material is asbestos-free, assume it contains asbestos. Local regulations might require testing by a certified laboratory or agency for asbestos content, and regulated removal or disposal might be necessary. For further information, consult the Resilient Floor Covering Institute (RFCI) publication "Recommended Work Practices for Removal of Resilient Floor Coverings" available at [www.rfci.com](http://www.rfci.com).

### Accessory, Tool requirements when installation

Before beginning the installation, make sure you have all the required tools, equipment, and accessories on hand. This includes:

**Work gloves, safety glasses, pencil, tape measure & small square, straight ruler, utility knives with sharp blades, heat gun, chalk-line, tapping block, 9/25"(9mm) spacers or shims, rubber mallet, saw (chop hand, miter, jig or circular type), dust mask, broom & dust pan.**

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

## Before beginning the installation of your SAOS SPC flooring, you need to

- When determining the amount of flooring needed, account for an extra 5% to 10% to cover waste, cuts, and future needs or replacements. For installations involving diagonal, intricate, or other special patterns, or in smaller rooms, increase this allowance to 15% to 20%.
- Before installing SPC flooring, you must acclimate it horizontally on a smooth, flat surface at room temperature between 65°F and 85°F (18°C and 29°C) for 3 days. Keep the flooring in its original packaging until installation. If on-site storage is not feasible, store the **SAOS** SPC flooring indoors, horizontally on a smooth, flat surface, in a warm, dry location within the same temperature range, away from direct sunlight and fluctuating temperatures.

## Your subfloor preparation

- Floating installations can be performed over a variety of subfloors, including concrete, plywood, OSB, ceramic or porcelain tile, smooth stone, marble, granite, and linoleum. If installing over an existing floor, ensure that it is firmly attached (nailed or glued) to the subfloor and that it is smooth and level. When installing over an existing wood or laminate plank floor, the new **SAOS** flooring should be laid at a 90° angle to the existing floorboards.
  - For wooden subfloors, such as plywood, OSB, or boards, ensure that they are level. Any high or low spots that exceed 1/8" over 6 feet or 3/16" over 10 feet need to be addressed. Sand down high spots and fill in low areas to create a flat surface. All patching of subfloors and underlayment must be carried out using a non-shrinking, water-resistant, cement-based compound for leveling or repairs.
  - Concrete subfloors often have irregularities and must be leveled prior to installation. Use an 8-foot straightedge to check for high and low areas. Fill any low spots with a self-leveling compound according to the manufacturer's instructions. Addressing voids and bumps is crucial, as they can hinder the locking system from securing properly and potentially cause damage or weaken the locking mechanism.
  - Before starting the installation, thoroughly sweep or vacuum the subfloor to remove any debris or grit that could affect the installation. Make sure the subfloor is clean, dry, and entirely smooth. Ensure that all nail and screw heads are countersunk and sand down any protrusions, including joints or seams between subfloor sheets. Verify that the subfloor structure has nails or screws placed every 12 inches along the joists and every 6 inches along bearing supports and seams to prevent squeaks and warping. Replace any areas of the subfloor that are delaminated, swollen, or damaged.
  - 6 mil polyethylene moisture barrier- seams overlapped 5"- 6" and taped using a waterproof adhesive tape (e.g. duct tape) must be used or L underlayment with a water vapor permeance of 0.1 perm or less when tested in accordance with the ASTM E96.
  - Do not proceed with installation if concrete is wet or shows sign of dampness. Excessive moisture could lead to mold / mildew. (Underlayment's with a vapor retarder still require this moisture barrier).
  - To address flatness concerns; Grind down\* high spots and fill in low spots with an appropriate Portland cement based patch or self-leveler (allow to cure fully) prior to installing floor.
- **NOTE:** Do not install over subfloors that have excessive flex or deflection. Installing **SAOS** flooring will not address or correct any flex or deflection issues in the subfloor. Excessive movement or bending in the subfloor can damage the locking system and lead to failure.

## Lightweight Alternative Subfloors

Installation over gypsum-based slabs is limited to above grade, floating installations only. Do not use 6mm poly over lightweight concrete e.g. gypsum concrete use gypsum-based patch or self-leveler (allow to cure fully) prior to installing floor.

- **CAUTION:** Follow OSHA guidelines (29 CFR 1926.1153) regarding silica dust hazards.

