

LIMITED WARRANTIES

SPC White Series

RESIDENTIAL WARRANTY

GAIA LIMITED WARRANTIES

SPC White Series Products

Limited Residential Warranty

This product is designed to stand up to residential environments and has a warranty against manufacturing defects. These warranties apply only to the original buyer and to the product in its original installation. These warranties are not transferable. Refer to the relevant sections for further coverage details and review the Warranty Chart.

Manufacturing Defect Warranty

SPC White Series Products

Terms and Conditions:

- I. Gaia Floor guarantees to the original buyer ("Buyer") that the SPC White Series floors are free from any manufacturing defects for the entire residential or light commercial warranty duration. The inherent characteristics of natural products can lead to variations between samples and the actual product received. Exposure to sunlight and natural aging can also cause slight discrepancies between the sample board and the installed floor. It is important to note that SPC White Series flooring is a natural luxury vinyl product, which means it may have variations in its grain and color, as well as mineral streaks and knots. Therefore, it is the responsibility of the owner/installer to use reasonable efforts to select the pieces and remove any objectionable blemishes. Before and during the installation of flooring planks or accessories, a careful inspection under adequate lighting must be conducted to ensure that no material defects are present. Acceptance of quality is implied upon completion of the installation process.

- II. This limited warranty only covers the flooring under normal residential use when installed and maintained strictly according to Gaia guidelines and maintenance instructions.
- III. These limited warranties do not cover incidental or consequential damages (e.g., labor to remove flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the flooring, hotel stays required due to repair or replacement, etc.).

Exclusions

- I. Warranties only extend to damages that are not incurred during shipment or installation of the product.
- II. These limited warranties will not cover installation of SPC White Series flooring products displaying a noticeable manufacturing defect or obvious flaw.
- III. Subsequent additions or repairs to existing installations may not be covered under warranty, as they could create noticeable variations in color and shine.
- IV. Gaia Floor limited warranties do not cover flooring that has experienced any kind of abnormal usage or mistreatment, including moisture damage from floods or plumbing issues; smoke and fire-related destruction; changes to the product's original design through negligence; excessive use beyond moderate usage that is expected for typical wear and tear over time, as well as damages resulting from mechanical and/or chemical causes.
- V. This warranty only covers finish defects beyond 10% across your total square footage purchased.

FINISH WARRANTY

Finish Warranty

White Series SPC Products

With regular use, SPC White Series Ceramic bead and UV stain resistance layer is a protective finish. UV cured ceramic bead finish that is scratch resistant and stain resistant. Each plank is ready to install straight from the carton; do not sand, wax or stain will void the finish warranty. Our finish warranty ensures reasonable durability and wear. Please note that a decrease in gloss is not considered wear-through of the finish. It is important to note that this warranty does not extend to the wear and tear of the surface coating or any harm inflicted on the finish coating due to negligence in maintenance of the surface coating promptly and adequately.

This is a natural product that will change due to its environment. As heating, cooling, and humidity fluctuate, the SPC will expand and contract, separating the boards. However, please note that this is a regular occurrence, not a manufacturing process defect.

When it comes to the appearance of your SPC floors, wood styling techniques are used on the film during production to create a visually appealing look. These techniques include hand distressing, scraping, wire brushing, and color toning. This should not be mistaken for a manufacturing defect. Please remember that any samples, photos, or models provided are solely for demonstrative purposes. They do not guarantee that your purchased goods will mirror these examples. Variations between these visuals and installed flooring are not considered manufacturing defects.

Terms and Conditions

- I. To maintain the allure of your flooring, keep window treatments closed when sunlight is intense and minimize excessive lighting whenever feasible.
- II. **Refrain from additional finishes as it will void the finish warranty.**
- III. For optimal caster chair performance, ensure your seating area is suitably equipped with cushions or protective mats.
- IV. This warranty only covers finish defects beyond 10% across your total square footage purchased.

Gaia Floor warrants your products to be free from manufacturing defects. White Series SPC flooring will be installed indoors in a climate-controlled area following the SPC White Series Installation and Maintenance Guide. Protect your SPC products from the damaging effects of UV light and seasonal climate conditions. Please note that this warranty does not cover visual damage, color changes, or plank deformation caused by these factors. This warranty applies only to the original purchaser; proof of purchase is required for all claims.

WATERPROOF WARRANTY

Waterproof Warranty

SPC White Series Products

Gaia Floor's waterproof Warranty ensures that your Gaia SPC White Series flooring is protected against topical spills for the duration of the residential or light commercial warranty. Promptly removing normal topical spills is essential to maintain this warranty. Prolonged exposure to spills will nullify this warranty and cause damage to the SPC Flooring. Note that this warranty does not cover flooding, acts of God, plumbing accidents, or leaking appliances (dishwashers, clothes washers, ice makers, mini-fridges, etc.) that are not considered topical spills.

- i. Any damage caused by water or excessive moisture on, below, or underneath the floor is not covered.
- ii. This includes water damage from flooding, standing water, sub-floor hydrostatic pressure, leaking pipes, mechanical failures, appliance leaks, door and window leaks, or conditions that result in moisture below the floor.
- iii. Gapping between planks due to natural changes in humidity and temperature is not covered.
- iv. Separation between layers of the floor caused by excessive humidity, temperature, or environmental changes after installation is not covered.

The Gaia SPC White Series products can be installed on, above all common sub-floors. To ensure protection against sub-floor moisture and structural integrity, the following conditions must be met:

- i. When installing your floating floor, it is recommended to install T-moldings in doorways that are 4 ft (1.22m) or less in width, as well as in rooms that are 40 ft (12.2 m) or larger in length or width.

