PERGO®

VINYL PLANKS & TILES

WARRANTY CONDITIONS VINYL FLOORING

OVERVIEW

WARRANTY	COLLECTIONS	PRODUCT INFO	RESIDENTIAL	COMMERCIAL[1]	CLICK SYSTEM	WATER RESISTANCE
Rigid Click Pad Pro	Namsen Pad Pro, Viskan Pad Pro	4+1 mm – CL23/33	Lifetime[2]	5 years – on request up to 15 years	Lifetime[2]	Idem as residential or commercial warranty
Rigid Click Pad Pro	Glomma Pad Pro, Vorma Pad Pro, Isefjord Pad Pro	5+1 mm – CL23/33				

[1] A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty (for example up to 5 years), can simply be requested by contacting the Technical Services department at Unilin: technical.services@unilin.com | [2] Limited to 65 years.

This warranty is valid on the Pergo Vinyl references as specified above and specific Pergo / SmartFinish Vinyl Accessories, namely underlays, skirtings and profiles.

WARRANTY PERIOD AND VALUE

The duration of this warranty is dependent on the concerned vinyl flooring, and on the purposes it is used for, as indicated in the table above. The term "residential applications" shall be understood as: the use of the vinyl as a floor covering in a private residence that is used for private purposes only. The date of purchase is the invoice date. The original purchase invoice duly dated and carrying the distributor's or retailer's stamp, will need to be submitted. The original invoice should clearly indicate the product type and quantity.

SCOPE

1. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation and under the angle of light reflection. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Unilin bv, division Flooring, be held responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

2. "INSTALLATION IMPLIES ASPECT ACCEPTANCE"
   No warranty will be offered for appearance claims once the product is installed.
   The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.

3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination, reduced resistance of the wear layer and water resistance of the vinyl panels.
   Scratches up to the design layer are not considered as a uniform wear through.

4. The lifetime warranty on the joints only applies to permanent open joints wider than 0.2mm due to the LVT-material.

5. Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.

6. Our floors have a good color stability, but it is likely that over time some aspect difference may occur between exposed and non-exposed parts of the floor covering.

7. The damage to the product must be evident, measurable, at least one cm^2 per product unit (panel, accessory, etc.), and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture, too sharp pet nails etc.) or cutting. The feet of furniture must always be provided with appropriate protective material. The protective material needs to be replaced with new ones if needed. Chairs, settees, sofas or furniture with castors must be fitted with soft wheels type "W" according to EN 12529 and an adequate protective mat or protective castor cups must be put under this furniture to avoid residual indentation since vinyl is a softer flooring material. It is allowed to use a vacuum cleaner with soft edges and soft wheels on your vinyl floor.

GENERAL CONDITIONS

The statutory warranty in the country or state of purchase has unlimited application to the abovementioned products and all Pergo / SmartFinish profiles and Pergo / SmartFinish wall-bases and Pergo / SmartFinish underlays.
Unilin BV, division Flooring warrants, from the date of purchase, that the products of the Pergo as specified above are free from manufacturing or material defects.
Our flooring strictly meets standards EN14041 and the product norm (EN16511 or ISO10582) and is covered by residential and commercial warranties.

The Pergo warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the retailers or the distributor or the manufacturer.

1. The general Pergo warranty applies solely for indoor and heated (> 5°C) installations.
   Please see also "Commercial warranty" below. If the application does not come under the "Commercial warranty" either, an individual written warranty must be requested from the manufacturer.

2. The Pergo product must be installed following the Pergo installation method using the approved Pergo / SmartFinish accessories. For example, our Pergo / SmartFinish vinyl underlays (if applicable) are specially developed for our Pergo Vinyl references.
   An underlay which is too thick or too soft (e.g. CS < 400kPa) or too sticky or made from the wrong material will damage your floor. A laminate/parquet underlay is not suitable for click vinyl. A product with integrated underlay may not be installed on another underlay or too soft support. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. Detailed instructions (on installation, floorheating, maintenance etc.) can be found on our website (www.pergo.com) and/or packaging via weblink or the QR code. The QR code which can be found on the packaging of your product, or in each individual accessory packing guides you to the latest update. If the instructions are not there, they should be requested from the retailers or from the distributor or from the manufacturer or they can be consulted at www.pergo.com or via the QR code on the packaging.
   The customer / fitter must be able to provide proof that only the recommended Pergo / SmartFinish accessories were used to install the vinyl floor (identifiable from the Pergo / SmartFinish label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions www.pergo.com must be provided to the end-user by the installer.

3. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Pergo brand product made after the edition date of these warranty conditions.

4. The ingress of sand and/or dust on the floor must be prevented by installing a suitable non-rubber backed mat at all entrance doors. The doormat must be maintained correctly.

5. The floor may not be installed in very humid areas or in areas where the flooring may occasionally be exposed to extremely high or low temperatures (such as but not limited to saunas, seasonal porches, non-heated rooms, pool areas and rooms with build-in drains like showers, etc.).
   Ensure that the indoor climate conditions are always kept > 5°C and preferably between 18–30°C. (+ see installation instructions)

6. All panels for the same commercial flooring project must be ordered at the same time. Compatibility of panels in repeated orders cannot be guaranteed.

7. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage.

8. Moisture and/or water spills left on the floor, and on or around the skirting boards, wall bases or profiles, has to be removed immediately for all vinyl floor coverings except for LVT floors with water resistance warranty.

   FOR LVT WITH WATER RESISTANCE WARRANTY:
   The perimeter of the must be sealed according to the specific installation instructions.