## New subfloor installation

Install the subfloor perpendicular to the floor joists in staggered rows to ensure that the joints between adjacent sheets do not align. For joists spaced 16 inches or 19.2 inches apart, ¾" (19mm) plywood is recommended. For joists spaced more than 19.2 inches apart, use a subfloor with a minimum thickness of 1-1/4" (32mm). Secure the subfloor by nailing or screwing it every 6 inches (150mm) along the joists to prevent squeaking and warping.

## INSTALLATION INSTRUCTIONS

This product features an integrated thermo-acoustic under-pad, which offers several advantages: it helps to minimize footfall noise transfer to rooms below and adjacent to the installation area. In installations over basement and on-grade concrete slabs, it also acts as a thermal barrier, providing a warmer floor by insulating against the cold slab.

## Supplemental acoustic under pad use

If your condo association mandates it, this product can be installed over an additional layer of 3mm or 6mm acoustic cork underlayment. However, do not install this product over a second foam pad or any other types of bases that are soft, rough, uneven, or not approved. Doing so could damage the locking system and void the product warranty.

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

## 6 mil poly vapor barrier installation

For installations in basements and on-grade slabs, place a 6 mil thick polyethylene sheet over the slab to prevent moisture (humidity) from penetrating through. Ensure that the seams of the polyethylene sheets overlap by at least 6 inches.

## Expansion gaps

Your floor must include a continuous 9mm wide expansion gap around the entire perimeter of the room and all other vertical surfaces to accommodate natural contraction and expansion due to daily and seasonal temperature changes. Avoid installing the floor directly against any other surface. Cabinets and islands should not be placed directly on the floor. Please refer to the additional information provided for more details.

## Installations in basement area

**SAOS** flooring is not a waterproofing solution. Any existing moisture, water infiltration, or flooding issues should be resolved before installation. Avoid installing over concrete slabs with a history of moisture or dampness, as even a slab that appears dry now may become wet or damp seasonally. For installation over new concrete, ensure the slab is at least 60 days old and fully cured.

## Wall jamb and doorway preparation

Remove all trim, baseboards, and quarter rounds, marking their reverse sides for reinstallation. Also, take out doorway thresholds, which may need to be reinstalled later. For door casings, notch the bottom of the casing with a saw or chisel to allow the **SAOS** SPC floor to slide underneath. To achieve a straight cut, use a handsaw laid flat on a piece of scrap flooring as a guide.

## Commercial and glue-down installations

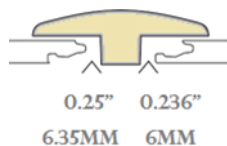
- For commercial installations, this floor must be adhered using an approved full-spread vinyl floor adhesive. Always follow the adhesive manufacturer's instructions.
- For residential installations in large areas with significant south or west-facing windows and patio doors, a glue-down installation is recommended using an approved full-spread vinyl floor adhesive.

## Installation in areas with extreme temperatures, such as solariums, cottages, cabins, three-season rooms, and unheated spaces installations:

- This product may be successfully installed in these types of areas by gluing the product down using only the following approved adhesive that is specially formulated for use in unheated and non-air-conditioned areas. The use of any other type of adhesive in these types of conditions is not permitted and will void the product warranty. Follow all adhesive manufacturer's instructions.
- Glue-down installation area temperature limitations must not exceed the following temperature range on a year-round basis: 0°F to 90°F (-18°C to 32°C), installation in areas where the temperature will exceed this range will void the product warranty.

## Necessary tactics for installing SAOS SPC floors

- Planks and tiles of the same thickness (and brand) are compatible and can be installed (click-locked) together for a smooth, seamless transition between floor areas in residential installations. For commercial installations, transition moldings are required between different installation areas according as referred picture 1. below:



Picture1. T-Moulding

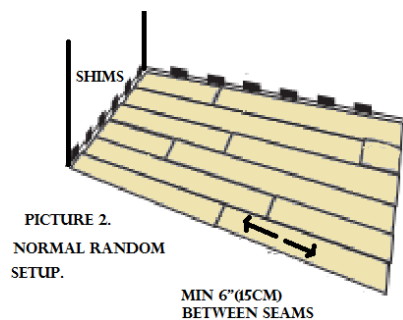
- Squeaks occur when the subfloor shifts away from the joists or moves, often due to changes in temperature and humidity or settling of new construction. If the subfloor moves up and down on a loose nail or an improperly set screw, it can create squeaks. When installing **SAOS** flooring over existing ceramic tiles, make sure to skim coat the grout lines with a floor leveling compound and repair any damaged or cracked tiles. Inspect the subfloor carefully and secure any loose nails. While following installation instructions can help reduce the risk of squeaks, there is no guarantee or warranty that the floor will be completely squeak-free.
- It is recommended to secure your subfloor with screws rather than nails.

