

This document is intended to provide the warranty information of the listed products. The products listed within this document are included within a system warranty for the flooring products they are recommended for use with, which includes bond and performance when utilized with the recommended adhesive products.

Should you need a Project Specific Warranty for the installed products, use this link to provide the project information; [Warranty](#).

## WARRANTY COVERAGE

FlashCove Prefabricated Bases, subject to the terms and conditions set forth below, warrants that the products, at the time of delivery will conform to published technical documents will be free from manufacturing defects and will perform as intended under normal usage for the applicable stated warranty period of the product being installed (the system), when the products are utilized within their shelf life and according to the technical data sheets and other written materials, government regulations and codes, as well as standard industry practices.

Product Warranty period begins at the DATE OF SUBSTANTIAL COMPLETION, or One (1) Year from date of purchase from Distributing Agent, or Two (2) Years from date of purchase from Manufacturing entity, whichever comes first.

For the purposes of this warranty there are several terms that we would like to be taken within the realm of our understanding, so we are defining those understandings within this document.

**LIFETIME PUNCTURE WARRANTY** is meant to be understood as the warranty covers any puncture through the aluminum backing for the length of time stated.

**DELAMINATION WARRANTY** is meant to be understood as the warranty covers delamination of flooring material from the aluminum backing after installation for the length of time stated.

**WEAR WARRANTY** is meant to be understood as the warranty covers wearing through the decorative layer or visible sampled surface of the material.

**LIFETIME WARRANTY** is meant to be understood as the original installation within the original facility to the original owner as long as the installation remains unchanged, within the stated Limited Commercial Warranty for the product installed and properly maintained. This warranty is not transferrable unless specifically requested.

<b>FlashCove Prefabricated Bases</b>	Lifetime Puncture Limited Warranty Fifteen (15) Year Delamination Limited Warranty

## EXCLUSIONS FROM WARRANTY COVERAGE

The above warranty periods do not apply or cover any of the following scenarios:

1. FlashCove does not provide warranty for the flooring that is applied to the FlashCove Prefabricated Base system in any way other than our stated coverages above.
2. Any expressed or implied promise made by any architect, designer, representative, sales agent, distributor, or installer without expressed, written consent from Manufacturer's technical staff.
3. Normal wear and tear from intended usage of said product.
4. Failure of buyer, owner, product applicator, or anyone else to follow applicable instructions available at the time of installation.
5. Products that have been damaged by Acts of God, including, but not limited to tornadoes, hurricanes, flooding, earthquakes, or other types of natural disasters.
6. Products that have been installed with a non-approved adhesive that is not a compatible adhesive or an adhesive creating concern without approval in written form.
7. Products that have been damaged, with intent by abuse, misuse, modification of the product, negligence or accident, such as tears, burns, or cuts.
8. Products that have been damaged by sharp, pointed objects, such as stiletto high heels and/or damaged high heels.
9. Products installed outdoors as products are designed to perform within indoor applications only.
10. Products that have been damaged by circumstances beyond the reasonable control of Manufacturer.

It is expressly understood that your purchase of our products acknowledges that FLASHCOVE is not responsible or liable under any circumstances for determining the suitability or compatibility of our products for the user's intended purpose.

## YOUR LEGAL RIGHTS

Except for the expressed warranties above, manufacturer makes no representations regarding the products, their use or performance and refuses all representations and warranties, whether expressed and/or implied, written and/or oral, with respect to the products, including the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Under no circumstances will manufacturer be liable for any consequential, incidental, indirect, punitive, or special damages, including lost profits. In no event shall manufacturer liability ever exceed the purchase price paid for the product at issue and an amount up to the original cost of labor and material for the affected installation area. The purchaser acknowledges that the remedies provided in this limited warranty are its sole and exclusive remedies, and manufacturer's sole obligation, for any breach of representation or warranty, is in lieu of all other remedies.

Purchaser must bring any legal action for breach of warranty within one year after the claim or cause of action has accrued or period prescribed by the applicable statutes of limitation or repose, whichever comes first. Some states do not allow limitations on the length of implied warranties. Though this warranty gives the purchaser specific legal rights, the purchaser may also have additional legal rights afforded them by the appropriate state. Exclusions or limitations of incidental or consequential damages may vary by state. For further information, consult the appropriate state consumer affairs office or the state attorney general's office.

## NOTIFICATION OF WARRANTY CLAIM

To be considered eligible for replacement under this documented warranty, notice must be made within **fifteen (15) working days** from date it was, or reasonably should have been discovered, by submission of a claim to the appropriate representative. No warranty claims will be processed if received more than **thirty (30) days** after the applicable warranty period has ended.

All warranty opportunities (claims) must be directed at:

**RHC Customer Support Specialists**

**1600 North Union Street, Fostoria Ohio 44830**

**P: (844) 393-4044**

**E: [opportunities@rhctechnical.com](mailto:opportunities@rhctechnical.com)**

All claims should include a completed Opportunities (Claim) Form, along with any associated photos and independent testing reports conducted prior to installation or independent inspection reports conducted after irregularities are observed or suspected.

FLASHCOVE, or its designated representative, shall have the right to examine the Products and the flooring (including testing of the flooring and substrate) at the installation site with respect to any warranty claim. Any removal of installed Products prior to such examination will void this warranty. FLASHCOVE may require additional testing or verification of any such test obtained by the original purchaser.

## YOUR EXCLUSIVE REMEDY

If a FLASHCOVE product(s) is used in the installation and the product is proven defective within the applicable period stated in this warranty, you will receive, as your sole remedy, FLASHCOVE replacement product for the affected section of FlashCove Prefabricated Base and shall not include cost of the flooring material needed to manufacture the replacement base which shall be the responsibility of the owner to supply to us, nor shall it include the cost of removing the affected base or the cost of installing the replacement base. Any repair to, or replacement of, a localized area is not guaranteed to match existing installation; and any such discrepancies are not covered under this Warranty.

## SUPPORT & ADDITIONAL DOCUMENTATION

Product Support Phone & Email	(800) 334 – 5147 / <a href="mailto:customerservice@flashcove.com">customerservice@flashcove.com</a>
Technical Support Phone & Email	(800) 334 – 5147 / <a href="mailto:solutions@rhctechnical.com">solutions@rhctechnical.com</a>
Product Technical Documentation	<a href="http://www.flashcove.com">www.flashcove.com</a>

The contents contained within this Warranty may be utilized or copied into another projected related document, but this original document will remain in effect at the time of product installation, this warranty shall not be supplemented or replaced by the resulting project documentation. **Any alterations to the wording or requirements contained in or derived from this document shall void all related warranties.**

Anything that appears to be a link, is and leads to additional information if necessary or provides a means of contact in the event there are any additional questions. Prior to acceptance of this document refer to the product website to confirm that you have the most current revision.

**These products are intended for installation by professionals, prior to use the user must determine the suitability of our products for the intended use, and the user alone assumes all risks and liability.**