

## WARRANTIES EcoDense® ECO HYBRID RESILIENT FLOORING



We are happy to see you have bought or are looking to buy EcoDense® our Eco Hybrid Resilient flooring.

### **LIMITED LIFETIME RESIDENTIAL WARRANTY**

EcoDense® warrants to the original owner from the date of original purchase, that your EcoDense® Eco Hybrid Resilient Flooring will be free of manufacturing defects, and for the applicable warranty period (may vary by product), will not fade under artificial light or sunlight, stain or show wear, under normal household conditions through the wear layer and will resist water damage due to wet mopping, everyday household spills and normal cleaning practices (see EcoDense® floor care and maintenance instructions) . The click locking system will remain secure under normal use conditions. EcoDense® flooring can be installed over a radiant heated concrete subfloor for approved floating installation methods.

### **LIMITED 15 YEAR LIGHT COMMERCIAL WARRANTY**

EcoDense® warrants that your flooring will be free of manufacturing defects and for a period of 15 years following the original purchase date the floor will not stain,

show wear through the image layer, and will not fade under artificial light or sunlight.

Light commercial is defined as areas where the flooring is not exposed to heavy commercial traffic or to a heavy commercial maintenance schedule, and where the interior temperature and humidity can be controlled and maintained.

## **LIFETIME STRUCTURAL INTEGRITY WARRANTY**

EcoDense® warrants to the original purchaser that this floor:

- Will be free of manufacturing defects.
- Will not warp, cup, buckle or delaminate when ***properly installed and maintained according to our installation and maintenance instructions.***
- Moisture or Waterproof warranty. Please note that this warranty covers only the purchased product itself and does not guarantee that your subfloor, residence, or any other items or properties will be protected from water damage due to the installation of this product. The product's structural integrity will not be significantly compromised by water exposure during the Limited Warranty Period under normal residential conditions. This limited warranty applies only to surface moisture and water exposure.
- Pet warranty. EcoDense® warrants that you floor will not stain from pet urine, vomit and feces. These pet accidents need however to be cleaned up promptly and at least within 24 hours. This warranty does not cover any damage caused by pets to subfloor or other structures.

**UNDER THE TERMS OF THESE LIMITED WARRANTIES, your EcoDense® supplier WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.**

The EcoDense® Limited Lifetime residential and 15 year light commercial warranty is subject to the following conditions:

- Moisture readings of wood subfloors must be  $\leq 14\%$  over the full surface where flooring will be installed. Any construction dampness or subfloor moisture should be remedied before installing the floor.
- A polyethylene vapor barrier film is required when installing directly over concrete however not for installations directly over wood subfloors. The vapor

barrier should have a minimum thickness of 6 mil and minimum density of 0.90 lbs/ft<sup>3</sup>.

- Installation of flooring planks with clear visual defects are not covered under this warranty. Please make sure to inspect the flooring before installation and do not install if any planks are not acceptable for any reason like gloss or shade difference or any other reason like damaged edges, broken locking system, scratched surface or visible spots or marks.
- EcoDense flooring is only to be used in indoor, dry and climate-controlled areas.

### **WHAT TO DO IF YOU BELIEVE YOU HAVE A WARRANTY CLAIM**

1. The original purchaser should contact the authorized flooring dealer from which the original purchase was made within 30 days of discovering the defect and notify the dealer immediately after discovering the defect (within the time of this limited warranty).
2. The original purchaser should present a valid proof of purchase in the form of a sales receipt or invoice together with a detailed description of the problem with pictures showing the warranty problem.

Please include purchase date, product name or SKU number, dealer where the product was purchased, description of the problem and contact information.

### **LIMITED WARRANTY CONDITIONS AND EXCLUSIONS:**

- Warranty is only valid in North America.
- Warranty is non-transferable and extends only to the original purchaser and the original installation site.
- Applies only where the affected area is visible.
- Must be installed in accordance with EcoDense® installation instructions.
- Warranty shall not apply to damage arising from 1. Accidents, abuse, or misuse (i.e., dragging heavy or sharp objects across the floor without proper protection); 2. Transportation or freight; 3. Improper care and maintenance; 4. Exposure to extreme heat; 4. Scratch, impact or cutting; 5. Improper alterations of the flooring; 5. *Water or moisture trapped beneath the floor or hydrostatic pressure.*
- The limited warranty only applies to products that are installed indoors.
- The limited warranty excludes damages caused by flooding or continuous running water or other liquids as well as leaking plumbing, appliance leaks or any source of continuous, repetitive, long term water exposure and natural disasters.
- The limited warranty only covers topical moisture resulting from normal household

- use.
- The limited warranty does not cover damage from chemicals, burns, fires, improperly fitting doors and other accidents.
  - The limited warranty does not cover damage from subfloor moisture. Only topical moisture is covered. Any moisture coming from underneath the floor is not covered by the warranty.
  - This limited warranty does not cover damage caused by failure to use appropriate chair pads under caster desk chairs or absence of felt protection under chair legs and stool legs.
  - This floor is intended to be free-floated and therefore should NOT be glued down or bound at any time. If heavy objects are placed on the flooring causing a buckle, then the object should be moved to a different location.
  - EcoDense flooring cannot be installed in areas with extremely high temperatures or humidity such as saunas and pool areas.
  - EcoDense® flooring can be installed in full bathrooms. For this use a silicone edge sealant should be applied along all vertical walls and around tubs, toilets, and showers.
  - Surface damage or wear must be clearly visible, i.e., approximately one square inch.
  - Moldings not supplied by the EcoDense® supplier are not covered under this warranty.
  - The warranty only covers the factory-applied finish. Sanding or applying another finish may damage the floor and will void this warranty. EcoDense® can NOT be sanded down or refinished with other types of finishes.
  - Replacement flooring or accessories like moldings and stair noses may vary in color, shade and gloss from the installed flooring. Make sure to inspect and compare before installation. This warranty will NOT cover replacement planks and/or accessories after they have been installed.

### Warranty/Remedies

For claims accepted under this warranty, your EcoDense® supplier will repair or replace (at its own discretion) or cover the cost of the affected flooring. For a period starting from the original date of purchase we will during a 36-month period pay the reasonable labor cost to replace or repair the flooring if the original flooring was installed by professional labor and has a manufacturing defect (beyond 36 months from date of purchase labor will not be covered). If the product or color of the original purchase is no longer available, we will offer another product in our assortment of equal value.

The warranty thus only covers the flooring planks and professional replacement and NOT expenses, inconvenience, loss of time or other damages resulting from the issue claimed with the flooring.

To repair or replace a flooring plank or several planks you will need to remove or clear out at your expense any items covering the affected area.

The above-described remedy is the sole, exclusive, and maximum remedy available covered by this limited warranty.

No sales representative, dealer or distributor shall have any authority whatsoever to establish, expand or modify the EcoDense® limited warranties.