



GENERAL
LIMITED
WARRANTY
Multistile



GENERAL LIMITED WARRANTY - Multistile

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DETAILS AND DEFINITIONS OF WARRANTIES

The warranties outlined below ensure that Welspun's Multistile flooring will perform as expected for the duration of the specified warranty period, effective from the product's invoice date. This coverage applies when the flooring is installed, in accordance with 'Welspun's Multistile Installation Guide' over approved substrates and floor undulation up to 4 mm per 10-foot length, using the recommended adhesives and is properly maintained under normal household use¹.

Manufacturing Defects Warranty covers manufacturing defects only

- Damage arising from transportation from Welspun to distributor only and should be reported within 7 days of invoice generated by Welspun to the distributor.
- Product construction related issues observed before installation.

Stain Resistant Warranty covers resistance to permanent stain caused by common household products, excluding permanent marker, permanent dyes & finishing stains.

Application areas: Living Room, Kitchen Area, Hotel Rooms, Bedroom, Meeting Room, Reception, Shops, Lobby, Library, Cafeterias, Clinic

Design versatility: Herringbone Layout, Staggered Layout, Basket Layout, Framing Layout

Additional use cases: Wall applications, Furniture applications including table tops & cabinets.²

¹ Normal usage is defined as common daily activities in the application areas, excluding pet damage such as chewing, digging, clawing, etc.

² Please consult Welspun customer case for improved guidance on additional use cases.

GENERAL LIMITED WARRANTY – CONDITIONS AND OWNER OBLIGATIONS

These warranties only extend to the original end user and are non-transferable. In order to maintain and protect your coverage under the terms of these warranties, it is your obligation to adhere to the following:

1. Keep proof of your purchase in the form of a bill, invoice or bank statement from your retailer that shows the date of purchase and the price you paid for Multistile flooring.
2. Welspun warranty applies to first quality products - which are used only for recommended use - for the stated warranty period when installed in accordance with Welspun's Multistile flooring Installation Guide over approved substrates and floor levelling using the recommended adhesives. The warranty period, when valid, shall begin on the date of product purchase invoice.
3. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. Welspun's products undergo extensive testing and visual examination in an attempt to assure the shipped floor is always first quality. It is the responsibility of the end user to confirm the received material is free of any obvious visible defect that may be detrimental to the appearance and/or performance of the product.
 - Minor colour, shade and/or texture variations are normal. They are inspired from nature's existing entropy. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition "unacceptable", Welspun should be informed immediately.
4. Support furniture with wide, weight-bearing, smooth non-staining floor protectors/pads/bushes. Make sure any metal protectors are rust-proof. The protectors/pads/bushes should be at least one inch in diameter, and should rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion. Replace narrow dome furniture/rests with the appropriate width, weight-bearing flooring protectors.
 - Chair mats designed for hard surface floors are required under all chairs and related furniture items with casters.
5. Perform proper cleaning and maintenance regularly and as needed. See Welspun's Multistile Care and Maintenance Guide (page 11) for details.

GENERAL LIMITED WARRANTY DETAILS

What is NOT covered by this Warranty?

1. Product sold by the manufacturer as other than "first quality"
2. Material not installed in accordance with Multistile Installation Guide (page 8)³. Improper Installation includes, but is not limited to, issues resulting from the use on undiluted floor level or improper substrate/floor preparation. Installation errors are not manufacturing defects. Welspun does not warrant for installer workmanship.
3. Welspun will not pay for labour costs to repair or replace material with visible defects that were apparent before installation.
4. Improper maintenance, which results in dulling/fading design film.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance trolley, heavy objects equipped with wheels or rollers, including two- and four-wheel carts etc.)
7. Damage resulting from accidents (including trip and fall), casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by - casters⁴ on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads (motorized and non-motorized).
9. Damage caused by appliances or plumbing leaks.
10. Damage or neglect during transportation.
11. Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
12. Damage caused by an act of God (for example a natural disaster).
13. Fading, discoloration, or other damage due to excessive temperatures, burning flame or sunlight. Room Temperature must not exceed 113 ° F (45°C).
14. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the limits set out in Welspun's Multistile Installation Guide.
15. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolour your Multistile Tiles flooring. Always use mats marked as "non-staining."
16. Damage caused by remodel or construction related activities.
17. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
18. Re-installation of an already installed product, is not covered by warranty terms.
19. Accessories and other fitments of a brand different than Welspun, which is installed by the customer is not covered.

³ The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation

⁴ Welspun does not recommend the use of casters on any flooring without appropriate chair pads.

