



Product	Limited Residential	Commercial
Build Surfaces Laminate	20 Year Wear, Joint, Fade, Stain	5 Year Wear, Joint, Fade, Stain

Build Surfaces laminate floors are warranted under normal use conditions from the date of invoice to the original customer and installation when installed and maintained in accordance with Build Surfaces most recent guidelines.

Build Surfaces warranties cover defects in materials and/or workmanship related to:

**Wear Resistance:** Will not wear through the decor layer. Loss of texture or diminished gloss are not considered wear through.

**Fade Resistance:** Will resist fading from exposure to indirect sunlight or artificial light.

**Stain Resistance:** Will resist staining from normal household products.

**Joint Integrity:** Will not fail when properly installed over properly prepared substrates.

Applicable warranties for the number of years as indicated above provided:

1. Flooring was installed and maintained per Build Surfaces installation and maintenance guidelines.
2. Laminate flooring should be inspected for defects prior to installation. Boards with obvious defects including variations in surface texture and gloss should NOT be installed. Installation is considered acceptance of quality and grade. Professional labor charges for flooring installed with obvious defects will not be reimbursed.
3. Laminate flooring is installed within appropriately specified end use per classification.
4. Laminate flooring is installed in interior environments with year round continuous climate control.
5. Laminate flooring has not been subjected to flooding, substrate settling, renovations or environmental changes which compromise the floor.
6. Laminate flooring has not been subjected to improper cleaning agents or methods, treated with wax, mop and shine products, cleaners that contain wax, steam mops, or wet jetted products. Place transition mat at all exterior entrances.
7. Laminate flooring should not be installed in areas subject to excessive elemental or atmospheric moisture, such as saunas or pool areas.



**These warranties specifically exclude:**

**Abnormal use.** This warranty does not cover products that have been subjected to abnormal use or conditions or abused in any way. This includes, but is not limited to, damage from falling objects or by dragging objects or furniture, neglect, spiked or stiletto heel shoes, pebbles, abrasive materials, pet urine and improper maintenance. To prevent such damage, any spill should be wiped up immediately, pet's nails should be kept trimmed, floor protectors should be installed under the legs of the furniture, and suitable mats should be used at all entryways. Build Surfaces requires the use of soft wheel casters and chair mats in areas of concentrated caster traffic.

**Accidents and natural disasters.** This warranty excludes accidental damage or damage from natural disasters. This includes, but is not limited to, damage from fire, smoke, floods, earthquakes, storms, broken pipes, plumbing related failures or other casualty events.

**Climate.** This warranty does not cover damage resulting from exposure to extreme fluctuation in temperature or humidity. Exposure to such conditions will void this warranty. Temperature levels must be maintained between 65 °F and 85 °F and relative humidity between 40% - 60% at all times. Care should be taken to protect flooring from heat generating appliances such as wood stoves.

**Subfloor and underlayment.** Problems resulting from improper subfloors or underlayment may void this warranty. This warranty does not cover damage from water or moisture trapped underneath the floor. Moisture tests on wood and concrete subfloors must be undertaken before installing the product. The maximum allowable moisture content for a wood subfloor is 14% using a pin type moisture meter. Concrete subfloors shall have a minimum compressive strength of 3500 psi. Moisture vapor emission rate should not exceed 5 lb. /1000 sq. ft. /24 hours per ASTM F1869 or should not exceed 80% Relative Humidity per method ASTM F2170.

**Care and maintenance.** Failure to properly maintain and care for the product may result in voiding this warranty. Cleaning with inappropriate cleaners, mop and shine products or products containing wax will void this warranty. Only non-residual products specifically formulated for laminate flooring and applied with a microfiber mop are approved. Flood mopping with a string mop, steam mops or other types of hard surface cleaning equipment are not approved. Surface scratches, pet damage, cuts, tears, and diminished gloss are not covered by this warranty. The use of transition mats at all exterior entrances must be implemented. Asphalt tracking is specifically excluded.

**Second quality, discounted and close-outs.** Only first quality goods are covered by this warranty. Product sold as second quality or promotional goods are considered sold "AS IS" and not covered by this warranty.



## Homeowner Obligations

To maintain warranty coverage and ensure easy warranty service, the homeowner is responsible for the following:

- Retain the original sales receipt and related documentation validating proof of purchase and installation date. Document and record all moisture test results.
- Make sure the flooring is installed in accordance with Build Surfaces installation instructions.
- Maintain continuous climate control.
- Retain a list of cleaners used to maintain the flooring.

### **What will Build Surfaces do for you?**

For warranty service, contact your Build Surfaces retailer to file a claim.

### **Length of Coverage**

The warranty extends for the length of time as indicated from the date of invoice to the original customer in the original installation and is nontransferable.

### **State Law**

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

### **Warranty Details:**

At our discretion we will reimburse labor rates only for professionally installed flooring if the flooring is determined to be defective. We do not warranty installation or installer workmanship.

### **Residential & Commercial Warranties Proration Rates**

After 2 years, the material will be prorated per the usage rate of 7.5% per year to a maximum of 75% until year 15.

After 15 years, the flooring will be reduced to 25% of its value for the remaining duration of the warranty.

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



#### Implied warranty

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