- ii. The distance to walls and other permanent pieces of construction elements (such as pillars, fixed cabinets, and kitchen islands) should be approximately 3/8" expansion gap.
- iii. Never install heavy pieces of furniture such as kitchen islands/cabinets on top of flooring.
- iv. Provide photographic verification of the diagram completed below. For concrete sub-floors, ensure an electronic concrete moisture meter is used to test for ASTM F1869 Calcium Chloride, with a reading no more than 3 lbs. per 1000 sq ft per 24 hrs, as well as ASTM F2170 testing. Please also provide floor temperature, radiant heating (if applicable), and the thickness of the concrete sub-floor. This is essential to confirm that the concrete sub-floor complies with our moisture level requirements.
- v. For plywood sub-floors, provide written verification of a moisture reading of less than 12% via an electronic wood moisture meter.
- vi. Addressing all sources of sub-floor moisture should be done before installation. It is important to note that the SPC core does not function as a waterproofing barrier for the sub-floor or any nearby structures in cases of standing water or flooding. This means that this limited warranty does not include damages resulting from water incidents, such as those typically covered by homeowners insurance, such as flooding or standing water from leaky pipes, faucets, or household appliances. Additionally, any damage to the sub-floor or surrounding structure caused by standing water or flooding is not covered. It is also important to mention that this limited warranty does not cover any damages resulting from mold or mildew growth due to extended exposure to moisture.

SITE TESTING

Test Type (If Applicable)	Start Date Of installation	End Date Of Installation	Installer Signature
Floor Temperature Fahrenheit			
ASTM F1869 Calcium Chloride			
ASTM 2170 relative humidity levels			
Radiant Heating 10° intervals to 80° max			

We require photographic verification of a concrete sub-floor with an acceptable reading using an electronic concrete moisture meter for ASTM F1869 Calcium Chloride no more than 3 lbs. per 1000 square feet per 24 hours and ASTM F2170 testing.

SUB-FLOOR

Sub-Floor	Date Check	Installer Signature
Concrete Slab Thickness		
Plywood Slab Thickness		

JOBSITE CONDITIONS

Jobsite Conditions

SPC White Series Products

To ensure optimal performance of your SPC White Series flooring we highly recommend a minimum acclimation period of 48 hours before installation. As well as to follow the requirements in the Installation Guide.

For concrete sub-floors in the SPC White Series, please take note of the following requirements:

The indoor climate should have a relative air humidity of 35-55%. The room temperature should be kept between Concrete sub-floor moisture must not exceed 3 lb per 1,000 square feet per 24 hours (ASTM F1869-22 and ASTM F2170-02)

Use of moisture barriers must be used for all installations.

Terms and Conditions

- I. The three-season rooms and cottages should be regularly maintained to ensure a comfortable room temperature between 60 Degrees Fahrenheit - 80 Degrees Fahrenheit and a relative humidity (RH) of 35%-55%.
- II. SPC White Series products are not warranted against squeaking, popping or cracking. Some squeaking, popping, or cracking is possible when installed using floated methods.
- III. This warranty does not cover damages caused by untreated mold or mildew in the installation environment, including any medical issues related to their growth.

It is crucial to adhere to these pre-installation environmental conditions throughout the product's life. Deviating from these parameters could lead to product performance issues that may not be covered under warranty.

Note: Moisture testing is good for the day of the test as environmental conditions can change, which could affect the substrate. Gaia is not responsible for damage that occurs from substrate moisture post-installation. It is required to follow the installation instructions provided.

LIMITATION ON LIABILITY

Limitations on Liability

SPC White Series Products

Suppose any of the above warranties apply to a claim by the Buyer. In that case, Buyer's exclusive remedy and Gaia Floor's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective Gaia Floor SPC White Series flooring for the affected area only, or (2) the refund of the applicable purchase price, in Gaia Floor's sole discretion. GAIA FLOOR HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL GAIA FLOOR HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO THE BUYER IN EXCESS OF THE PURCHASE PRICE OF THE SPC WHITE SERIES. GAIA FLOOR EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES OF ANY KIND, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, EMOTIONAL, MULTIPLE, PUNITIVE OR EXCULPATORY DAMAGES (see below) OR ATTORNEYS FEES, EVEN IF GAIA FLOOR OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES BEFORE SALE.

This warranty covers finish defects only if they exceed 10% of the total square footage of the purchased flooring. If Gaia Floor chooses to repair or replace the defective flooring, it will provide the same color and grade if available. If unavailable, Gaia Floor will supply a comparable product or issue a prorated refund of the original purchase price. Warranty coverage is limited to a one-time floor replacement. Any representations, promises, warranties, or statements that differ from these limited warranties are invalid unless in writing and signed by an authorized officer of Gaia Floor. Gaia Floor has the authority to examine any claims or defects and may seize samples for technical analysis. We must have sufficient time to inspect the floor before deciding on coverage or remedy at least thirty (30) days after the problem is reported. Do not remove the installed flooring before inspection, as doing so will cancel the warranty.

Gaia Floor will cover one replacement or repair of your flooring. However, if the replacement or repair fails again, the site conditions may not be suitable for the flooring.

Once your warranty claim is approved, Gaia Floor will give instructions on proceeding with the repair or replacement. Please follow these instructions within ninety (90) days after approval to avoid waiving your rights under the limited warranty.

The following conditions will void the limited warranties:

- I. Visible Defects - Boards with visible defects must not be installed. The Buyer and licensed flooring installer are required to inspect the flooring before installation.
- II. Building Settling or Uneven Sub-floor - Gaia Floor does not cover damage or defects caused by building settling or uneven sub-floors.