GENERAL LIMITED WARRANTY DETAILS

Warranty Remedy

If your Welspun Multistile flooring fails to perform as stated in the applicable Welspun Multistile Flooring General Limited Warranty, Welspun will determine whether it will assist in the repair of the defective area or supply new Welspun Multistile flooring or any part thereof of the same colour, design or grade if available. If unavailable or discontinued, Welspun reserves the right to select and supply similar Welspun Multistile flooring material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; Welspun reserves the right to determine if this action is necessary or not.

1. If Welspun authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Welspun will not credit or reimburse cost associated with the removal of these items.
2. Labour reimbursement and product reimbursement will not be considered for installation not adhering to the Welspun's Multistile flooring Installation Guide⁵.
3. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

Consequential or Incidental Damages

Welspun excludes and will not pay consequential or incidental damages under these warranties.

Welspun will not credit or pay for any loss, expense, or damage, beyond the flooring itself, that may result from a manufacturing related defect in the flooring. Some examples of consequential or incidental expenses or damages are replacement of subfloors or underlayment, accessories, disconnecting/reconnecting appliances or fixtures as well as moving of furniture.

Welspun does not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and /or statutory warranties.

Welspun reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Welspun shall have the sole right to determine or decide the validity of any warranty claim in accordance with terms contained herein. Any attempt to repair or replace the flooring without our consent will void this warranty.

NOTE: *If your floor is replaced because of discoloration due to "bottom up staining" or mould or mildew growth, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.*

There are no warranties beyond this expressed warranty. All other warranties including implied warranties, warranties of merchantability or fitness for a particular use, are excluded.

For details on how to file a claim, please refer to our "How to File a Claim" Section (page 6)

⁵ *The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.*

GENERAL LIMITED WARRANTY DETAILS

The following prorated schedule applies to labour costs and material value for Welspun Multistile flooring, to be borne by Welspun:

LABOUR REIMBURSEMENT PRORATION (Reasonable Labour Costs – based on Prevalent Market Rate)		
	Residential	Commercial
1 st Year	100%	100%
2 nd Year	50%	50%
3 rd Year	50%	0%
4 th year – 5 th year	0%	0%

MATERIAL PRORATION		
	Residential	Commercial
1 st Year	100%	100%
2 nd Year	50%	50%
3 rd Year	50%	0%
4 th year – 5 th year	20%	0%

How to file a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, notify the retailer who sold you the floor covering material within 7 days of discovery of such defect. This Warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, Welspun has the right to substitute another design, colour, structure and style that is similar to the original and that has a similar purchase value. The purchase value is defined as the MRP of the product, or the discounted rate provided to the customer, whichever is lower.

The retailer will review and if necessary, file a claim with Welspun and help you answer any questions you may have. After a warranty claim is properly registered, Welspun's service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Welspun and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

Upon approval of warranty claim, 7 days tenure will be provided by Welspun to you to accept the claim, failing which limited warranty will be deemed waived.

What will you need to provide?

- Proof of your purchase in the form of a bill, invoice or bank statement from your Welspun retailer that shows the date of purchase and price you paid for the Multistile flooring.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect.
- Additional information requested by Welspun to understand the root cause of the issue

Disclaimer:

Samples, description, and other information concerning the product contained in our catalogues, advertisement, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon us. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify these warranties.

MULTISTILE INSTALLATION GUIDE

Materials Required for Installation: Tape Measure, Square Ruler, Utility Knife, Chalk Line

Acceptable Subfloors

Welspun Multistile flooring products can be installed directly over most existing floor coverings, except for carpet, laminate, floating floors systems, RCC and cushioned vinyl flooring. The acceptable subfloors are:

- Vitrified Tiles
- Ceramic Tiles
- Natural Stone
- Epoxy⁶

The humidity needs to be checked at five random spots in an area of 100 square ft., and the average value should be less than 2.5% CCM (and less than 75% RH).

Subfloor and Wall/Door Preparation

- Cut the plank/tile by scoring through the top wear layer with a utility knife then snap the plank/tile across the score.
- Install adjoining rows as you did the first; one piece at the time. Holding the plank, place it align with previous plank/ row. Repeat until you reach the final row of material.