   The moisture and/or water spills must be removed within 1 hour for the fully glued LVT.

   Exposed Aqua Sealant and Foamstrip need to be checked on a regular basis (3y) to ensure a watertight finish without mechanical damage.

   Cleaning efforts involving too much water and making the subfloor and/or underlay wet and/or the use of inappropriate cleaning products must be avoided at all times.
   Inappropriate cleaning products can create a film on your floor that attracts dirt and/or is difficult to remove.

9. Cooking islands for kitchens and other heavy objects (like build-in cabinets, …) should not be fixed, screwed or placed on top the Pergo Vinyl click floor covering. Never block a floating installation. The click vinyl must be able to move around the heavy and/or fixed objects to avoid open joints and separating planks.
   The dilatation gap size must be respected around the complete perimeter of the installation, including all heavy / fixed objects.

10. This warranty does not cover:
    - Damage caused during storage, handling or other treatment before installation.
    - Installation error.
      The Pergo product must be installed following the Pergo installation method using the approved Pergo / SmartFinish accessories.
      Improper, non - Pergo / SmartFinish Vinyl accessories, can cause damage and are therefore not covered by the warranty.
    - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user. Relevant ambient factors, the duration and the intensity of use of the product must be taken into account to determine whether the wear is abnormal.
    - All damages caused by natural disasters (i.e. flood), naturally occurring conditions, …
    - Damages caused by accidents (i.e. plumbing failures, pet urine, leaking dishwashers, or other corrosive or abrasive substances) or water/humidity in and between the subfloor and the floor covering.
      Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc.
    - The reduced resistance of the non-pressed, painted bevel.
    - Exposure to extreme temperature variations.
    - Damages caused by inappropriate cleaning products.
    - Damages caused by a steam cleaner:
      ✓ The use of a steam cleaner is forbidden for all the vinyl floor coverings, except for Rigid click [Collection name pro].
      ✓ For Pergo rigid click [Collection name pro], the use of a residential steam cleaner is allowed if there's no steam directly coming on the Rigid click [Collection name pro]. So it must always be used with an appropriate cloth on the steam opening, which guarantees also a homogeneous heat and steam distribution. It is also important to take care to hold the apparatus not too long on the same place and clean the floor in the length direction of the planks.
    - Discoloration/stains caused by the use of latex, rubber-backed floor mats and rugs, rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc. .
    - Minimal variations in color, shape or texture between samples or brochure illustrations and the actual floor covering.

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COMMERCIAL WARRANTY

The term "commercial applications" shall be understood as: the use of the floor covering in non-residential premises, including but not limited to hotels, offices, shops and common areas of multi-housing buildings.
The duration of the commercial warranty is dependent on the concerned vinyl and on the purposes it is used for, as indicated in the table above. The click warranty is valid according to the table above but limited to the duration of the commercial warranty.

This commercial warranty is valid for Pergo vinyl from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor and heated commercial applications inside buildings under all of the above mentioned conditions.
In addition to this the following must be considered:

- Gloss reduction is not surface wear. It may be necessary to apply a new surface coating periodically. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- An appropriate industrial dust collection and cleaning zone must be installed in areas with immediate access to the street traffic.
- In addition, metal commercial Pergo / SmartFinish profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- All food areas, such as, but not limited to, restaurants and cafeterias, pubs and dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- Other areas that have heavy traffic, rolling loads and immediate access to street traffic.

The class of product and usage class should be aligned to benefit from the standard commercial warranty. Please contact the Technical Services department at Unilin: technical.services@unilin.com for a custom-made warranty if usage & product class are not aligned or if you have a doubt about the areas and applications which are not covered by the standard commercial warranty.

We strongly recommend to contact your dealer or Unilin BV, division Flooring to discuss your commercial project in advance to make the right choice of the Pergo flooring and accessories.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as for the residential warranty.

LIABILITY

Unilin BV, division Flooring, reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For optimal service under this warranty please contact your local Pergo distributor who will be able to make the first investigation and find the appropriate solution. If the Pergo distributor cannot solve the problem, he/she will contact the manufacturer for further support. Only if the Pergo distributor cannot be reached, please mail in proof of purchase and description of claim to:
Unilin BV, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium
Tel. +32(56) 67 56 56 - aftersales@unilin.com

Unilin BV is registered in the Belgian companies register under number 0405.414.072.

Unilin BV, division Flooring shall be under no obligation or deemed to be in default for any delay or failure in performance resulting from Force Majeure.
Force Majeure is understood to mean:

- The (unforeseen or unforeseeable) circumstances as a result of which the performance is fully or partially, whether or not temporarily, aggravated.
- The following cases: war, terror, terror threats, insurrection, riots, quarantine, general or partial strikes, lock-out, fire, operational accidents, machine breakdown, lack of means of transport, shortage of materials and/or raw materials, frost, epidemics, decisions or interventions by the government, fuel shortages, energy shortage, force majeure on the part of a supplier or subcontractor and errors or delays due to third parties.

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UNILIN'S UNDERTAKING

Unilin BV, division Flooring, will repair or replace the product, at its option.
In the event where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

Liability arising from this warranty is restricted to hidden defects.
These are defects that were not visible before or during the installation of the Pergo vinyl floor.
The cost of removing and replacing the material is borne by the purchaser.

Only if the product was originally professionally installed by a professional installer, reasonable labor costs may be considered as a gesture of goodwill by Unilin BV, division Flooring.
Unilin BV, division Flooring can never be held liable for any secondary damage.

APPLICABLE LAW AND DISPUTE RESOLUTION

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Unilin BV, division Flooring is not liable for labor costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.