SPC White Series Limited Warranties:

- i. Improper Installation - Gaia Floor must be installed according to Gaia's written instructions by a licensed flooring installer to avoid failure.
- ii. Improper Maintenance or Inadequate Care - Gaia Floors require proper maintenance as outlined in Gaia Floor's written instructions.
- iii. Refinishing the surface layer will void the Finish Warranty. Accidents, Abuse, or Abnormal Wear - Gaia Floor does not cover damage or defects caused by accidents, abuses, abnormal usage, or high foot traffic. Damage by pet claws or failure to use walk-off mats is also not covered.
- v. High Heel Indentations on Shoes - High heels can cause significant damage gouges to floors with a concentrated pressure of up to 2,000 pounds per square inch.
- vi. Moisture and Dryness Issues - Gaia Floor's warranties do not cover damage caused by excessive moisture or dry conditions. Flooding, plumbing accidents, and leaking appliances are also not covered. Refer to Gaia Floor's installation instructions for more details.
- vii. Damage from Excessive Lighting - Gaia Floor's warranties do not cover damage caused by excessive sunlight or intense lighting, such as color change. Window treatments can help protect against this. It's important to note that new or replacement Gaia Floors may not perfectly match display samples or existing flooring due to lighting effects.
- viii. Non-Transferable Warranty - These warranties only apply to the original buyer and the original installation of the Gaia Floor. They cannot be transferred to another party.
- ix. Buyer's Responsibilities - The buyer must follow all installation, care, and maintenance instructions provided by Gaia Floor. Additionally, the buyer must allow Gaia Floor the opportunity to inspect and repair any claimed defects. Removing or repairing the flooring without Gaia Floor's inspection may void the warranty. The original proof of purchase must be submitted with any warranty claims.

CARE AND MAINTENANCE

Care And Maintenance

SPC White Series Products

Maintaining the beauty and durability of your SPC floors is essential for their long-term performance. Our floors are designed for easy care, but routine maintenance is necessary to keep them in their best condition. To maintain the coverage of limited warranties and extend the lifespan of your flooring, we offer specific recommendations in this section.

Preventative Maintenance

It is crucial to provide them with routine care and regular maintenance. Following these recommendations will protect the appearance of your floors and adhere to the guidelines necessary to maintain their limited warranties.

- i. Place protective mats at all exterior/interior entrances to prevent dirt and debris from scratching the floors.
- ii. Regularly vacuum or sweep the floors, but beware: vacuums with beater bars or power rotary brush heads can damage SPC floors.
- iii. Quickly clean up spills using a luxury vinyl cleaner and a clean white cloth.
- iv. Use felt protectors under chairs and heavy furniture to prevent scratches.
- v. Use felt protectors under chairs and heavy furniture to prevent scratches. Chairs with wheeled castors must have flat, 1" wide wheels. A protective rug mat should be used under chairs to provide additional protection.
- vi. Regularly inspect footwear for any signs of wear or spiked heels that could potentially damage the flooring.
- vii. Minimize direct sunlight and excessive lighting by keeping window treatments closed.
- viii. Trim your pets' nails to avoid scratching the floors.
- ix. When moving furniture or appliances, use a dolly and never slide or roll heavy items across the floor. Warning: Motorized wheelchairs can cause damage to a floating floor installation.
- x. Do not use excessive wet or damp mop SPC floors. Avoid excessive wet mopping, spills, and standing water.

Regular Care Made Easy:

Taking care of your Gaia Floors is simple and requires no waxing. When the SPC floor loses its shine due to dirt, follow these steps:

Step One: Vacuum or sweep the floor to remove any particles that could scratch the floor - remember to avoid using heavy-duty or industrial-grade vacuum with beater bars or a power rotary brush. Routinely clean vacuum wheels, brush, and head, and periodically inspect for foreign objects.

Step Two: Use a back-and-forth motion with the mop. Replace the mop cover when it gets soiled.

Step Three: Avoid using steam, spray cleaners, or devices that spray liquids directly on the floor, as water can cause damage.

Proper Cleaning Guidelines:

- I. Avoid using steam cleaners, spray cleaners, or any devices that spray liquids directly on the floor, as water can cause damage on SPC flooring.

- II. Never use oil soaps, wax, liquid detergent, or other household products to clean the floor. Repairs can often be made using repair accessories if the floor becomes scratched or dull. Contact the flooring installation subcontractor for assistance.

By following these expert care and maintenance recommendations, your Gaia Floors will maintain their beauty.

Exterior Mats

Optimal exterior mats feature a dual fiber composition, incorporating soft fibers to absorb moisture and coarse fibers to effectively eliminate dirt and grime from shoe soles. Cleaning mats routinely prevents them from becoming a soil source. Enhance the cleanliness of your home by purchasing two exterior mats for each exterior entrance. Simply place one set at every exterior entrance to minimize the amount of dirt, grit, and moisture that can be tracked into your living space. Regularly clean your mats by switching out the soiled set with a fresh one to maintain consistently protected flooring. Place exterior mats outside all exterior entrances.

Interior Mats

Avoid rubber mats as they could stain the floor or potentially harbor moisture. Ensure the longevity of your flooring by regularly cleaning both sides of interior mats. Keep them from becoming a source of soil build up. Additionally, clean underneath the mats to prevent the accumulation of gritty debris. This small effort will preserve the pristine finish of your flooring. Using absorbent fibers and a breathable, non-staining backing for pathways with heavy foot traffic or use of heavy furniture. Enhance your entrance's cleanliness and appearance with interior mats placed strategically at all exterior entryways. These mats capture any remaining dirt, grit, or moisture that exterior mats may have missed.

