PERGO®

WOOD PARQUET

WARRANTY CONDITIONS PERGO® WOOD FLOORING

PRODUCT	RESIDENTIAL WARRANTY* & CLICK SYSTEM	STAY CLEAN	AQUASAFE	COMMERCIAL[3]
Harstena	Lifetime (33 years)	15 years[1]	15 years, 72h[1][2]	On Demand
Gotland			N/A	

[1] Until first refinishing | [2] Stagnating water | [3] A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty can simply be requested by contacting your local representative.

GENERAL CONDITIONS

This Warranty is valid on Pergo® wood flooring and Pergo® accessories

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

1. 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 (see below).

2. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance.

3. "INSTALLATION IMPLIES 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.

4. 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 delamination of the toplayer.

5. The lifetime warranty on the Uniclic® joint only applies to permanent open joints wider than 0.2mm.

6. Pergo Wood Flooring should be installed in a "timber flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity.

WARRANTY PERIOD AND VALUE

This warranty is valid for the lifetime of the product and on the Uniclic® connections between the various wood flooring planks. "Wood for Life" warranty: see overview and below. 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 residential warranty may only be invoked if all the above mentioned conditions are met.

SCOPE

1. The general Pergo® residential warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" an individual written warranty must be requested from the manufacturer. The Pergo® wood flooring must be installed following the Pergo® installation method using the approved Pergo® accessories. The customer/fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. Detailed instructions can be found on our website (www, pergo.co.nz) and/or packaging. 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 manufacturer, distributor / retailer or they can be consulted at www, pergo.co.nz. The customer / fitter must be able to provide proof that only the recommended Pergo® accessories were used to install the wood flooring (identifiable from the Pergo® 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.co.nz) must be provided to the end-user by the installer.

2. In addition to this the following must be considered: Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.

3. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm^2, 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) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees (sofas) or furniture with castors must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture.

4. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable mat at all entrance door(s).

5. Cooking islands for kitchens and other very heavy objects should not be placed on top of the floating wood flooring. The floating wood floor must be able to move around the heavy objects to avoid open joints and separating planks.

6. This warranty does not cover damage to the product caused by:
   - Installation error. The Pergo® product must be installed following the Pergo® installation method using the approved Pergo® accessories;
   - 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;
   - Exposure to extreme temperature or relative humidity variations;
   - Damage caused by abrasive or corrosive substances like pet urine;
   - Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. In case of the presence of water and/or moisture on the floor and/or around the skirting boards, this must be removed immediately, except for the water resistant Pergo® wood floors: see further.
   - Improper maintenance.
     - For Pergo® wood floors with water resistance warranty, wet maintenance is allowed.
     - For Pergo® wood floors with water resistance warranty, the use of a steam cleaner is allowed if there's no steam directly coming on the wood floor. So it must always be used with an appropriate cloth on the steam opening, which guarantees also an 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 design.

"WOOD FOR LIFE" WARRANTY & "WATER RESISTANCE" WARRANTY

1. "Moisture Protection":
   Provides a warranty on build-up of residue dirt along the edges of Pergo® products due to maintenance over the years.

2. "Stay Clean Technology" provides a warranty:
   on pollution of the surface structure of the lacquered Pergo® products.

3. "Water Resistance" – warranty:
   Applies for installations in wet areas like bathrooms, kitchens and entrance areas. Product failure in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)

4. "Stay Clean" warranty conditions:
   are valid in case of normal residential use with proper maintenance. Apply to the original surface finishing and expires in case of excessive wear or the need to refinishing the floor.

5. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers).

6. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within the indicated timeframe in the warranty table . All expansion joint gaps must be filled with a very compressible PE foam (NEFOAMSTRIP20) and sealed with an elastic waterproof transparent paste (PGKITTRANSP) according to the installation instruction. Wall bases, profiles and door trims must be sealed along the wall and along the flooring. Exposed Aqua Sealant and Foamstrip need to be checked on a regular basis (3y) to ensure a watertight finish without mechanical damage.

7. Cleaning efforts involving too much water and / or the use of inappropriate cleaning products must be avoided at all times. Since prolonged moisture exposure could irreversibly damage your wood flooring the Pergo® installation instructions must be followed.

8. The water resistance warranty excludes damages caused by natural disasters (i.e. floods), naturally occurring conditions/ accidents (i.e. plumbing failures, pet urine, leaking dishwashers, ...) or water/humidity between the subfloor and the wooden floor.

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COMMERCIAL WARRANTY

The Pergo® commercial warranty can be obtained upon request. No other warranties of any kind are granted, either explicitly or implicitly, including saleability or suitability for a specific purpose. Unilin BV, Flooring division is not liable for labor costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty.

For any service-provision under this warranty, it is best to contact your local Pergo® retailer or you can send your proof of purchase and a description of your complaint to:

Unilin BV, Flooring division | Ooigemstraat 3 | B-8710 Wielsbeke (Belgium)
Tel. +32 (56) 67 52 11 | Fax. +32 (56)67 52 39 | pergo.com

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.
Liability arising from this warranty is restricted to:

- Hidden defects. These are defects that were not visible before or during the installation of the wood flooring.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed, Unilin BV, division Flooring, will cover reasonable labor costs.
- Unilin BV, division Flooring can never be held liable for any secondary damage.

Unilin BV, division Flooring, will repair or replace the product, at its option. In case 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. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Pergo® retailer or mail in proof of purchase and description of claim to:

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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.