

## 1. Scope & Applicability

These Terms and Conditions apply to all sales, installations, and services provided by Senso within the United States. By accepting delivery of products or services from Senso, the customer agrees to be bound by these terms. These terms are specific to all Senso's seamless resin flooring systems, including the Superquartz collection.

## 2. Limited Warranty

Senso provides a limited warranty of 5 years from the date of installation, covering defects in materials and workmanship under normal use and environmental conditions. This warranty applies only to Senso approved products installed according to Senso's installation procedures.

## 3. Warranty Exclusions

This warranty does not cover:

- Damage due to misuse, improper cleaning, accidents, or heavy impact.
- Natural aesthetic variation in trowel marks, sheen, pigment dispersion, aggregate visibility, or surface uniformity inherent to hand-applied artisan flooring systems.
- Moisture-related damage, unless written moisture mitigation was part of the contracted scope.
- Cracking or debonding caused by substrate movement, structural shifts, or improper substrate preparation.
- Surface damage from heating systems exceeding 75°F, high humidity, or UV exposure beyond manufacturer tolerances.
- Use of incompatible primers, aggregates, adhesives, or sublayers not approved by Senso.

## 4. Customer Responsibilities

To remain eligible for warranty coverage, the customer must:

Maintain indoor temperature between 67°F and 77°F and relative humidity between 40% and 65% before, during, and after installation.

Ensure substrates are clean, sound, level, and fully cured. Substrate moisture must be tested using ASTM F2170 and/or F1869 and meet the following limits

- o Concrete:  $\leq 4.0\%$  moisture (per ASTM F2170 RH and/or ASTM F1869 MVER)
- o Cementitious screed:  $\leq 2.5\%$
- o Gypsum-based substrate:  $\leq 0.5\%$

Follow ASTM F710 for substrate preparation.

Wooden Subfloors:

- Two layers of high-performance plywood (3/4").
- Properly secured (t&g) and dimensionally stable.

Tiled/Natural Stone Subfloors:

- Must be solid, free of loose tiles or damage.

Must be degreased and cleaned prior to surface prep. Ensure underfloor heating systems undergo complete heating and cooling cycles prior to install and maintain surface temperatures under 75°F after install.

Retain documentation including moisture tests, surface flatness checks, photos, and ambient condition logs

## 5. Site Inspection and Acceptance

Clients or their representatives must inspect the finished floor upon completion. Any visible surface issues, finish concerns, or other discrepancies must be reported in writing within 72 hours of completion. Failure to do so may void any claim related to appearance or surface quality.

## 6. Limitations of Liability

Senso's liability is strictly limited to the original contract value. Under no circumstance will Senso be liable for indirect, incidental, or consequential damages including removal, reinstallation, loss of use, downtime, or third-part costs.

## 7. Product Characteristics & Installation Tolerances

Sensofloors are artisan, site-installed products. The following characteristics are inherent and not considered defects:

- Minor color variation or shade differences.
- Application marks, visible trowel strokes, or veins reflecting substrate cracks.
- Slight differences in sheen.
- Unevenness due to substrate imperfections even when leveling is included in the contract.
- Natural color changes over time, even with UV filters.
- Senso Fusion® based Flooring Systems are mixed and installed on site. The various colours are blended and spread over the floor in situ, and continued mixing occurs during application. As a result, the appearance of the floor is determined on site and may vary from project to project. Fusion floors will display natural color movement and marbled effects, which are an intended feature of the system. These aesthetic variations—including tone transitions and visual flow—are inherent to the artisan installation process and do not constitute grounds for complaint or reapplication. Differences between sample boards and finished floors are to be expected.
- Vertical surfaces such as risers, stairs, or transitions may receive a different finish (e.g.,

microtopping without aggregate) than the main floor plane unless otherwise specified. These finishes are often applied by hand and may show tonal variation or textural differences compared to the horizontal surface. This is by design and not considered a defect.

- Sensofloors are not fully resistant to abrasives, plasticizers, sharp objects, or color pigments.

## **8. Product Use and Environmental Conditions**

Warranty applies only to indoor use in standard residential and commercial settings. Installations in areas with heavy point loads, rolling equipment, or harsh environmental conditions must be pre-approved in writing by SENSO and may require custom formulation.

## **9. Compliance with U.S. Standards**

Senso resin flooring systems are tested and evaluated in accordance with the following applicable standards:

ANSI A326.3 – Dynamic Coefficient of Friction (slip resistance)  
ASTM E648 – Critical Radiant Flux (fire class for flooring)  
ASTM F710 – Standard Practice for Preparing Concrete Floor  
ASTM F2170 – Relative Humidity in Concrete Slab  
ASTM F1869 – Moisture Vapor Emission by Calcium Chloride  
ASTM D4060 – Abrasion Resistance (Taber Test)  
ASTM D7234 – Pull-Off Adhesion of Coatings on Concrete  
CDPH Standard Method v1.2 – VOC emissions for indoor air quality.

