Deko Floors

Deko Flooring Maintenance & Warranty Guide

Applies to Deko Natural, Style X & Extreme Flex SPC Hybrid Flooring

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Warranty Summary

All Deko SPC Hybrid Flooring ranges are backed by the following Limited Residential Warranties:

- Deko Natural – 50-Year Residential Warranty
- Deko Extreme Flex – 30-Year Residential Warranty
- Deko Style X – 25-Year Residential Warranty
- All Ranges – 10-Year Limited Commercial Warranty

Warranties are valid from the original date of purchase, for first-quality flooring only, and apply exclusively to the original purchaser. Warranties are non-transferable.

⚠️ **Developer & Builder Purchases: If the product is purchased by a builder or developer, coverage is limited to 12 months and applies only to the specific home where the floor is installed.**

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Warranty Eligibility Conditions

To qualify for coverage, Deko flooring must:

- Be installed according to official Deko Installation Guidelines
- Be properly maintained following the Deko Care & Maintenance Instructions
- Be used in indoor, dry, climate-stable environments
- Have a subfloor that meets all flatness and moisture requirements

DIY installations are covered, provided installation follows our official guidelines strictly. Warranty is void if poor installation, subfloor prep, or maintenance practices are evident.

What the Warranty Does Not Cover

This limited warranty excludes coverage for:

- Outdoor areas, wet rooms, garages, or covered patios
- Subfloor issues (uneven surfaces, moisture ingress, high alkalinity, etc.)
- Incorrect installation methods or unapproved tools/glues used
- Defects visible prior to installation
- Labour costs for reinstall/replacement unless flooring was professionally installed and deemed defective
- Flooring installed under heavy fixed objects (e.g. kitchen islands, cabinets, safes)

Other exclusions include:

- Dragging furniture without protection
- Impact damage from dropped objects, high heels, sharp items
- Exposure to excessive heat, cold, or direct UV radiation
- Discolouration caused by rubber mats, plasticisers, or chemical exposure
- Peaking, gapping, warping, or curling due to improper expansion gaps or climate control
- Minor surface scratches, wear from pets, small chips, or gloss variation
- Damage from floods, leaks, plumbing failures, or standing water
- Changes in colour, texture or sheen compared to samples or showroom products
- Damage from construction dust, paint, adhesives or post-installation trade activity

💧 **Moisture Damage Clause: No coverage is provided for issues caused by moisture ingress through doors, window frames, slab cracks, hydrostatic pressure or vapor emission from concrete.**

General Warranty Terms

- Warranty applies to residential and light commercial indoor use only
- Must be used under normal household conditions (avoid industrial loads, gyms, etc.)
- Subfloor must remain dry, stable, and structurally sound
- Flooring must be allowed to acclimatise prior to installation
- Claims must be made within 30 days of noticing an issue
- All claims must include:
  - Original invoice/proof of purchase
  - Photos/videos showing the issue
  - Description of how/when the issue occurred
  - Address of installation

Care & Maintenance Guide

Daily & Weekly Care

- Sweep or vacuum regularly using soft bristle attachments
- Wipe spills immediately with a damp cloth
- Use pH-neutral floor cleaner – avoid soaking the floor
- Never use steam mops, polishers, or oil-based cleaners

Monthly Maintenance

- Damp mop using a well-wrung microfiber mop and mild solution
- Check and clean felt pads under furniture
- Rotate rugs and move furniture occasionally to reduce UV fading

Scuff & Mark Removal

- Eucalyptus oil (small amount on cloth) may help with scuff marks
- For stubborn stains, consult a flooring professional

❌ **Never Use: Steam mops, ammonia or solvent cleaners, rubber mats, polish, wax, or abrasive pads.**

Doorways & Wet Zones

- Ensure transitions are covered using proper trims
- Do not allow water to pool at sliding doors, laundries, or bathrooms
- Use door seals or drip edges to limit water intrusion

Furniture & Appliance Guidelines

- Use felt pads under all furniture
- Avoid plastic or rubber feet that may leach and stain
- Do not drag heavy items – use protective sliders or plywood
- Fridges and washing machines must be moved with care to avoid impact damage

Flooring & Fire Safety

- Flooring is not fireproof. Keep away from open flames, sparks, or cigarettes
- Do not use near heat sources exceeding 60°C surface temperature

Installation Advice

- Allow minimum 9mm expansion gap around walls, pipes, and fixed obstacles
- Do not glue down or mechanically fasten
- Avoid fixed cabinetry or islands directly over floating floor
- Use high-quality underlay if required (check with Deko if unsure)

Making a Warranty Claim

Contact your retailer within 30 days of observing the issue.

You'll need:

1. Proof of purchase
2. Date and address of installation
3. Description and evidence of the issue (photos or video)

Your retailer will coordinate with the Deko distributor to assess the claim and advise next steps.

Need help? Contact your Deko Flooring supplier

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