

WARRANTY

Stone Plastic (or Polymer) Composite (SPC)

Kasabono products are covered by a warranty period from the date of purchase by the Installer or End User against defects in materials artistry and conform to product specifications, provided installation, maintenance, and use fall within recommended installation instructions.

The Lions quality flooring SPC products are backed by a Limited 10-year Commercial Warranty and 50-year Residential Warranty for manufacturing defects, as described below.

Keep proof of your purchase in the form of an invoice, bill, or statement from a Kasabono retailer/contractor that shows the date and price paid, including labor.

Pre-Installation:

Kasabono warrants that its flooring is free of visual defects. The customer or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Kasabono will not be responsible for any claim for products installed with visual defects.

Installation:

This Limited Warranty covers material costs provided that such flooring is installed complying with Kasabono's Installation & Maintenance Guide, available at <https://www.kasabono.com>.

TERMS FOR WARRANTY

Suppose a defect covered by this Limited Warranty is found within the warranty period upon verification of the defect. In that case, Kasabono will authorize repair or replacement of the affected area without charge, with flooring of equal value and quality. The claim of the defect must be presented in writing, and the piece of the defective item shall be given for investigation. The detailed process of the claim report (Inspection Request Form; Complaint Inspection Report) can be acquired from the assigned Kasabono account manager or downloaded from our website: <https://www.kasabono.com>.

WARRANTIES

a. Wear Warranty

We warrant to the original purchaser that the wear layer on our flooring:

- It will not wear through the decorative layer. Scratches, indentations, or a reduction in gloss level are not considered wear.
- Will not fade due to direct sunlight or regular indoor lighting.
- It will be free from manufacturing defects in its original manufactured condition.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled and are offered for 20 years in Light Commercial spaces and ten years in Commercial spaces as defined above.

b. Structural Warranty

We warrant to the original purchaser that our flooring:

- Will not delaminate.
- It will be free from manufacturing defects in its original manufactured condition.

These warranties start from the date of purchase if no exclusions are applicable and only if all requirements herein are fulfilled for as long as the original installation of the flooring is in place.

c. Warranty for Installation Over a Radiant-Heated Subfloor

We warrant that the floor can be installed over radiant-heated subfloors to the original purchaser starting from the date of purchase. Radiant heat systems must be warranted by the system manufacturer for the installation of SPC products. Any damage caused to the radiant heat system by SPC products will void the Kasabono Warranty. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- Radiant Heat: Radiant heat systems must have a minimum of 1/2" separation from the product.
- In-floor Radiant Heat: flooring can be installed over 1/2" embedded radiant heat using the floating or glue-down method.

- Electric heating mats not embedded into the subfloor are not warranted for use underneath the SPC flooring. Using electric heating mats not embedded and applied directly underneath the flooring will void the warranty in case of failure. It is best to install the product over embedded radiant floor heating systems warranted for resilient flooring installation and adhere to the guidelines listed above.

- The radiant heating system must incorporate electronic temperature controls.

- Heat must be off 24 hours before, during, and 24 hours after installation when installing over radiant heated subfloors.

- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity for at least 14 days to force any residual moisture from the subfloor.

Conduct and document Calcium Chloride Tests per ASTM F1869 for concrete or gypcrete subfloors. Test results must be at most 2.0 lbs. per 1000 square feet per 24 hours. For wood subfloors, use a pin-type meter to document the moisture content. Moisture readings should not exceed 8% in any location.

- Ensure that the room's temperature is at least 60°F (15°C) during installation.

Once the installation has been completed, the heating system should be turned on and increased gradually (in 5-degree increments) until it returns to normal operating conditions.

- Heated flooring system temperature must not exceed 85°F (30°C).

- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

d. Moisture Warranty

From the date of purchase, we warrant to the original purchaser that Lion's flooring in its original manufactured state, under normal and reasonable use, when properly installed, shall be resistant to damage from mopping or everyday household spills. This means planks will not swell, buckle, or lose integrity. The moisture warranty does not cover any structural damage caused by flooding, leaking pipes, household mechanical failures, or appliance leaks. This warranty does not cover any damage to the subfloor and/or surrounding structure caused by standing water or flooding.

Warranty Owner

This Limited Warranty applies from the date of purchase and only to the original owner of the floor.

a. Warranty Exclusions

1. Wear from chairs or furniture without proper floor protectors will void the warranty.
2. This warranty does not cover Indentations, scratches, or surface damage caused by improper maintenance, misuse, negligence, spike-heeled shoes, pebbles, sand, or other abrasives.
3. This warranty does not cover Damage caused by fire or burns, intentional abuse, flooding, construction projects, or product installation.
4. Dissatisfaction or damage due to improper installation or installation contrary to Kasabono's recommendations will void the warranty. Installation instructions are available on our website: <https://www.kasabono.com>.
5. This warranty does not cover Labor on material installed with apparent defects.
6. This warranty does not cover labor costs for repairing or replacing material that was not originally professionally installed.
7. This warranty does not cover Any discoloration or bond failure on Kasabono products resulting from improper adhesive selection or application.
8. If, before installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at the job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
9. This warranty does not cover Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the subfloor.
10. Using non-recommended floor care products may damage the floor and void the warranty.

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES THAT MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY OUTLINED IN THIS

WARRANTY BROCHURE. KASABONO WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.

THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF KASABONO¹.

b. Light Commercial Defined

Kasabono warrants only first-quality products for recommended light commercial use, such as those outlined in the Light Commercial Application Chart below. Kasabono's SPC products will perform as warranted for the stated warranty period only if they are installed and maintained in compliance with the Kasabono Installation & Maintenance Guide, using the recommended adhesives, if applicable.

- Light Commercial use is defined as use in environments that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial Application Chart below.

PLEASE NOTE: Warranty exclusions apply to casters and other rolling loads due to the unusual characteristics of this type of wheeled traffic.

The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions about the type of use considered "Light Commercial," please contact Kasabono Technical Services before purchase and installation.

- Kasabono is not responsible for usage that does not comply with any regulation or code.

c. Light Commercial Application Chart

Commercial Building Type	Examples of Business Type	Application Areas
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¹ By implied warranties Kasabono means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

Healthcare	Medical Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All non-required "Clean Room" Areas – corridors, patient rooms, lobbies, waiting rooms, cafeterias, exam rooms, common areas
Corporate	Banks, professional offices, law firms, accounting firms, etc.	Offices, hallways, lobbies, reception areas, bathrooms, break rooms, conference rooms
Retail	Retail Stores, main streets, boutiques, art galleries, bookstores, coffee shops, dry cleaners, gift shops, jewelry stores, beauty salons, and barber shops. Note: Wholesale supermarkets or industrial warehouses using pallet jacks or forklifts are excluded from this warranty.	Dressing rooms, common areas
Multi-Family Housing	Apartments, Condos, Military Housing	Rooms, common areas
Hospitality	Hotel, motel, restaurants	Hallways, excluding commercial kitchens
Education	Daycare, preschool, elementary, secondary learning, universities, libraries	Dorms, common areas, cafeterias, auditoriums, excluding gymnasiums

THIS WARRANTY CONSTITUTES THE ENTIRE EXPRESS WARRANTY OF KASABONO SPC PRODUCTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS BEYOND THIS WARRANTY.