Furniture

Protect your flooring with non-staining felt or plastic floor protectors, each at least one inch in diameter, placed beneath your furniture's legs to prevent unsightly and costly damage. Lay plywood over the floor to avoid dents and gouges, and use a furniture dolly when moving heavy appliances and furniture. For optimal function and protection, it's recommended to use rubber chair casters instead of plastic or metal. Additionally, it's essential to utilize chair pads under the casters to prevent damage or wear and tear. Invest in the right equipment to safeguard and prolong the life of your chairs. Make a note to clean your caster and pads from dirt or grit.

Additional Precautionary Measures

Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

COMMERCIAL WARRANTY

GAIA LIMITED WARRANTIES

White Series SPC Products

Limited Commercial Warranty

This product can be installed for moderate usage in a commercial environment to ensure optimal performance and longevity. It is the responsibility of the buyer to adhere to this recommendation for the product to function as intended. Gaia Floor White Series SPC are engineered to withstand low or occasional usage. It is accompanied by a warranty, which covers laminational manufacturing defects. These warranties apply only to the original buyer and the product's installation. These warranties are not transferable. Refer to the relevant sections for further coverage details and review the Warranty Chart. Gaia Floor offers a limited warranty for limited commercial use. The specific duration of this warranty is detailed in our marketing, sales, or warranty Chart.

Before installing flooring, it is crucial to assess all areas to determine if any additional measures or requirements need to be addressed. These include static control requirements, adherence to state health and building codes, slip resistance, handling high-impact traffic, and protection against moisture and water exposure. The manufacturer provides a warranty for its products, ensuring that they are free from any lamination defects when manufactured. However, the warranty does not cover any structural or finish issues that may result from higher than indicated traffic. Additionally, it does not cover wear and tear on the prorated warranty. White Series SPC flooring, being a natural

product, will continue to expand and contract through regular heating and non-heating seasons. Properly installed floors may consequently experience some separation between boards at different times during the year. If such separations occur, they are not covered by this specific warranty. Please note that apart from the specific warranty mentioned above, Gaia Floor does not provide any additional warranties. It is important to remember that any usage of Gaia Floor should adhere to the relevant building, health, inspection, and municipal regulations and codes. Furthermore, it's worth noting that Gaia Floor cannot be held responsible for any usage not compliant with regulations.

Please be aware that these limited warranties do not cover damage caused by events beyond regular residential use. Such events include, but are not limited to, flooding, standing water, leaking pipes, mechanical failures, or appliance leaks. Additionally, these warranties are not applicable if the product has been put to abnormal use or conditions or abused. Examples of such abuse include but are not limited to, moisture damage from plumbing, storms, or flooding; damage from smoke, fire, or other casualties events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the everyday uses of an SPC flooring in a residential environment; or damage of mechanical nature. Any uses of deviation from the intended use set forth for the warranty will void said warranty.

PRORATED WARRANTY

Prorated Warranties

White Series SPC Products

Our White Series SPC products come with limited warranties that operate on a prorated system. The value of the warranty decreases as the length of ownership increases, unless otherwise stated. The Limited Residential Warranty is prorated over a period of 30 years, while the Limited Light Commercial Warranty is prorated over a period of 10 years. For the first five years (residential) and first year (commercial) the flooring is fully covered under warranty, regardless of the original length. However, starting from the sixth year (residential) and the second year (commercial), the warranty value is reduced by a fraction based on the remaining years of coverage. Please refer to the examples below for further understanding. These limited warranties do not cover incidental or consequential damages (e.g., labor to remove flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the flooring, hotel stays required due to repair or replacement, etc.) If there is a conflict between these general terms and conditions and the terms and conditions of the specified warranties, the specified warranties will apply. To qualify for this warranty, Gaia Floor must receive written notice of the alleged defect from the Buyer before the limited warranty period expires, along with evidence that the Gaia Floor is not subject to any of the limitations described below.

If you have a claim that is covered under the Gaia Floor Limited Warranty, you must submit it through your retailer who will file the claim on your behalf. In case the installation or care instructions are incomplete or missing, it is your responsibility to request the information from Gaia Floor directly or through their website at www.gaiafloor.com before installing the flooring.

Documents Required

- Proof of purchase
- This warranty page
- Installer's floor contractor license information and receipt

Limited Warranty Proration | Residential White Series SPC Products

Based on a 50-year residential lifespan for SPC flooring.

1st Year 100%	26-28th Year 30%
2nd Year 100%	29-31th Year 30%
3rd Year 100%	32-34th Year 25%
4th Year 100%	35-37th Year 25%
5th Year 100%	38-40th Year 20%
6th Year 90%	41st Year 20%
7th Year 80%	42nd Year 15%
8th Year 70%	43rd Year 15%
9th Year 60%	44th Year 10%
10th Year 50%	45th Year 10%
11-13th Year 55%	46th Year 5%
14-16th Year 45%	47th Year 5%
17-19th Year 40%	48th Year 3%
20-22nd Year 35%	49th Year 3%
23-25th Year 35%	•50th Year 0% ends

Limited Warranty Proration | Commercial White Series SPC Products

Based on a 10-year commercial lifespan for SPC flooring.

1st-3rd Year 100%	7th Year 43%
4th Year 86%	8th Year 28%
5th Year 72%	9th Year 14%
6th Year 57%	•10th Year 0%

Installation Guide Tools

Broom, Electric Saw (carbide blade), Eye and Ear Protection, Cool Glide, Rubber Mallet, SureGuard®, Mask, Felt Pads, Pencil, Pull Bar, Straightedge (6 ft), Tape Measure, Utility Knife, Wall Spacers (3/8"), Block Plane.

