

# HERF ISOCORE WARRANTY KIT

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EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD

*Floors we grow up with...*

**EVORICH**<sup>®</sup>

Since 2003



Test the VINYL You Breathe at Singapore's R&D Lab

# HERF ISOCORE WARRANTY KIT

Customer Name: \_\_\_\_\_ Customer Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Invoice Number: \_\_\_\_\_ Date of Installation: \_\_\_\_\_

Name Of Sales Person: \_\_\_\_\_

*Thank you for being our client. Kindly see the information  
below for your purchase.*

## A. EVORICH WARRANTY DETAILS

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*[company stamp]*

## HERF ISOCORE Product by EVORICH

### Product and Coverage

EVORICH warrants that its HERF ISOCORE® floors will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and colour, and the structural integrity of the flooring itself will not be materially damaged by water exposure, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage/Periods' Chart below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the HERF ISOCORE® Installation and Maintenance Manual.

#### Warranty Coverage Periods

Warranted Products	Manufacturing Defect or Wear, Fade, Stain and Water Damage*	
	Residential	Commercial
HERF ISOCORE® Planks Series	Limited Lifetime	5-years
HERF ISOCORE® Tiles Series	Limited Lifetime	5-years

### Pre-Installation

EVORICH warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. EVORICH will not be responsible for any claim for flooring installed with visual defects.

### Replacement/Repairs

EVORICH reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If EVORICH repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation.

In the event that EVORICH repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

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

## Terms of Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, EVORICH will supply new flooring material of similar colour, pattern and quality to replace the defective area. EVORICH will also pay fair-market-value labour if professional installation was paid for when the flooring was originally installed. Labour costs are covered on a sliding scale, from 100% in year 1 to 10% in year 10, with no coverage thereafter (shown in the table below). Labour costs will not be covered if professional installation was not paid for when the flooring was originally installed. In case of questions regarding the terms of this Limited Warranty, email us at [feedback@evorich.com.sg](mailto:feedback@evorich.com.sg). EVORICH reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## Residential Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	6	7	8	9	10	>10
MATERIAL	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LABOR	100%	75%	50%	25%	10%	10%	10%	10%	10%	10%	0%

## Commercial Limited Warranty

PERIOD (YEARS)	1	2	3	4	5	>5
MATERIAL	100%	100%	100%	100%	100%	100%
LABOR	100%	70%	50%	20%	10%	0%

### *Exclusions - The following are NOT covered by this warranty.*

- Dissatisfaction or damage due to improper installation or maintenance
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation

- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects
- Surface scratches or scuffing
- Changes in colour or sheen from exposure to sunlight or due to use of rubber-backed mats
- Exterior applications
- Loss of gloss
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered product
- Flooring sold as irregulars or trial grade materials or “as is”
- This flooring should not be used to seal an existing floor from moisture, it is a floating floor which is waterproof, but this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure
- Ultra-Fresh has been added to the flooring surface and underlayment (in the case of those HERF ISOCORE® floor products that include an underlayment) to help protect the flooring article by inhibiting the growth of odour and stain-causing mould and mildew. This protection does not extend to surrounding surfaces
- This Limited Warranty is void if, prior to installation in commercial and light commercial applications, this flooring is not acclimated to room temperature (between 18°C and 29°C) at job site for a minimum of 48 hours and, if post-installation (in all applications) such flooring is not continuously maintained at such temperature

- Only installation techniques described in the allure Multilayer Installation and Maintenance Manual are warranted. EVORICH does not warrant HERF ISOCORE® floor installations involving custom cutting, such as 45-degree mitred corners and serpentine edges
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labour and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental, economic or consequential damages.

Some jurisdictions do not allow the exclusion or limitation of incidental, economic or consequential damages so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from country to country.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser. EVORICH requires the receipt in order to verify the date of purchase to help resolve any problems.

### **\*DEFINITIONS / To Be Covered:**

“**Wear**” must be through the wear layer to the degree that the printed pattern is affected or altered. “**Fade**” must be to the degree that the floor is permanently discoloured. “**Stain**” must be from normal household cleaning agents, chemicals or routine care and maintenance. “**Water Damage**” covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

### **HERF ISOCORE® general care and maintenance**

Although HERF ISOCORE® floors are durable, all floor coverings require some care to look their best and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the colour will also have some bearing on how much care may be necessary.

For example, solid colour floors will visually show scuffs, scratches, dirt and general wear to a greater degree than multicolours of chips or patterns. Of course, white or light colours will visually show staining to a greater degree than darker colours. For this reason, solid colour and white floors should receive special attention in regard to preventative maintenance and the amount of care provided.

Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed!

### **Here are the proper steps for protecting and maintaining your HERF ISOCORE® floor:**

In order to prevent indentations and scratches, provide glass, plastic or other nonstaining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces no less than 1" in diameter.

Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage HERF ISOCORE® floors.

Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed. HERF ISOCORE® planks and tiles should not be used as a Moisture Reduction System.

Protect your floor from tracked-in-dirt and grit particles by using walk-off mats at all outside entrances. Take time to remove any embedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain the vinyl surface. Avoid tracking in tar or asphalt from driveways, as this can also discolour the vinyl surface. Do not use vinegar, one-step cleaner/polishes or oil soaps on HERF ISOCORE® products. All HERF ISOCORE® floors have a good resistance to stains. They are not affected by most common household spills: however, any spill should be cleaned up immediately. The longer the spilt materials are left on the floor, the greater the risk of permanently staining the floor.

Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discolouration, and excessive temperatures might cause tile/plank expansion or delamination. Do not use vinegar as a cleaning agent on HERF ISOCORE® products. The volume of traffic on your HERF ISOCORE® floor will determine the frequency of maintenance needed. The type of floor and even the colour will have some bearing on how much care may be necessary.

### **Regular adherence to an effective maintenance program should include:**

Thorough dirt and grit regulation, prompt removal of spills and stains and taking measures as noted above for heavy furniture or casters to protect the floor's surface. The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum HERF ISOCORE® flooring DAILY, or more frequently if needed.

### **Initial Maintenance Upon Completion of the Installation:**

Sweep or vacuum without using the "beater bar" to thoroughly remove dust and debris. Lightly damp mop with neutral cleaner following instructions on the bottle. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened with mineral spirits.

### **HERF ISOCORE® general care and maintenance**

#### ***Stain Removal:***

To remove stubborn spots or stains from HERF ISOCORE® floors, always begin with mild cleaners such as a neutral cleaner. If this fails to remove the stain, use mineral spirits. Do not use harsh solvents such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface. For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing. Subsequent to this cleaning procedure for stubborn spots, please clean the affected area with clear water to remove any residue. Any damage resulting from the use of pure solvents IS NOT covered by warranty. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.



## Maintenance for HERF ISOCORE® commercial floors

### *Routine Commercial Maintenance:*

HERF ISOCORE® floors have excellent durability and a history of performing well in commercial installations as long as a sound maintenance program is followed. Light daily sweeping, dust mopping or vacuuming without the “beater bar” will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with a neutral cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low-speed buffer with a red scrubbing-polyester or nylon pad. Spray the floor with a diluted neutral cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with clear water or with a wet vacuum.

Thank you for purchasing HERF ISOCORE® flooring. If you have further questions, email us at [feedback@evorich.com.sg](mailto:feedback@evorich.com.sg).

## Warranty Owner

This warranty applies only to a residential homeowner who is the original purchaser of HERF ISOCORE, not to any subsequent homeowner.

## Questions About This Warranty

Questions about this warranty can be sent via email to [feedback@evorich.com.sg](mailto:feedback@evorich.com.sg) or via mail to: Evorich Flooring Group, 16 Tampines Street 92 Singapore 528873 (postage to be paid by sender) or call our Customer Service Center at 6348 7333.




## TERMS & CONDITION OF SALES

- Exchange and refund policy clearly stipulating the time frame and conditions for any exchanges and refunds
- Terms and conditions for any deposits paid should the transaction be cancelled.

### (a) Typical Exchange and Refund Policy of company

- Exchange
  - For change of flooring colours or design before installation, an advance notice of 6 weeks is required. Evorich shall update customer's on the earliest availability of stocks.
- Refund
  - Refund before installation
    - ▶ For refund within 14 days cooling period, full amount will be refunded less any transaction fee (if any).
    - ▶ After 14 days and before the delivery of goods, EVORICH will issue the customer a voucher of equivalent value to the deposit made. The customer can pass this voucher to another party to consume the value of the voucher.
    - ▶ After 14 days and goods have been delivered, the deposit is non-refundable.
  - Refund before installation
    - ▶ For customers who are unsatisfied with the flooring quality or installation matters, they are encourage to proceed with us feedback channel with the relevant information as shown in the website.  
  
Email us at **[feedback@evorich.com.sg](mailto:feedback@evorich.com.sg)**
  - Refund due to excess charges
    - ▶ Customer can write in to Evorich through email at **[sales@evorich.com.sg](mailto:sales@evorich.com.sg)** for claims within 5 days upon completion of installation.

***EVORICH HOLDINGS PTE LTD  
EVORICH MANUFACTURING PTE LTD***

***EVORICH R&D***  ***Production · Experience Exhibit:***  
16 Tampines Street 92 Singapore 528873  
(Behind Tampines SAFRA)

***EVORICH Concept Sales Gallery***  
***Floors · Decks · Walls · Ceilings:***  
1 Tampines North Drive 1, #02-38 T-Space  
EVORICH Block, Singapore 528559  
(In between IKEA, Giant & Courts)

***EVORICH Floors · Decks · Walls Training Academy:***  
27 Kim Chuan Terrace Singapore 537045



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