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

- To ensure even color distribution from different dye lots, draw planks or tiles from at least 3 boxes and multiple pallets. Reserve any stain planks and tiles for less noticeable areas. Also, spread design variations evenly throughout the room to avoid having similar designs next to each other. Place usable cut pieces in closets, next to walls, or other less visible spots. Make sure joints do not align; they should be at least 6 inches apart.
- Ensure the locking profile is free from contamination such as debris, grit, or milling chaff; clean any such material before installation. Check that the locking profile was not damaged during shipping or handling. Avoid installing pieces with damaged profiles in high-traffic areas; instead, use them in closets or less visible areas, or discard them.
- The preferred method for cutting planks or tiles is using a sharp utility knife. Score deeply and snap off the end of the plank or tile. Be sure to cut through the attached under-pad at the same point where you scored the top.
- When installing over a crawl space, ensure the space is at least 18 inches high, has a plastic vapor barrier covering the soil completely, and is adequately ventilated.
- Avoid tapping directly on the ends or sides of planks or tiles. Use a tapping block to tap only on the long sides to fit rows tightly. If you need to remove a plank or tile, lift it and the previously installed plank or tile carefully, sliding them out laterally to avoid damaging the locking mechanism.
- If end-seams are not closing tightly, use a rubber mallet to fully lock the ends together. Tap firmly along the end-seam to ensure a tight closure.
- Do not install lengthwise over distances greater than 60 feet (18 meters) or widthwise over distances exceeding 30 feet (9 meters). For larger areas, use a T-molding or glue-down method as described earlier.
- It is advisable to use a T-molding type transition trim to separate adjoining hallways, rooms, and other areas. According to **Picture1** for trim details.
- Ensure that room and product temperatures are between 65°F and 85°F (18°C and 29°C) during installation. For areas where temperatures exceed these limits, use an adhesion that has strong capability or approved full-spread vinyl adhesive. Contact your dealer for a current list of approved adhesives.

## Getting Started Installation



PICTURE 2.  
NORMAL RANDOM  
SETUP.

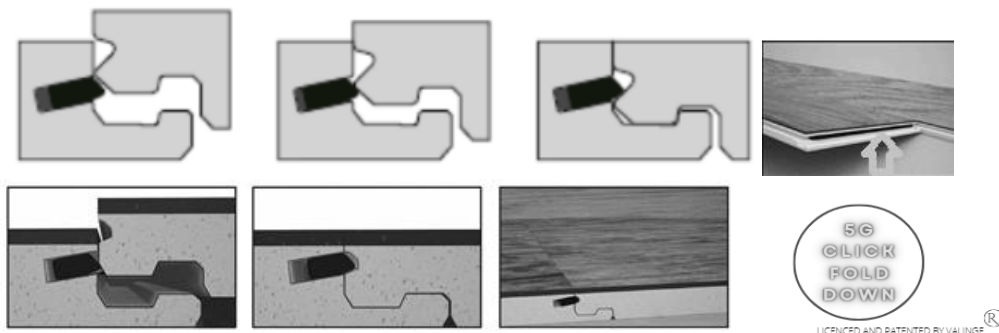
- Determine the installation pattern for your **SAOS** SPC floor and set up the starting line for the first row. Measure the width of the **SAOS** SPC plank or tile and add 9mm to this measurement. Mark the floor at each end of your starting wall, about 6 inches (15 cm) from the corners. Draw a line along the wall at this point to guide your first row, ensuring it is straight even if the wall isn't.
- Verify that there is approximately 9mm of space between the edge of the first row of planks or tiles and the wall. This gap accommodates slight expansion of the **SAOS** SPC and will be covered by the baseboard or quarter-round. If there is too much space at any point along the wall, adjust your chalk line accordingly. If there is too little space, you may need to trim some planks or tiles in the first row.
- **SAOS** SPC floor has new tech mechanism as 5G fold click that makes tasks faster, easier and more enjoyable in installation compared to normal 2G and 5Gi. This also ensures that your floor benefits from exceptionally tight and securely locked plank and tile end-joints. (*Video explanation will be available on youtube channel as recommendation. It will be updated*).
- Lay out the first row of planks or tiles with the narrow tongue (male) side facing the wall. Lock the ends of the planks or tiles together by inserting and securing the end of each new plank or tile into the previous one, ensuring all pieces are aligned in a straight line. Begin the first plank 9mm from the wall and cut the last plank so it also ends 9mm from the opposite wall. If needed, firmly tap the surface of the plank or tile along the end-seam to ensure the seam is fully closed.
- It is advisable to use temporary 9mm shims to maintain the gap between the floor and the walls, as the floating floor may shift during installation. Place shims every 2 to 3 feet (60-90 cm) along the starting wall and at the end of each starting row to prevent shifting as planks or tiles are clicked into place.
- For installing the first row, work from left to right, carefully inserting the ends of each plank into the next. Cut the last plank so that it maintains 9mm gap once locked in place. Complete the entire length of the first row; if the remaining piece is 6" (150mm) or longer, it can be used to start the next row
- **Essential note:** Mark and cut the last plank or tile with a saw or sharp utility knife. If you need to remove and replace any planks or tiles during installation, carefully lift and slide them out to avoid damaging the end locking profile.
- When installing the 2nd and subsequent rows, proceed from left to right. Use the leftover cut piece from the end of the previous row to start the next row if possible. Place 9mm shim between the wall and the end of the first plank in the new row. Begin on the left side by securely installing the first plank or tile of the 2nd row into the previous row. Insert the long side of the next plank or tile into the previous row at about a 20° angle, then slide it to the left