Product Inspections

Our highest priority is to ensure that your SPC luxury vinyl flooring and accompanying products exceed expectations. The installer and owner are responsible for inspecting all planks before and throughout installation discarding any defective materials or pieces with questionable appearance of color, finish, or sheen. The owner and installer should discuss installation and layout to maximize satisfaction. The owner or installer assumes all responsibility for the product quality of the completed installation. Use constitutes acceptance. Inspect each piece prior to Installation and ensure that the click system is free of cracks, defects, and debris. NOTE: When it comes to the appearance of your floors, film techniques are used during production to create a visually appealing look. These techniques include hand distressing, wire brushing, and color toning. As a result, there will be variations between planks. These are fixed characteristics that are not to be mistaken for a manufacturing defect. Please remember that any samples, photos, or models provided are solely for demonstrative purposes. They do not guarantee that your purchased goods will mirror these examples. Variations between these visuals and installed flooring are not considered manufacturing defects. We recommend purchasing an additional 5% for back stock and replacement planks. It is important to carefully inspect the planks for their dimensions in appropriate light settings. If any plank appears doubtful, it should not be used for the project. Any complaints related to such issues will only be accepted if they are reported prior to installation. In this case, we stand

committed towards providing a replacement within reasonable time frames after the investigation, (if) determined to be a manufacturing defect, of the complaint, once concluded successfully. Any visual defects must be reported within the first 15 days following installation. Gaia does not accept responsibility for any shipping costs, installation repair, or replacement expenses resulting from the installation of a plank with visual defects.

Warranty Owner

This Limited Warranty applies exclusively to the original end-user and is not transferable. The warranty safeguards the product's initial installation site location, and it covers only one site installation. A second location installation will not be covered by this warranty. It is important to note that this product warranty is specific to one site installation.

Obligations Of Owner

Note that the warranties outlined below are applicable to Gaia Flooring products only in the event that they are installed and maintained in accordance with our most current installation and maintenance guidelines. For the most up-to-date procedures, please refer to the Gaia Flooring website. The original purchaser must present proof of purchase and adherence to recommended installation and maintenance procedures when filing a claim. In the event that a defect or another matter covered by the limited warranties described below is discovered, please notify customercare@gaiafloor.com. They will carry out a thorough review and, if necessary, initiate the claim process. It is the responsibility of the owner to engage a C-15 qualified flooring installer or certified to install flooring in your state to ensure proper installation in your state if applicable.

SITE AND MATERIAL PREPARATION

Site Requirements

SPC luxury vinyl flooring is intended to be a floating installation. This is a glueless flooring installation and can be installed directly over most existing floor coverings. It should be installed indoors in a climate-controlled environment, on a clean, dry sub-floor that meets building codes and is securely anchored. The installation location-specific structural components may need slight modifications for a successful installation. All responsibility here lies solely with the owner/contractor to satisfy local regulations before moving forward. SPC flooring is only suitable for use in climate controlled (35-55% RH and 60-80°F) indoor installations. Additionally, SPC cannot be laid over sump pumps or drains as these can cause damage over time when exposed to moisture from below or above grade levels. All "wet" work - i.e. - paint, drywall, concrete, masonry, and plumbing must be complete and dry prior to the delivery of the flooring. This product is not suitable for any outside use, sun-rooms, solariums, showers, saunas, seasonal porches, camping trailers, boats, RV's or rooms that have a potential of flooding. Do not install in rooms or homes that are not temperature controlled. Gutters and downspouts should be in place and the exterior grade complete to allow for proper drainage of water away from the building's exterior perimeter. Portable heaters are not recommended as they may not heat the room and sub-floor sufficiently. Kerosene heaters should never be used.

Suitable Substrates

3/16" in 10" radius (5 mm) or 1/8" in 6" radius (3 mm in 2 m) sand high areas or joints. Fill low areas with a high compressive strength (min. 3,000 psi) Portland-based compound. Vertical deflection must not exceed 3/16". Jobsite moisture and pH issues should be addressed and corrected prior to installation. Substrates must be free from excessive moisture or alkali. Remove dirt, paint, varnish, wax, oils, solvents and other foreign matter, and contaminants. Failure to use a moisture barrier could affect the integrity of the SPC installation or your warranty. Ceramic tile, Terrazzo, Marble Tile floors with grout lines will require a cementitious patch to fill any grout lines, voids, or cracks.

Do Not Install Over:

Existing resilient tile floors that are below grade | Existing cushion-backed vinyl flooring | Carpet | Hardwood flooring | Sloping floors or floor drains | Existing floating floors | Foam underlayment | Loose lay vinyl flooring | Rubber | Cork | Laminate | Air Vents

Concrete & Gypcrete Sub-floors

Sub-floor material must have a minimum density of 3000 psi. Concrete must be smooth and permanently dry. Concrete sub-floors should meet requirements as described in ASTM F710 "Standard Practice for preparing concrete floors to receive Resilient Flooring." Certain gypcrete and other non-cementitious sub-floors may not meet this requirement. Sub-floor must be fully cured. Depressions, cracks, grooves, expansion joints and other sub-floor imperfections must be filled with an appropriate patch or leveling compound. Grind down any high spots as needed. Moisture and alkalinity tests must be performed on all concrete substrates regardless of grade level or age of slab. Perform either an In-Situ Relative Humidity (RH) Test (ASTM F2170) and a Calcium Chloride Moisture Test (ASTM F1869). Perform pH test per ASTM F710 to determine alkalinity of the slab. Concrete moisture vapor emissions should not exceed 80% RH per ASTM F2170 or 3 lbs. per ASTM F1869, and pH should not exceed 9 per ASTM F710. For floors outside of this range the issue must be corrected prior to installation. The manufacturer's warranty does not cover discoloration from mold or from flooding, floods, leaking plumbing or appliances, water entering through sliding glass doorways, as well as floor covering failure due to hydrostatic pressure or moisture vapor emission.