Plank Replacement - Should one of your Multistile flooring become damaged and require replacement, follow the instructions below:

1. **Score the Damaged Plank/Tile:** Using a sharp utility knife, score the surface of the damaged plank/tile along its length. Make multiple passes to cut through the wear layer and into the core.
2. **Clean the Subfloor:** Remove any remaining adhesive from the subfloor using a scraper and appropriate adhesive remover. Ensure the subfloor is clean, dry, and smooth before proceeding.
3. **Dry Fit the New Tile:** Before applying adhesive, dry-fit the replacement plank/tile to ensure a proper fit. Trim edges if needed using a utility knife.
4. **Apply Adhesive:** Use the manufacturer-recommended Synthetic rubber base adhesive. Follow the adhesive's open time and installation guidelines. Apply adhesive evenly with a trowel within the repair area.
5. **Install the New Tile:** Carefully place the new tile into position, aligning it with the existing flooring. Press it firmly into place, ensuring full contact with the adhesive underneath.
6. **Set the plank:** Use a hand to press the tile down and remove any air pockets.
7. **Clean Up:** Immediately clean any adhesive residue from the surface with a damp cloth before it dries. Avoid foot traffic on the repaired area as per adhesive cure time (usually 6 hours).

PLEASE NOTE warranty exclusions with respect to rolling loads. If you have frequent or heavy rolling conditions, Multistile Tiles can be glued down to help reduce the risk of joint separation from rolling load traffic; however, our warranty still excludes any problems associated with rolling loads.

⁶ Epoxy flooring should be plasticizer free.

MULTISTILE INSTALLATION GUIDE

Introduction

Floor coverings designed and produced by Welspun flooring, as Multistile back, are interior floor covering products for a glue down application compliant with the regional rules.

Prior to Installation

- Multistile must be stored on a flat surface in a dry and ventilated area. Do not store it in very cold (less than 0°C) or very warm (more than 40°C) or humid areas.
- Despite the care and rigor during production, a visual inspection of the materials before installation is recommended, such as colour, design, and for differences or defects, to prevent installation of false materials.
- In case any visual faults are detected on materials, do not install the faulty products and contact your local dealer, to obtain information about the way forward.
- Welspun recommends installation of products within the same batch/lot number in the same area.
- In any case, store the boxes laying down flat and do not store standing up or leaning the boxes on the wall.
- Multistile needs to follow proper acclimation process. Welspun recommends to leave the materials at the installation site at least for one day at room temperature (18°C~40°C) to obtain perfection in installation. Similar temperature and time are required for adhesives as well.

Suitable Subfloor

- Multistile installation requirements must be compliant with regional standards or norms.
- Subfloor analysis is under installer responsibility.
- Welspun cannot be considered as responsible for damage on the Multistile flooring product due to unsuitable subfloor.
- Any floating floorcoverings previously installed must be removed completely.
- Floor must be cleaned by vacuum cleaner and damp mop to remove dust, contamination, and/or foreign substances that might disturb proper installation.
- The installation site needs to be cured sufficiently by operating a heater before installation.
- Floor undulation must be under 4 mm per 10-foot length.
- Humidity needs to be checked at five random spots in an area of 100 square ft., and the average value should be less than 2.5% CCM (and less than 75% RH).

Start of Installation

It is your responsibility to inspect the flooring prior to installation to ensure that there are no visual defects. Do not install flooring with visible defects and undulation more than a limit suggested above. If visible defects are present, contact your retailer immediately.

- Floor must be clean, smooth, flat and dry before installation.
- To achieve optimum appearance, mix planks from three to five Multistile product boxes

The advantage of Welspun's Multistile Flooring product is that it allows you to choose your own starting position, direction and can work one plank/tile at a time.

NOTE: Do not install four corners together, as this will not provide a stable installation.

MULTISTILE INSTALLATION GUIDE

Installation

➤ **Multistile installation must follow the regional requirements.**

- i. Most common installation methods based on the dimension of the products are as follows: 1/3 or 1/2 step installation, Herringbone for this product.
- ii. The amount of applied adhesive may vary depending on the floor condition. Spread the right amount of adhesive evenly over the subfloor and backside of the product, let it tack -off (open time) until it reaches its initial bonding strength. Always read the adhesive manufacturer's instructions.
- iii. Lay the Multistile flooring product, into the tacked - off adhesive, in order to transfer the adhesive fully onto the backing.
- iv. Cut the Multistile flooring product, free of tension, against the wall or existing skirtings.
- v. Do installation in a manner that water or moisture cannot penetrate below the product back.
- vi. To ensure full contact with adhesive, immediately press every plank with a rubbing block or hand roller.
- vii. Clean adhesives stains with a damp cloth. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to assure all sealer is removed from tile surface.⁷

➤ **Protection and open to traffic**

Multistile flooring product needs to be protected from heavy traffic for 72 hours to have a perfect adhesive stabilization time. Light Pedestrian traffic is allowed. All other operation as furniture installation needs to be postponed for 72 hours.

