



**BESTDECK**  
• COMPOSITE WOOD •

Composite Wood Decking, Wall Cladding, Fluted Panelling,  
Pergolas, Balustrades, Gates and SPC Flooring

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Building 8, Riversands Outlet Park, Riversands Boulevard, Midrand

## SPC flooring Guarantee

### Best Deck 5 year guarantee :

Thank you for choosing BestDeck SPC flooring, manufactured using advanced technology. Its unique construction delivers excellent performance in both humid and moderate environments where traditional PVC flooring may not be suitable.

You can trust that this product has been made in compliance with all relevant standards and has undergone rigorous quality inspections before reaching you.

### Pre-installation subfloor requirements:

#### All Subfloors must be:

- + Dry
- + Structurally sound
- + Clean: Thoroughly swept and free of all debris
- + Level. Best Deck recommends using Self levelling screed and screed binder to level out the floor. If the floor is slightly unlevel the SPC will fail and the **guarantee will be voided**.

**SEE DIY instructions on how to install the SPC correctly for your guarantee to remain in place.**

### Best Deck- SPC guarantee:

The following will be covered under the guarantee:

- + Abrasion Resistance
- + Stain resistant- resistant to normal house hold stains.
- + Fade resistant caused by artificial light/ indirect sunlight.
- + Permanent discoloration or fading that affects the decorative pattern, specifically from artificial light or indirect sunlight exposure.

The following **will NOT** be covered under the guarantee:

- + **Breakages caused by unlevel floor.**
- + Abuse or misuse of the floor: e.g. surface damage caused by dropping/dragging sharp or heavy objects.
- + Subjecting the product to extreme temperatures, such as using incorrect underfloor heating settings or failing to shield it from direct sunlight where temperatures exceed 50°C.
- + Installing the product despite obvious manufacturing defects being visible before installation
- + The SPC flooring was not installed according to Best Deck's DIY instructions
- + Floor is pinned down in any way, thus preventing the normal expansion/contraction of the product.
- + If installed on to existing Parquet block or solid wood flooring or on top of old or existing carpets or underlay.
- + Office chairs must be fitted with soft wheels/castors or if nylon castors are being used, use protective mats underneath the chair.
- + Flooring panels damaged during renovation work by others



### **Guarantee claim requirements and procedure.**

**Should a claim be lodged, the following would be required:**

- + Invoice for the purchase of the product – required from date of purchase.
- + Inspection of the product or nature of the claim
- + Inspection and investigation of the installation methodology – according to the installation guideline or instructions. [bestdeck.co.za](http://bestdeck.co.za) installation guidelines
- + Should a claim be successful, the product will be supplied, the removal and replacement will be excluded.
- + Best Deck guarantees the SPC composite products.
- + Any guarantee claim to be lodged within 14 (fourteen) days of detection.

