

Pergo® Limited Commercial Warranty



Pergo, Inc. warrants to the original purchaser for ten (10) years from the date of purchase that:

1. The laminate surface will not wear through.
2. The floor will not fade due to sun or electrical lights.
3. The floor will not stain.

The Pergo Select Commercial Limited Warranty is made subject to the following conditions

1. The flooring must be installed properly in accordance with Pergo, Inc.'s installation instructions.
 - Proper installation includes, but is not limited to, performing a moisture test to determine if excessive moisture exists in the sub-floor. A 6-mil. Polyethylene film vapor barrier is required on all concrete sub-floors regardless of grade or level. For glued installations, allow the floor to set overnight for 12 hours before resuming normal usage of the room.
 - If installing Pergo laminate floors over concrete, moisture test readings greater than 5lbs/24 hours/1,000 sq. ft. are unacceptable for installation unless site modifications or corrections can be made.
 - Do not use a Polyethylene film vapor barrier over organic sub-floors. Moisture readings must not exceed 10% throughout the entire installation.
 - Proper installation instructions for underlayments and glue are subject to minimum specifications.
 - Foam underlayment must meet or exceed 2.0 lb PE Foam (1.9 – 2 lb density), CFC Free, 1.8mm – 2.1 mm thickness.
 - Glue must meet or exceed PVAC dispersion with a viscosity of 8,000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight).
2. The flooring must be used only indoors in a dry, climate-controlled, commercial application. (See **Recommended Applications and Definition Guide**)
3. Warranty does not apply to any water damage including water damage caused by flooding, standing water (water that remains on the floor for more than 30 minutes), leaking pipes, mechanical failures, appliance leaks, pet urine or damage caused by water underneath the flooring including damage from sub-floor hydrostatic pressure (water under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water being below the flooring.
4. Surface wear must not have occurred as a result of incorrect maintenance (see **Care & Maintenance instructions**) or accidents, such as but not limited to damage caused by scratching, impact, cutting or chemicals. Gloss/sheen reduction is not surface wear.
5. Surface wear must be readily visible (i.e. approximately 1/2 sq. inch).
6. The warranty does not apply to Pergo moldings.
7. Installation of flooring that contains any manufacturing defect is not covered by this warranty.*
8. The flooring must be maintained in accordance with Pergo care and maintenance instructions.

Please note: Pergo laminate flooring exceeds ADS standards for level surfaces. However, the use of friction strips is recommended for inclined surfaces such as ramps.

WHAT'S COVERED AND FOR HOW LONG

Any claim under the Pergo Select Limited Commercial Warranty shall be made by contacting your retailer within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim.

If Pergo, Inc. accepts a claim under the Pergo Select Limited Commercial Warranty; it will repair or replace, at its option, the affected Pergo flooring material. This warranty covers the repair or replacement of affected Pergo flooring materials, it does not cover labor costs. If the design for which a claim is made is no longer available, Pergo, Inc. will replace the affected floor materials with another design of equal value. The warranty is not transferable. It extends only to the original end-consumer.

*In addition to the Pergo Select Limited Commercial Warranty, Pergo, Inc. warrants its products against manufacturing defects that exist in its product prior to shipment. Any manufacturing defect must be reported prior to product installation or, under any circumstance, no later than six (6) months after the date of purchase to be covered under this warranty. Pergo, Inc. will replace any such defective material. This does not include labor costs. Any damage that occurs during shipment is the responsibility of the shipping company.

DISCLAIMER

PERGO, INC. DISCLAIMS LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF PERGO, INC. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

THE ABOVE REMEDIES ARE THE CUSTOMERS' SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

Item #96014 Effective 4/15/03

CARE AND MAINTENANCE

- Clean the floor using a vacuum with hard-floor attachments. (Do not use vacuum cleaners with a beater bar attachment.)
- Do not use steam cleaners or cleaning machines that buff the floor.
- Never wax, polish, sand, or lacquer the floor.
- Wipe soiled spots with a cloth dampened with clean water. Make sure the cloth is thoroughly wrung out. Never flood the floor with water or cleaner.
- Pergo strongly recommends the use of Pergo Spray Cleaner. However, a solution of 1 cup ammonia to 1 gallon of water or 1 cup vinegar to 1 gallon of water is effective.
- Do not use soap or detergent-based cleaners, wax-based products or any type of polish on Pergo floors. These cleaners leave a dull, filmy residue.

- Dry the floor thoroughly with a clean, soft cloth.
- Do not use abrasive cleaners or steel wool.
- Remove stubborn stains such as adhesive, paint, asphalt, oil, etc. with alcohol, acetone or nail polish remover.
- Plastic casters must be replaced with rubber wheels.
- Place protective felt floor protectors under chair and table legs and with other movable furnishings to help prevent scratches and scuffs.
- Walk-off mats are required at door entrances to the outside.
- Do not drag heavy furnishings or appliances across the floor.

For more information about Pergo® Select Flooring or other Pergo brand products, call 1-800-33-PERGO or visit our web site at www.pergo.com



WARRANTY REGISTRATION CARD

Please fill out the front and back of this card as soon as you've purchased your new Pergo flooring and send it to Pergo, Inc. Also include a copy of your original purchase receipt as it will expedite warranty service. You can also register on-line at www.pergo.com.