➤ **First Cleaning after installation**

- i. Prior to opening the area to the normal traffic, Welspun recommends cleaning the surface using a vacuum cleaner.
- ii. To keep the Multistile flooring product in perfect condition, Welspun recommends regular cleaning and maintenance with the right cleaning process.
- iii. During furniture installation or movements, Welspun recommends protecting the floorcovering (Multistile) and equip the furniture legs with adapted pad.
- iv. The product needs to be protected prolonged exposure to direct sunlight. Windows and Glass doors need to be covered properly to protect the nearby floorcoverings (Multistile).
- v. If the products are installed in front of exterior access doors or windows, an entrance mat needs to be utilized.
- vi. For additional information or advices about cleaning and protection, please refer to Welspun's cleaning guidelines.

⁷ Welspun will not be held responsible for problems that may arise for approved secondary alternative seam sealers. Please contact the approved secondary alternative seam sealer's manufacturer with issues

MULTISTILE CARE AND MAINTENANCE GUIDE

Your Welspun Multistile flooring is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. Only takes a few simple care and maintenance steps to keep your Multistile floor looking beautiful for years to come.

Preventative Maintenance Guidelines:

- Prevent indentations and scratches by the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances, Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking-in tar or asphalt from driveways.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning & Maintenance Guidelines:

- **Regular Cleaning:**
Use a soft-bristle broom, a dry microfiber mop, or a vacuum cleaner with a soft brush attachment to remove loose dirt, dust, and debris. Regular cleaning prevents abrasive particles from scratching the surface of the Multistile flooring product.
- **Damp Mopping:**
When damp mopping, use a well-wrung mop and a pH-neutral vinyl floor cleaner. Avoid using ammonia-based or abrasive cleaners, as they can dull the finish or leave a residue. Do not use a wet mop or douse floor with water or liquid cleaners. Liquid can seep between the cracks and cause moisture damage.
- **Spill Clean-up:**
Promptly clean up spills using a soft cloth or sponge. Avoid using harsh chemicals or abrasive scrubbers, as they can damage the floor's surface and it is important to be cleaned up immediately.
- **Avoid Standing Water:**
While dry back is water-resistant, exposure to standing water can damage the floor. Immediately wipe up any spills or standing water using a dry cloth or mop. Do not allow water to seep into the seams or edges of the flooring.
- **Furniture Protectors:**
Place felt pads or furniture glides under the legs of heavy furniture to prevent scratching and indentation marks on the dry back surface. When moving furniture, lift it rather than dragging it across the floor.
- **Doormats and Rugs:**
Use doormats at entryways to trap dirt, grit, and moisture from shoes before they reach the dry back flooring. In high-traffic areas or under furniture, consider using area rugs or mats for additional protection against wear and tear.
- **Avoid Sharp Objects:**
Avoid dropping or dragging sharp or heavy objects across the dry back flooring, as they can cause scratches, gouges, or punctures. Use caution when moving items to prevent damage to the floor's surface.
- **Routine Maintenance:**
Regularly inspect the dry back flooring for signs of wear and tear, damage, or loose tiles. Replace any damaged or worn tiles promptly to maintain the appearance and integrity of the floor. Follow the manufacturer's guidelines for repairs and replacements.
- **Protect from Sunlight:**
Direct sunlight can cause fading or discoloration of dry back flooring over time. Use window coverings such as blinds or curtains to minimize exposure to sunlight, especially in areas with large windows or glass doors.

MULTISTILE CARE AND MAINTENANCE GUIDE

DO NOT use the following on your Welspun Multistile flooring:

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Mineral oil or Rancid fluids
- Ammonia or bleaches⁸
- Vacuum cleaner with a rotating beater bar

Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. When moving furniture or heavy items, always lift & carry the items. Place hardboards between the flooring & object to move.

How to Treat Stains, Spills & Scuffs?

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel. Always rinse the affected area with clean water after treatment.

Stain or Spills caused by acids, alkalis, blood, food dressings, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and faeces, grass, iodine, mercurochrome and rust.

The Remedy

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10/1 dilution of water/liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

Paint & Solvent Spills caused by dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish.

The Remedy

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that can scratch floor.
- Scrub area with non- abrasive cleaner.
- Rub lightly with odourless mineral spirits or paint thinner.

NOTE: Do not use acetone or nail polish remover!

Substances that won't wipe up such as adhesives, chewing gum oil, grease, candle wax and tar.

The Remedy

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odourless mineral spirits, isopropyl alcohol or lighter fluids.

Scuffs & Smudges caused by rubber heel marks, shoe polish, scuffs and smudges

The Remedy

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION!

Isopropyl alcohol, lighter fluid, odourless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.

⁸ For spot treatment, a diluted 10/1 solution of water/liquid bleach is tolerable for stain removal