Additional resin-specific performance data available upon request

## **10. Installation Requirements**

Installation must be performed by certified or Senso-approved professionals. Any deviation from Senso's prescribed system build-up (including primers, resin blends, aggregate types, or polish systems) may void warranty. Substrate tolerances, movement joints, and curing protocols must be followed.

## **11. Inspection and Repair Process**

All warranty claims must be submitted in writing with supporting documentation and an opportunity provided for Senso (or its representative) to inspect the site prior to any corrective work. Unauthorized repairs will invalidate this warranty.

## **12. Transferability**

This warranty is non-transferable and applies only to the original purchaser or building owner unless otherwise agreed to in writing.

## **13. Cancellations**

- Cancellations within 72 hours of contract signing are free of charge.
- Cancellations after 72 hours, but more than 6 weeks before installation, incur a 25% cancellation fee.
- Cancellations within 6 weeks of the start date incur a 50% cancellation fee.

## **14. Force Majeure**

Senso shall not be held responsible for delays or non-performance due to causes beyond its reasonable control including natural disasters, labor disputes, supply chain interruptions, or contractor-related delays.

## **15. Governing Law**

These terms shall be governed by and construed in accordance with the laws of the State of New Jersey. Any disputes arising hereunder shall be resolved in the courts of New Jersey.

## **16. Industry References and Documentation**

Senso reserves the right to modify installation guidelines or product composition in response to evolving industry standards. The customer is responsible for referencing the most current documents at the time of installation.

## **17. Entire Agreement**

These Terms and Conditions represent the entire agreement between Senso and the customer unless modified in a mutually signed contract.

## **KEY TERMS AND DEFINITIONS**

## 1. Fusion Finish (or Fusion Floor)

*A handcrafted flooring system using multiple color blends to create a natural marbled or flowing effect.*

This visual variation is a signature feature of the Fusion system and is achieved through the artisan blending of two or more tones on site. Each floor is unique in appearance. Movement in tone, veining, or marbling is expected and is not a defect.

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## 2. Aggregate

*Crushed natural stone or mineral particles—such as marble, limestone, recycled composite or beech chips—that are blended into the flooring to add texture and depth.*

Marble aggregates are used in finishes like Superquartz or Titan and will vary in distribution across the floor.

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## 3. Waterfall Step / Waterfall Riser

*A step or riser finish where the vertical face continues seamlessly from the floor above, typically without aggregates or separate detailing.*

This results in a smoother, more minimal look and often appears slightly different in color or texture from the floor due to application direction and material behavior.

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## 4. Substrate

*The structural layer beneath the Senso floor, such as concrete, plywood, or tile.*

A flat, dry, and properly prepared substrate is essential to ensure a high-quality finish. Any irregularities in the substrate may mirror through the finished floor.

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## 5. Veining

*A visual effect that occurs when the subfloor moves, shifts, or cracks beneath the Senso finish.*

As the substrate experiences minor structural movement or hairline cracking—often due to temperature fluctuations, settling, or curing—these stresses can subtly pull on the flexible Senso finish above. The result is a visible line or “vein” in the finish, resembling the look of a vein under skin. While purely aesthetic, this is an inherent risk when substrates are not fully stabilized or

properly cured prior to application, and does not compromise the floor’s durability or performance.

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## 6. Curing

*The process by which the flooring material hardens and stabilizes after application.*

Typically takes 72 hours. During this time, the floor must be protected from foot traffic, moisture, and contamination.

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## 7. Self-Levelling

*A preparation step using a flowable compound to create a flat, even surface before applying the Senso finish.*

Required when substrates do not meet the tolerance of 1/8” per 3 feet. Not included unless specified in the contract.

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## 8. Microtopping

*A thin, smooth cement-based surface layer often used on vertical elements like risers or walls.*

Microtopping is often applied without aggregates and may have different sheen or tone than the adjacent Fusion floor. It is not designed to perfectly match aggregate finishes.

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## 9. Seamless Finish

*A continuous surface without grout lines or visible joints.*

“Seamless” refers to the overall effect. It does not imply total uniformity of color or texture, especially in artisan-applied finishes like Fusion.

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## 10. Sloped Screed / Shower Slope

*A sloped underlayer, built into the substrate, that directs water toward a drain in wet areas like showers.*

Senso finishes follow the substrate slope. If the slope is incorrect, pooling may occur. Senso does not re-engineer substrate slopes unless specifically contracted to do so.