Wood Sub-floors

Sub-floor must be structurally sound, with joists spaced maximum 16" on center. Do not install over chip board, wafer board, or floating wood floors. Wood sub-floors must be CDX-rated plywood at least 3/4" thick, PS2 rated OSB at least 3/4" thick, A.P.A rated particle board (minimum rating of BB or CC), or existing wood flooring that is securely fastened to a wood sub-floor beneath. Test wood sub-floors for moisture content using a moisture meter recommended for wood flooring. Take a minimum of 20 readings per 1000 sq. ft. Sub-floor moisture should not exceed 12% in any location.

Radiant Heat

SPC flooring is only recommended for use over radiant heat systems as seen on the SPC installation guide. Ensuring stable job site conditions, sub-floor suitability, and proper acclimation are especially important when installing over a radiant heat system. It is the responsibility of the installer to ensure that the recommended environmental conditions are met for installation. Refer to your radiant heat system manufacturer to determine its compatibility with SPC flooring.

and to learn the specific requirements for installation. Radiant heat systems must have a minimum of 1/2" physical separation between the heating elements or tubing and this flooring product. Electric heating mats that are not embedded into the sub-floor are not recommended for use underneath this flooring and will void the warranty. Floating method is the only method recommended for use with radiant heat systems. Floor temperature must never exceed 80°F (26.67°C). Use of an in-floor temperature sensor is recommended to avoid overheating. Relative Humidity must be maintained between 35%-55%. New Concrete or gypcrete must be allowed to properly cure and dry a minimum of 4 weeks prior to operation of the radiant heat system. Seasonal expansion and contraction is expected and does not mean that the flooring product is defective. Always remember that rugs placed over radiant heated flooring can increase the surface temperature in that area by 3"-5°F degrees. When turning off the radiant heat system it must be turned down slowly at a rate of 10° degrees per day. You should never just turn the system off. For additional information on radiant heating systems please refer to <http://www.radiantpanelassociation.org>

WARNING: Do not sand, dry scrape, bead blast, or mechanical chip or pulverize existing resilient flooring, backing, lining felt, asphaltic "cutback" adhesive, or other adhesive. These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is cancer and respiratory tract hazard. Local building requirements may require that the existing floor be tested to determine if there are asbestos materials. RFCI's (Resilient Floor Coverings Institute) Recommended Work Practices for Removal of Resilient Floor Coverings are a defined set of instructions addressed to removing all resilient floor covering structures. These instructions should be consulted for each installation.

Installation Tips

Flooring is the finishing touch on any construction or remodeling project, so be sure to get it installed after all other elements are in place, including Paint & Millwork. SPC White Series should not be installed underneath cabinetry or fixed items. Ensure you keep spare boards in climate-controlled locations in case replacement planks are needed for any unforeseen damage. With a flooring professional, it's easy to quickly and efficiently fix an issue. Additional underlayment should not be used. Do not install White Series SPC in high humidity areas such as steam rooms or saunas. To ensure maximum stability for your floor, never attach it to any other surface. Maintaining a moderate temperature between 60-80°F and ensuring the sub-floor is sufficiently flat, level, and solid are critical elements for installation in residential homes. SPC provides a clean, seamless fit for your floor. If the installation is not done with precision and care, damage may occur to click profiles enlisting professional services and using suitable tools to complete the job is required.

Basement and Crawl Spaces

Concrete slab or ground must be dry. Ensure that crawl spaces have open vents year-round for proper air circulation and prevent moisture build-up. The ground in the crawl spaces must be covered entirely using 6 mil polyethylene vapor barrier. Crawl space clearance between the earth and underside of joists should be no less than 18", and the perimeter of the vent area should equal 1.5% of the total square footage of the crawl space or as mandated by code. See Figure 1.

