



Singapore's 1st Vinyl Instalment King

THE FLOORS EMPORIUM

VINYL | DECK | WALLS



Warranty Kit



25-Year Residential Limited Warranty 15 –Year Light Commercial Limited Warranty

If a defect covered by this limited warranty is found within the warranty period and reported in writing promptly to The Floors Emporium within a specified time frame from the date of purchase in accordance with the chart below, The Floors Emporium will replace the flooring (subject to available similar colour stock) and replace the defective area with a labor costs shown in the chart below.

Residential Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	11-25
MATERIAL	100%	100%	90%	80%	70%	60%	50%	40%	30%	20%	20%
LABOR	100%	75%	50%	25%	10%	10%	10%	10%	10%	10%	0%

Commercial Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	11-15
MATERIAL	100%	100%	90%	80%	70%	60%	50%	40%	30%	20%	20%
LABOR	100%	75%	50%	25%	10%	10%	10%	10%	10%	10%	0%

The warranty for labor cost is applicable only when the warranty claim is valid for the material. Full labor cost is applicable for replacement cost if the flooring is not covered under the warranty terms and conditions.

* Related to the placement of SG Safe Deck material if the deck under performs.

This warranty covers the SG Safe Deck against the following:

a) Stains. Wine, coffee, soy sauce, vegetable oil cannot stain the board. Messes can be easily wiped off the surface because the liquid never gets absorbed by the shield.

b) Mildew, Mold, Rotting, Splitting. The guard polymer provides an impermeable layer, so there is no fungus growth or spitting able to occur on the surface of the board, therefore, giving SG Safe Deck a longer lifespan than regular uncapped composites.

c) Colour Fading. The unique formulation of the shield ensures its colour stays much longer compared to conventional composite decking. The result of 3000 hours in a QUV accelerated weathering test chamber is Delta E<4.0, meaning no visible colour change can be observed with the human eye.

d) The click fastening system attached on the decking will not fail or give way.

e) There will not be any movement on the drainage cover.

f) 10-years warranty on the aluminium structure, split, decay, fungal attack or termite damage.

g) The coverage of labour is limited to the replacement and installation of the new decking material.

Product warranties will be void if a non-TFE appointed installation team causes the damage and/or defect(s) to the flooring.

Warranty Owner

This warranty applies only to a residential homeowner who is the original purchaser of SG Safe Deck, not to any subsequent homeowner.

Questions About This Warranty

Questions about this warranty can be sent via email to contact@tfe.com.sg or via mail to: The Floors Emporium, 5 Kaki Bukit Road 2 #02-02 City Warehouse Singapore 417839 (postage to be paid by sender) or call our Customer Service Center at +65 6385 8887.

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