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

until the end aligns perfectly with the previously installed piece and lower it into place. Run your thumb over the end seam to ensure it is flush and securely locked. If needed, use a rubber mallet to firmly tap along the end-seam to ensure it is fully closed. Continue this process to complete the entire row. **Picture 3.**

- NOTE: Ensuring the correct installation of the 1st and 2nd rows is crucial. Once these rows are fully installed, check that all plank or tile ends are perfectly aligned and that all long seams are completely closed. Address any alignment issues or gaps before proceeding with the installation.
- Continue with the installation of the 3rd row and subsequent rows in the same manner, cutting the last plank or tile to maintain 9mm gap once locked into place. Note: End-joints between planks or tiles should be spaced at least 6 inches (15 cm) apart. **Picture 2.**
- Use the last cut piece from each row to begin the next row, and ensure each row is fully installed.
- To prevent end seams from aligning and creating noticeable patterns, trim the left end of the starting plank or tile so that the first end seam does not line up with those from the previous 6 rows. This will enhance the overall appearance of your floor. **Picture 2.**
- Inspect the floor to ensure it is perfectly straight, with all sides and ends of planks or tiles fully clicked together and all seams and joints securely locked. Lift and reinstall any areas where planks or tiles are not properly engaged. Also, check that each plank's appearance, condition, and quality meet your satisfaction.
- Continue installing the floor in sections of 4-6 complete rows. After every 4-6 rows, inspect the floor as described above.
- Before installing the last row, thoroughly check the entire floor for any gaps, errors, or shifting. Ensure there is a minimum 9mm gap around the entire perimeter of the floor, including all walls, door jambs, posts, heating ducts, plumbing, cabinets, stairways, railings, and any other vertical surfaces or obstructions.
- Measure and cut the last planks or tiles to ensure a minimum 9mm gap along the final wall.
- Remove all temporary shims, then sweep and vacuum the area immediately. Follow the care and maintenance instructions provided in this guide. If further construction is planned, cover the floor with adequate protection to prevent any incidental damage.