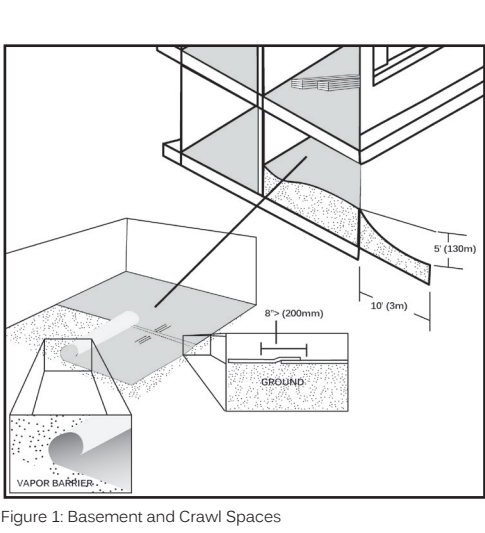


Figure 1: Basement and Crawl Spaces

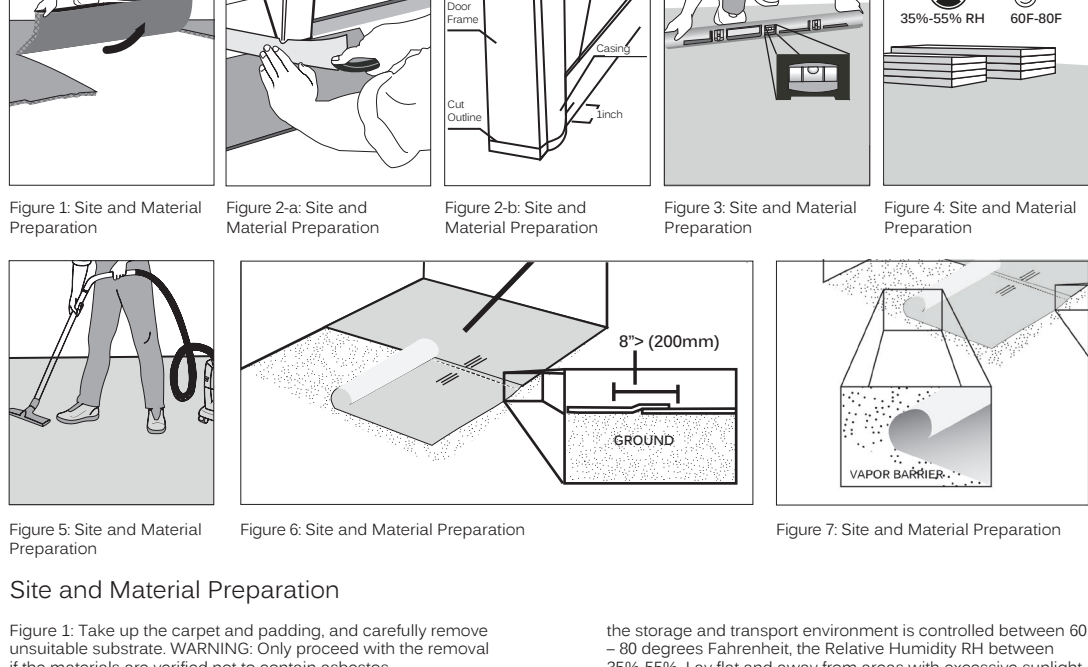


Figure 1: Site and Material Preparation | Figure 2-a: Site and Material Preparation | Figure 2-b: Site and Material Preparation | Figure 3: Site and Material Preparation | Figure 4: Site and Material Preparation



Figure 5: Site and Material Preparation | Figure 6: Site and Material Preparation | Figure 7: Site and Material Preparation

Site and Material Preparation

Figure 1: Take up the carpet and padding, and carefully remove unsuitable substrate. WARNING: Only proceed with the removal if the materials are verified not to contain asbestos.

Figure 2-a,b: Undercut the door frame and wall base to achieve a seamless look. Slide the flooring at least 1/4", underneath the door frame and wall base leaving at least 3/8" concealed expansion space.

Figure 3: Prepare the sub-flooring for a smooth, even finish - eliminating bumps and filling low spots to create no more than 3/16" in 10" radius (5 mm in 3 m) or 1/8" in 6" radius (3 mm in 2 m)—sand high areas or joints. Fill low areas with a high compressive strength (min. 3,000 psi) Portland-based compound. Vertical deflection must not exceed 3/16".

Figure 4: Properly preparing your flooring before installation is key, avoid issues, ensure that the temperature and humidity of

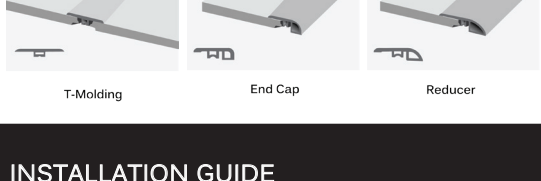
the storage and transport environment is controlled between 60 – 80 degrees Fahrenheit, the Relative Humidity RH between 35%-55%. Lay flat and away from areas with excessive sunlight. Do not store standing. Note: it is essential to maintain consistent temperature and humidity levels. The stocking/transportation environment should not deviate more than 25°F and 20% relative humidity from the final installation environment.

Figure 5: Clean and clear debris from the sub-floor before installation.

Figure 6: For maximum floor protection, installing a vapor barrier plastic polyethylene sheeting on concrete sub-floors with at least 8 inches of overlapping seams is required for warranty coverage. Do not install additional underlayment.

Trim Accessories

Connect with your dealer for accessories. Trim accessories are not covered on the warranty

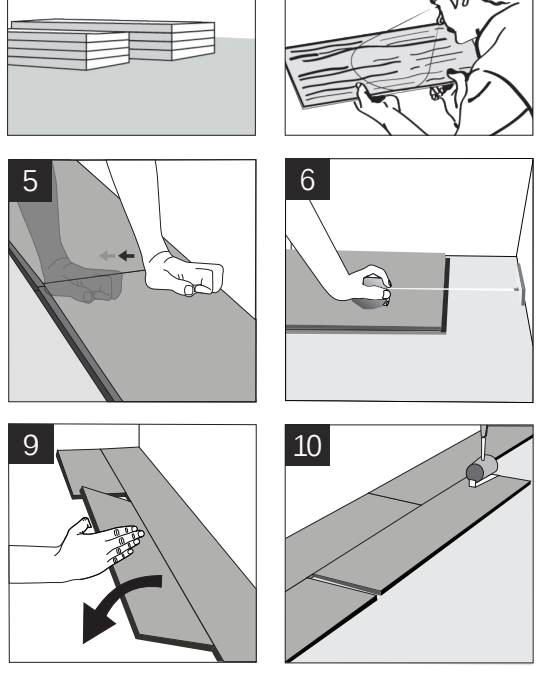
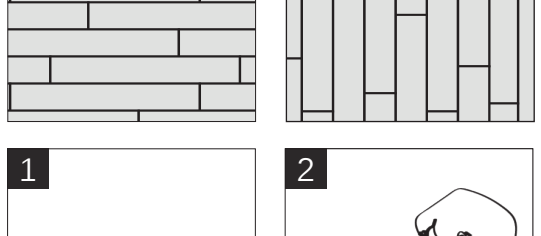


For Uniclic Locking System Only (SPC White Series)

The Uniclic Angle - Snap Locking system encloses a female and male in the long side and short side of each plank:



INSTALLATION GUIDE



Start of Installation

1: Ensure your SPC White Series floors remain in premium condition when transporting and storing them in flat. Avoid extreme temperatures or moisture areas, never store boxes upright, and stack pallets only 3 high and, approximately 4 inches off the ground for airflow. Provide adequate protection from forklift trucks or during transportation, and keep away from heating and cooling ducts and direct sunlight. Keep the environment within a moderate range - between 60°F to 80°F at relative humidity levels of 35% to 55%.

