

Warranty and Floor Maintenance
Residential Lifetime Warranty
Length of coverage (from Date of invoice):

Product	Residential	Commercial	Moderate Commercial*
HPL-Prestige, HPL- Original - Commercial - Wood & Stone	Lifetime J,W,F,S,Topical Water	12 year J,W,F,S	
Universal	Lifetime J,W,F,S,Topical Water	8 year J,W,F,S	
Elegance, Tile	Lifetime J,W,F,S,Topical Water	5 year J,W,F,S	
Lounge, Elite, City Scapes Plus, City Scapes	Lifetime J,W,F,S,Topical Water	N/A	5 year J,W,F,S

BerryAlloc laminated floors are warranted under normal conditions of use from the date of purchase by BerryAlloc the original customer and for the original installation (* Moderate Commercial = Apartments, Condos, Dorm-rooms, interior office space; foot traffic only)

The warranty covers :

- 1 Joint integrity ¹
- 2 Will not wear through the decorative surface²
- 3 Will not fade **under normal lighting conditions**
- 4 Will not stain with normal household products
- 5 Will resist damage from topical moisture

The Warranty is Applicable for the Life of the Product so Long as:

1. The product was installed and maintained as per the BerryAlloc installation guide and maintenance procedures
2. The individual boards were checked for any visual defects prior to installation

Boards with visible defects including variations in surface texture and gloss should NOT be installed. Claims for such defects will not be accepted after installation

3. The product was installed in an area corresponding to its intended use and in accordance with the appropriate classification referred to in the installation instructions
4. There are no external forces like flooding, settling, renovations or environmental changes that have compromised the floor
5. The product is not treated in any way after installation (waxed or cleaned with products that contain wax, steam mopped or wet jetted)

The warranty does not cover:

- Mechanical damage resulting from installation errors, improper installation, or any other use that is not in accordance with the BerrAlloc installation instructions including any and all alterations made to the boards
- Accidents, misuse or abuse including scratching, cracks, dents, gouges, cuts, blows etc caused by falling or dropped objects as well as any finish damage caused by sand, grit, or any other abrasive materials; are not covered whether caused by the homeowner, installer or any other service personnel.
- Damage caused by improper maintenance or by use of improper cleaning agents and/or devices
- Use of BerryAlloc flooring in areas of extreme dampness (eg sauna, pool) Contact with excessive moisture must be avoided
- Flooding, standing water or water that is trapped between the subfloor and the laminate floor
- Any noise or sound issue relating to the floor , subfloor or underlayment Squeaking, hollow sound or crackling)
- Exposure to extreme temperature and/or relative humidity
- Prolonged exposure to sunlight >5 years (patio doors , sunrooms etc)
- Pet urine
- We recommend the use of soft rubber casters and the implementation of clear plastic protectors

What will BerryAlloc do for You?

If you should qualify for a warranty claim with your BerryAlloc floor you can file a claim through your individual retailer or directly through BerryAlloc within 30 days of noticing the problem

The claim form will be available on our web site www.berryalloc.com

In order to file a claim the consumer must show proof of purchase and have completed the registration of their warranty

See details of the warranty application on the following page

Length of Coverage:

- The warranty extends to the useful lifetime of the product and is non transferable and is intended solely for the original end user and the original installation
- In order for the warranty to apply it must be registered within the first thirty days from the time of purchase/installation
- To register complete the registration card provided by the dealer, or the one on the inlay in the box or on line at our website

State Law:

The warranty grants you specific legal rights but you may have other legal right which may vary from state to state

Warranty details:

1. Wear is defined as the wear through of the protective surface (print pattern) over at least a one square foot area
2. Fade: The product is warranted not to fade under normal lighting conditions
Fading will also be defined as the bleaching of the surface to the point that the pattern is no longer visible in any area of the floor barring direct long-term exposure

If you should encounter a manufacturing defect or a product failure during the first year of installation then BerryAlloc will provide materials either to repair or replace the defective area of the floor

At our option we will provide if the floor was professionally installed a reasonable labor rate to effect the installation

If you should encounter a manufacturing defect or a product failure during the second year of installation then

BerryAlloc will provide materials either to repair or replace the defective area of the floor

At our option we will provide if the floor was professionally installed a reduced labor rate(50%) to effect the installation

If you should encounter a manufacturing defect or a product failure after the second year of installation then BerryAlloc will provide materials only either to repair or replace the defective area of the floor

After 5 years the material will be prorated per the usage at a rate of 7.5% per year to a maximum of 75 %

After 15 years the flooring will be reduced to 25% of its value and remain at that value for the duration of the warranty

Any repair or replacement is limited to colors and styles of products currently available at the time of the repair or replacement If the original design is not available BerryAlloc has the right to substitute another design of similar value.

Maintenance : Protect Your Beautiful New Floor

Less is More with a Laminate Floor

BerryAlloc laminate floors are easy to care for: just sweep or vacuum (use the soft brush attachment of the vacuum NO BEATER BAR)

When needed BerryAlloc floors can be cleaned with a dry dust mop and a light mist of dedicated laminate floor cleaner

For best results mist on BerryAlloc Free and Clean on your floor or onto a micro fiber dust mop and wipe your floor in one direction, back and forth until clean

No other treatment of the floor is necessary

DO NOT: Use steam cleaners , spray jet applicators, or buckets to clean your floor

Use only cleaners specific for laminates as other floor cleaners like soap waves, detergents , polishes or waxes will leave a film that may dull your floor

DO NOT Use any type of abrasive or sanding material

Use of any of these products could void your warranty

Spot Removal

Laminate is a melamine surface so therefore most household stains can be removed with regular cleaning as outlined above

In the case of chemical stains or products like hair dyes, paint or shoe polish you may use a solvent like no odor mineral spirits and/or ethyl acetate(dry erase board cleaner)

In extreme cases one can use nail polish remover(containing acetone)

Use sparingly on a dampened cloth in a well ventelated area away from any source of combustion

Please observe the safety warning of the manufacturers of these products

Floor Protection

TO protect your floor and ensure its life expectancy

Use entry mats and walk off mats to collect dirt and soil from shoes

Use felt pads under chair and furniture legs

Use clear plastic mats or similar protection under rolling chairs

Warranty details

¹ Joint integrity is defined as follows

The product will go together and stay together so long as the product is installed and maintained as per the BerryAlloc installation and maintenance procedures

² Wear is defined as the wear through of the protective surface (print pattern) over at least a one square foot area

³ Fade The product is warranted not to fade under normal lighting conditions

Fading will also be defined as the bleaching of the surface to the point that the pattern is no longer visible in any area of the floor barring direct longterm exposure to sunlight

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