

ALPINE KB

SPC Hybrid Flooring

Warranty Schedule & Care Guide

This Warranty Schedule applies specifically to Alpine KB SPC (Stone Plastic Composite) Hybrid Flooring purchased in Australia for domestic use. This schedule must be read in conjunction with the Alpine KB General Warranty Terms & Conditions, which govern all claims, exclusions, labor limits (1 year maximum for labor), and statutory rights under the Australian Consumer Law.

1. Warranty Coverage & Periods

Alpine KB provides a 10-Year Limited Residential Warranty on SPC Hybrid Flooring from the original date of purchase:

Component / Category	Warranty Period	Remedy Coverage
Structural Integrity & Joint Locking System	10 Years	Replacement Planks or Pro-Rata Credit
Surface Wear Layer (<i>Abrasive wear through print layer</i>)	10 Years	Replacement Planks or Pro-Rata Credit
Waterproof Core Performance (<i>Top-down spills</i>)	10 Years	Replacement Planks
Attached Acoustic Underlay	10 Years	Replacement Planks

Note: Scratches, gloss reduction, improper subfloor prep, lack of expansion gaps, and subfloor moisture issues are strictly excluded.

2. Category-Specific Conditions & Exclusions

In addition to the general exclusions set out in the General Terms, this warranty does not cover:

Definition of Surface Wear-Through: This warranty covers abrasive wear through the top protective layer down to the decorative print layer across a single contiguous area greater than . Surface scratches, micro-scratches, dulling, sheen/gloss variation, or indentations caused by furniture, heavy loads, high heels, or dragged items are not considered wear-through and are excluded.

Mandatory Subfloor Flatness & Preparation: SPC flooring must be installed over a clean, smooth, dry, and structurally sound subfloor flat to within 3 mm over a 2-metre radius (or 2 mm over 1 metre). Installing over uneven subfloors causes joint flexing, click-system shearing, vertical movement, or creaking, which strictly voids the warranty.

Mandatory Expansion Gaps (Floating Floor Rules): SPC Hybrid flooring is a floating floor system and must be allowed to expand and contract freely at all times.

- A continuous 8 mm to 10 mm expansion gap must be maintained around all walls, door jambs, cabinetry, pipes, and perimeter fixtures.
- Flooring must never be glued, nailed, pinned, or locked down to the subfloor. Heavy fixtures (such as island benches, heavy kitchen cabinetry, or built-in robes) must not be installed on top of the floating floor.
- Skirting boards and scotia must be fixed to the wall—never siliconed or nailed directly to the floorboards.

Direct Sunlight, Thermal Expansion & Window Treatments: SPC flooring must be protected from extreme direct sunlight and direct heat sources. Prolonged exposure to direct UV through glass doors or un-tinted floor-to-ceiling windows can cause surface temperatures to spike (>50°C), leading to plank peaking, gapping, cupping, or discolouration. Suitable window coverings (blinds/curtains) must be used during peak sun exposure.

Indoor Application Only: SPC Hybrid flooring is designed exclusively for climate-controlled indoor residential areas. It is strictly prohibited for outdoor use, alfresco areas, saunas, or garages.

Subfloor Moisture & Hydrostatic Pressure: While SPC planks are 100% waterproof against normal household top-down spills, this warranty does not cover damage originating from subfloor moisture, rising damp, hydrostatic concrete pressure, burst pipes, flooding, or appliance leaks. Concrete subfloors must be tested for moisture prior to installation.

Pre-Installation Inspection (No Installed Defect Claims): Planks must be thoroughly inspected for visual defects under good lighting prior to installation. Installing a plank with a visible defect, scratch, shade variation, or joint damage constitutes acceptance of the product. Alpine KB accepts no liability for labour or material replacement costs once defective planks have been clicked into place.

3. Dedicated SPC Hybrid Flooring Care & Maintenance Guide

Proper maintenance preserves the protective wear layer and acoustic backing of your hybrid floor. Failure to follow these care guidelines may void your warranty.

Routine Cleaning

Dust & Sweep: Sweep, dust-mop, or vacuum regularly using a soft brush attachment (turn off hard-beater bars on vacuums) to remove grit, sand, and dirt.

Damp Mopping: Clean the floor using a well-wrung microfiber mop damp with warm water and a neutral pH floor cleaner. Avoid flooding the floor with excessive water or using steam mops.

Protective Measures

Felt Protectors: Apply heavy-duty felt floor protector pads under all furniture legs, chairs, tables, and sofas to prevent surface scratches.

Door Mats: Place non-rubber-backed entrance mats at all exterior doors to trap grit, moisture, and dirt before they reach the floor.

Castor Wheels: Use soft rubber wheels or protective floor mats under castor-wheel office chairs.

Window Coverings: Close blinds or curtains during peak direct-sunlight hours to shield the floor from UV-induced heat.

Prohibited Care Practices (Will Void Warranty)

No Steam Mops: Never use steam mops or hot pressure washers on SPC hybrid flooring. The intense heat forces moisture into the click joints and damages the attached underlay.

No Harsh Chemicals or Abrasives: Avoid wax, polish, oil soaps, bleach, ammonia, abrasive scouring powders, or steel wool.

No Dragging Heavy Items: Never drag heavy furniture or appliances across the floor. Always lift and place, or use heavy furniture sliders over protective sheets.