2: Quality checks are the responsibility of the homeowner and the required licensed flooring installer. When installing components in an installation project, it is critical to inspect each piece before installation and confirm that the locking system has no cracks, defects, or other impediments. Warranties don't apply on materials with visible issues after being installed- this use constitutes acceptance of any flaws present at installation.

3: Start on the left corner and carefully place the plank 3/8" away from any walls. Use installation spacers for uniform expansion and to guarantee a secure fit throughout your perimeter. As well as removing any debris that may be on the locking mechanism.

4: It is essential to ensure that the first row is straight, as all other planks will be connected to it. The planks connect very easily by holding the tongue and groove you are about to lay at a slight angle to engage.

Before Installation

Map out the area of your site and inspect materials for defects before installation. Claims for defects only accepted before installation. Slight color variations are standard and make floor look natural.

5: It is important to note that the proper engagement of a plank can be determined by its interlocking with the previous plank, which is achieved when the plank lies flat on the ground. To ensure proper engagement, it is advisable to apply pressure along the short end of the plank.

6: To ensure the structural stability, it is recommended to keep the length no shorter than 12 inches.

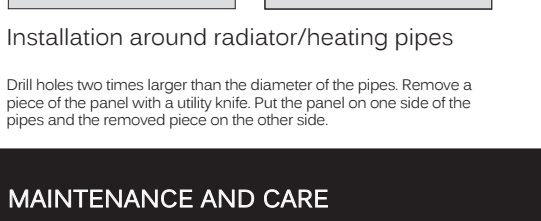
7: To cut the last plank of a row to fit, turn it away from the previous plank and place it over the gap. Mark and cut the plank, then break off the excess. The plank will now be the correct length to complete the row with the connecting edge on the right side.

8: Ensure that the short seams are at least 20cm apart from row to row, and stagger the planks in the first two rows as shown.

9: For the following rows insert the long end of the plank and angle down.

10: Use a pull bar and rubber mallet to snip the short end of the connecting plank.

11: Use a scribe to cut the piece when dealing with irregular walls. Drill a hole in a scrap piece of wood and insert a pencil to create a scribe. The scribe can be used to match the wall variations, minimizing the appearance of an out-of-square wall.



Installation around radiator/heating pipes

Drill holes two times larger than the diameter of the pipes. Remove a piece of the panel with a utility knife. Put the panel on one side of the pipes and the removed piece on the other side.



When angling is not possible

Remove the vertical locking part of the strip and push the planks horizontally together between last board and the wall.

MAINTENANCE AND CARE

Maintenance and Care

SPC White Series Products

SPC White Series Glueless Floating Flooring is the perfect solution for enduring reasonable wear and tear in any home. To ensure the life cycle, follow these simple guidelines for protection and care.

Routine Maintenance

Quickly tackle spills and splatters with a damp cloth as they occur to ensure the longevity of your hard surface flooring. When deep cleaning, use Luxury Vinyl pH-neutral Cleaner or plain pH-balanced water on white clothes for tough spots such as oil, paint, lipstick, and ink stains; then wipe away any remaining residue. Remember routine maintenance - regularly sweep with a dust mop and use a vacuum with an appropriate attachment. Do not use a vacuum with a beater bar to prevent dirt build-up that can damage finishes over time. Opt for specialized products designed explicitly to maintain hard surfaces for lasting results between professional cleanings.

Hard Surface Cleaner

Avoid washing or mopping the floor with any liquid cleaning products (containing bleach, ammonia, chlorine, mop & shine products, or anything other than pH balanced) to keep it in optimal condition. Do not use steel wool pads to address tough-to-remove spots/spills. Excessive moisture and detergents can cause warping, decontamination, swelling, and joint-line separation, which may void your warranty. Clean up spills immediately. Do not use steam mops or excessive water/pH-balanced liquids, and allow to pool on the surface of the flooring. Not only does this create a slippery, unsafe environment, but can affect your warranty.

To ensure your luxury vinyl flooring lasts for years, take special care when dealing with difficult spots. Quickly eliminate candle wax or gum by hardening the area using ice and gently scraping it off using a plastic scraper - like a credit card. Keep in mind that sandier areas may require more frequent sweeping & vacuuming. Wipe up any residue with a damp cloth after each use.

SITE PROTECTION

Site Protection

Keep your luxury vinyl flooring looking their best with entry mats and other surface rug protectors designed to prevent dirt, sand, and hard contaminants like oil or driveway sealer from being tracked onto surfaces. These accessories can help maintain a clean environment. Ensure the mats you choose do not have a rubber back, as this can trap moisture, heat & humidity between the mat and the rug. Over time, the rubber-backed mats can also discolor the flooring.

To preserve the integrity of Area rugs added protection, avoid slippage through an approved Rug Pad for rugs over time.

For further defense against scratches or indentations caused by heavy objects invest in floor protectors with wider leg/roller bases - you'll experience less damage as heavier items require larger diameter components to disperse weight correctly. Finally, it's important to keep relative humidity levels between 35-55% throughout the year so that natural expansion & contraction of luxury vinyl flooring is minimized at all times.

Heating season (Dry)

During the heating season, dry conditions created by wood stoves and electric heat can cause materials to shrink. To prevent this issue, it is recommended that a humidifier be used to maintain comfortable humidity levels in your home.

Non-Heating Season (Wet)

During warm weather, the humidity levels in your home can become uncomfortable. To maintain a pleasant atmosphere, try using an air conditioner, dehumidifier, or periodically turning on the heating, as this will help maintain humidity levels during summer.