1 Your Name _____

2 Store Name _____

Date Purchased _____

Address _____

Address _____

City _____

City _____

State _____ Zip _____

State _____ Zip _____

E-mail Address _____

Installation information:

- How was your floor installed?
- Self
 - Professionally installed – Pergo Endorsed Installer
- PIN number: _____

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Recommended Applications and Definitions Guide for Pergo Select Limited Commercial Warranty

LEGEND ■ Highly Recommended
 ■ Recommended
 ▲ Not Recommended

Retail

Hallways	■ ■
Novelty Shops/Boutiques	■ ■
Product Display Areas	■ ■
Sales Floors	■ ■
Showrooms	■ ■
Checkout — cannot bolt cash registers or furnishings to the floor	■
Entryways — walk off mats required	■
Hair Salons	■
Food Service	▲
Department Store Corridors	▲
Storage Areas	▲

Medical Offices

Hallways	■ ■
Patient Check-up Rooms — No invasive procedures/risk of bodily fluids	■ ■
Waiting Rooms	■ ■
Entryways	■
Procedure Rooms	■
Storage Areas	■
Veterinary Clinics	■
Nursing Homes	■

Hotels

Guest Rooms	■ ■
Lobby	■
Conference/Meeting Rooms	■
Dining Areas	■

Offices and Restaurants

Hallways	■ ■
Lounge	■ ■
Offices/Meeting Rooms	■ ■
Cafeteria/Break Rooms	■
Dining Areas	■
Entryways	■
Lobby	■
Fast Food	▲
Food Service	▲
Storage Areas	▲

Institutional/Light Industrial

Classrooms/Meeting Rooms	■ ■
Hallways	■ ■
Entryways	■
Residence Halls/Dorm Rooms	■
Residence Halls/Common Areas	■
Bathrooms	▲
Cafeterias/Break Rooms	▲
Food Service	▲
Laboratories	▲
Storage Areas	▲

Pergo Select Specifications

(See carton or website for dimensions — www.pergo.com.)

Characteristics	Test Method	Measure
Wear Resistance	EN13329: 2000	AC5
Level of Use*	EN13329: 2000	Approved for commercial classes 31, 32, and 33
Impact Resistance	EN13329: 2000	IC3
Static Resistance (mm)	EN13329: 2000	0/00mm
Static Resistance (kg/cm2)	PFLS	>500 kg/cm2
Resistance to cigarette burns	EN 438	Class 4
Resistance to staining	EN13329: 2000	Class 5
Light resistance	EN13329: 2000	Class 7
Impact sound level	ISO 717-2 FOAM	Lw=18-20 dB
Thermal Insulation (including PE film) FOAM	DIN 52612	<0/14-0.15m ² /K/W
Thermal Insulation (including PE film) FILM	DIN 52612	<0/14-0.15m ² /K/W
Anti static resistance	DIN 51953	2x10 ¹⁰ Ω
Electric charge deviation	DIN 54345	0.9kV
Caster chair	EN13329: 2000	No damage
Formaldehyde emission	EN 717 ASTM E 1333	<0.10 ppm
Slip Resistance	ASTM C 1028-89	<0.20 ppm
Smoke Density	ASTM E 662-95	Flaming Non-Flaming 269 424
Critical Radiant Flux	ASTM E 648-91	Exceeds requirements Class 1 (Best Value)

* Not approved for level of use classes 34, 41, 42 or 43.
 Commercial = Areas considered for public and commercial use.
 Industrial = Areas considered for light industrial use.

Class	Approval	Application	Level of Use	Description
31	Yes	Commercial	Moderate	Areas with low or intermittent use
32	Yes	Commercial	General	Areas with medium traffic
33	Yes	Commercial	Heavy	Areas with heavy traffic
34	No	Commercial	Very Heavy	Areas with intensive use
41	No	Industrial	Moderate	Areas where work is mainly sedentary and occasional use of light vehicles
42	No	Industrial	General	Areas where work is mainly standing and/or with vehicle traffic
43	No	Industrial	Heavy	Other industrial areas

Pergo is a registered mark of Pergo, Inc. Pergo, Inc. is authorized to modify or change the limited warranties applying to its products. Pergo, Inc. reserves the right to make alterations to its products.
 When installing Pergo in special situation areas such as: terrazzo, pier and beam, radiant heating and to also learn how to properly acclimate your floor, please contact our consumer help line at 1-800-33-PERGO (1-800-337-3746) or log on to www.pergo.com to obtain important additional information.

3 Pattern number or name _____

Pergo Brand: Select

Quality code (on end of box or back of plank) _____

I purchased _____ cartons of flooring OR

I purchased _____ square feet of flooring

A copy of my original purchase receipt is enclosed.

Date purchased _____

4 Please provide a description of the commercial application that you used for this purchase.

5 Would you like to share your comments?

Please mail this form today with a copy of your original sales receipt to:

Pergo Warranty Program
 c/o Pergo, Inc.
 Warranty Department
 P.O. Box 1775
 Horsham, PA 19044-6775