**Picture3.**

## General Reminder

- Do not attach individual planks to the subfloor. All door jambs and moldings should be undercut. Fixtures like cabinets and kitchen islands must not be installed on top of floating vinyl flooring. Maintain a 8-9mm gap around all columns, islands, and similar objects.
- Avoid installing floating vinyl flooring in unheated areas or places exposed to high temperatures and direct sunlight, such as porches, sunrooms, and solariums, which lack adequate temperature control and sun protection.
- Wall moldings, including baseboards and quarter rounds, should not be fastened through the vinyl flooring.
- Ensure a consistent 8-9mm gap around the perimeter of the vinyl floor at all vertical surfaces. Install moldings at least 0.79mm above the flooring to allow for movement.
- Do not extend floating vinyl floors across doorways, entryways, or other openings less than 6 feet (2 meters) wide. Use a T-molding or transition strip to maintain the 8-9mm expansion gap in openings smaller than 6 feet (2 meters). Avoid installing door transitions through the vinyl flooring.
- For fitting around obstacles or cutting irregular shapes, heat the vinyl flooring carefully and use a sharp utility blade. Creating cardboard templates of the areas to be cut and transferring these shapes to the vinyl can be helpful.
- Full pieces of flooring can be cut with a utility knife equipped with heavy-duty blades. Score the surface and snap the planks along the score line. Use a steel straight edge for cutting along the length in multiple passes with the utility knife, then snap the piece along the cut line.
- Clean debris from the locking joints with a small bristle brush to ensure a tight fit between pieces.
- The 5G Click Floating Flooring features an angle/drop mechanism with a secure locking clip, differing from traditional angle/angle installations. Install the long sides first by engaging the joint at a shallow angle (25°), then slide the piece to align the short side drop lock mechanism. Carefully place the end joints with the 5G drop mechanism, ensuring the top side lightly touches the adjoining plank. Once the top/long side joint is engaged at a shallow angle, press the end/side joint firmly until it clicks into place. **Picture3.**
- Essential Note:** When removing or repositioning a plank, the 5G drop lock joints cannot be lifted or angled apart. To take out a plank, first separate the top/long angle joint by lifting it slightly and pulling the rows apart. Then, slide the drop joint apart along the floor. Not sliding the joint apart properly may damage the drop lock mechanism and hinder the correct reinstallation of the plank.

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

## Attention for your SAOS floor maintenance

- Do not use polishing products, as they may leave a dull residue and could void your warranty.
- Avoid cleaning products containing surfactants or those that leave residues, as these can create a dull film and potentially void your warranty. Always test new cleaning products on a small, inconspicuous area first.
- Place non-slip mats or rugs at all exterior or garage entrances to capture dirt from shoes and protect your floor. Regularly clean these rugs and mats. For non-slip area rugs, consult a reputable floor covering supplier.
- Regular vacuuming and periodic cleaning will help maintain the beauty and longevity of your **SAOS** floor. Increased attention is advised for high traffic zones and areas near exterior or garage entrances. For deep cleaning, use vinyl and hardwood flooring cleaners along with a microfiber mop from hardware or flooring stores, following the manufacturer's instructions. You can also damp mop with warm water mixed with a small amount of mild dish soap
- Avoid abrasive cleaners, bathroom cleaners, ammonia-based products, waxes, acrylic finishes, acidic or vinegar-based solutions, oil soaps, detergents, chlorine-based products, bleach, solvents, or any type of polish. These can permanently damage your floor's finish and void your warranty.
- Keep pet nails trimmed, especially for larger dogs, to prevent scratches. Some marks from pet nails are normal and not considered damage.
- Clean spills immediately to prevent them from seeping into cracks. Use a lightly damp cloth with a small amount of dish soap for small spills.
- Avoid rolling or sliding furniture with castors across the floor, as this can damage the finish. Lift and move furniture carefully. Use felt protectors under furniture legs to prevent scuffing or scratching and clean or replace them regularly. Chairs with castors should have barrel-type rollers and a protective mat under the chair's movement area.
- High heels without heel lifts can dent **SAOS** floors. Damage from footwear is not covered under warranty.
- Minor damage or gaps can be repaired with vinyl seam sealer available from hardware or flooring suppliers. Follow the manufacturer's instructions and keep leftover planks or tiles for future repairs.
- In office settings, ensure desks have protective floor mats to guard against damage from chair legs and rolling castors.

## Necessary Conditions

- *These floors are intended for indoor use only and should not be installed outdoors, as this will void the warranty.*
- *Prolonged exposure to direct sunlight from large windows or patio doors can cause the floor's surface temperature to exceed the recommended installation limits. In rooms with south or west-facing windows or large patio doors, consider installing blinds or curtains. Rapid temperature changes from direct sunlight can cause temporary expansion of the floor.*
- *Do not install **SAOS** flooring over any soft underlay, such as foam or carpet, or on uneven, rough, or non-flat surfaces.*

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)

# SAOS FLOORING LIMITED WARRANTY

## ***Lifetime limited residential warranty and 15 YEAR limited light commercial warranty.***

This warranty is governed by the procedures, recommendations, limitations, disclaimers, and exclusions outlined in this document, including the general information, installation limitations, and warranty sections. **SAOS** flooring products come with a lifetime limited warranty for residential use and a 15-year limited warranty for light commercial use, covering defects in manufacturing and workmanship under normal conditions, provided they are installed according to the Manufacturer/Distributor's instructions. This warranty applies only to the original Owner/Purchaser/Installer for as long as they incessantly own the property where the product was installed. To validate the warranty, you have to keep the original product label, UPC code, and purchase receipt. The warranty cannot be transferable. The Manufacturer/Distributor's liability is limited to the cost of the original **SAOS** flooring and does not cover labor or installation expenses. If a claim is approved, compensation is limited to the area deemed valid by the Manufacturer/Distributor.

*Here are the definitions and limitations for the product warranty:*

- ***"As Is" Products:*** Products sold "as is" are not covered under this warranty.
- ***Residential Warranty:*** Applies only to single-family homes owned and occupied by the dweller during the warranty period.
- ***Light Commercial Warranty:*** Covers locations owned by the purchaser during the warranty period, including low-traffic retail outlets, professional and commercial offices, waiting rooms, retirement residences, and similar settings.
- ***Rental Properties:*** Homes, apartments, and other rental units are considered light commercial areas under this warranty.
- ***Usage Limitations:*** Detailed definitions are provided in the warranty documentation.
- ***Exclusions:*** The warranty does not cover damages such as indentations, scratches, dents, pet damage, stains from normal wear and tear, sheen loss in high-traffic areas, erosion, damage from abrasives (e.g., pebbles, stones, sand), mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, natural disasters, excessive heat, HVAC systems, accidents, improper installation or handling, cleaning issues, negligence, or failure to follow installation and maintenance instructions. Any alterations to the product outside of the manufacturer's instructions will void the warranty.
- ***Damage from Furniture and Appliances:*** The warranty excludes damage caused by chairs with castors and large or heavy objects.
- ***Variances and Changes:*** The warranty does not cover differences in sheen, gloss levels, or noises from the floor or subfloor. It also excludes floors installed without adequate temperature control or those exposed to temperatures outside the range of 65°F to 85°F (18°C to 29°C). Expansion due to sunlight or high temperatures is not covered.
- ***Color and Character:*** Claims related to differences in color or character from display models, samples, or advertising images, as well as natural color changes from light exposure, are excluded.
- ***Manufacturing Flaws:*** Color and manufacturing flaws up to 7% are not considered defects under the warranty.
- ***Installation and Maintenance:*** The original Owner/Purchaser/Installer is responsible for ensuring proper installation, maintenance, and cleaning according to the provided instructions.

The Manufacturer/Distributor guarantees that the wear-layer of this product will not wear through or detach from the flooring during the warranty period when installed and used under normal residential conditions and according to the terms, installation instructions, limitations, and conditions specified.

This warranty does not cover damages related to in-floor (radiant) heating systems, nor does it cover damage from heat emitted by or escaping from heating ducts, sunlight, heating vents, electric baseboards, or hot water heating system registers, especially if temperatures exceed 85°F (29°C).

If the SAOS floor fails to meet the warranty provisions, the Manufacturer/Distributor will, at its discretion, either fix or substitute the affected area at no cost to the original purchaser/homeowner with the same or a similar product. If repair or replacement with a similar product is not feasible or satisfactory, the Manufacturer/Distributor may choose to provide a refund for the original cost of the affected materials. This warranty is the exclusive warranty for the product and supersedes all previous warranties, whether written, verbal, implied, or otherwise. No implied warranties extend beyond the terms outlined here, and the Manufacturer/Distributor is not liable for incidental or consequential damages. However, some states or provinces may not allow such exclusions, so this limitation might not apply to you. This warranty provides specific legal rights, and you might also have additional rights depending on your jurisdiction. It is advisable contacting with the original dealer where you purchased the **SAOS** floor in order to file warranty. If the dealer is not able to resolve the issue, submit a written claim within the warranty period indicated on the original packaging. The Manufacturer/Distributor reserves the right to inspect the product at the installation site and collect samples for verification. Failure to provide reasonable access or necessary documentation may lead to claim denial. All claims should be made through the dealer and must include a copy of the original purchase receipt, installation documentation, site photographs, and any other requested information.

Customer service support or warranty claim assistance, please contact

[www.saoshomesinc.ca](http://www.saoshomesinc.ca)