

Please keep these important papers regarding your flooring on hand for future reference:

- This warranty
- Original receipt

Retaining these documents ensures that you'll have all the necessary paperwork handy in the unlikely event of a warranty claim. Pergo also recommends keeping excess planks from your installation for your warranty and in case you ever need to make a repair.

If you have any questions regarding your product warranty, visit [lowes.com](https://www.lowes.com) or [pergoflooring.com](https://www.pergoflooring.com).

All warranty information in this brochure is effective September 2023.

## PERGO LIMITED LIFETIME RESIDENTIAL WARRANTY

### FOR FLOOR INSTALLATIONS ONLY

#### **Manufacturing Defect Warranty**

Pergo warrants to the original buyer that the flooring will be free of defects in material and/or workmanship in accordance with the terms of this warranty for as long as the buyer owns the home.

#### Terms and Conditions

- This limited warranty only covers the flooring under normal residential use when Pergo installation and maintenance instructions are followed properly.
- This warranty only applies to inherent defects that were not visible before or during the installation of the flooring.
- Flooring planks or accessories must be checked carefully for material defects before and during installation under sufficient lighting. Installation indicates acceptance of quality.

#### Exclusions

- These limited warranties do not cover damage to the flooring that occurs during shipment or installation.
- Installation of flooring that contains any obvious or visible manufacturing defect are not covered by these limited warranties.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- These limited warranties do not apply to flooring that has been subjected to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of flooring in a residential environment; or damage of mechanical nature.

#### **Wear Resistance Warranty**

As a result of normal use, the protective layer will not wear through to the decorative layer.

#### Terms and Conditions

- Gloss change is not considered surface wear.
- In beveled-edge products, this wear resistance warranty does not include wear along the edges of the planks less than 3/16" (5 mm) from the edge.
- Refinishing the flooring voids the wear resistance warranty.
- Wear of the design layer must be readily visible, covering at least one square inch.
- Chair pads or mats must be used under caster chairs.

#### **General Stain Warranty**

Pergo warrants to the original buyer that the flooring will not stain under normal household use for as long as the buyer owns the home.

#### Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- Topical spills should be removed promptly using a clean dry or damp cloth. If additional cleaning is needed, use a Pergo recommended product and a microfiber cloth.
- This warranty excludes pet stains.

#### **Fade Resistance Warranty**

The flooring will not fade from exposure to sunlight or artificial light for as long as the buyer owns the home.

## WET WARRANTY

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### WetProtect Warranty

WetProtect is a no-exclusions wet warranty that covers damage from all common household spills, domestic household pet accidents, damp and wet mopping. In addition, the coverage includes damage to both the flooring and subfloor from topical moisture for the life of the product.

#### Terms and Conditions

- Subfloor damage is defined as visible damage to the surface of a concrete or wood subfloor, including mold or mildew growth, rot or decay caused by topical moisture leaking through the joint system.
- In all cases, subfloor damage must be the result of topical moisture leaking through a properly installed joint.
- See General Wet Warranty Terms and Conditions for additional information regarding this WetProtect Warranty.

### Steam Mop Warranty

A residential steam mop may be used, provided the steam is applied to a microfiber pad and not applied directly to the floor.

#### Terms and Conditions

- Make sure to set the temperature of the steam mop to the appropriate setting for wood or laminate floors, or to the lowest setting.
- Steam mop in the length direction of the planks only.

### General Wet Warranty Terms and Conditions

Unless otherwise specified, topical spills refer to normal household substances. All spills should be removed promptly, using a clean dry or damp cloth. If additional cleaning is necessary, use Pergo recommended products and microfiber cloth.

- These warranties are contingent on proper care and maintenance. Please refer to the Pergo TimberCraft Care and Maintenance Guide for full instructions.
- These warranties are contingent on proper installation. Please refer to the Pergo TimberCraft Installation Guide for full instructions.
- Complete waterproof coverage requires a perimeter seal in accordance with the applicable product's installation instructions. Pergo strongly recommends a professionally installed perimeter seal. If the original owner or installer chooses to forgo perimeter sealing, waterproof coverage is impacted and limited. In the event of water or moisture damage related to moisture contact on an unprotected area due to failure to properly seal the perimeter (*including but not limited to leaks, spills, wet mopping, or steam mopping*), the coverage will not apply. This does not impact water damage unrelated to failure to perimeter seal.
- The flooring is not designed to withstand flooding, acts of God, plumbing accidents or leaking appliances (*icemakers, dishwashers, clothes washers, etc.*). These and other casualty events are not considered topical spills.
- The flooring is not designed to withstand water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (*water or moisture under the floor that is transmitted to the surface through exerted pressure*) or other conditions that result in water or moisture beneath the flooring.
- The flooring is not designed to withstand damage from moisture that originates from outside the room where it was installed.
- Consequential damages, including any medical issues related to mold or mildew growth, is not covered by this warranty.
- For residential warranty claims involving subfloor damage, Pergo will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods.
- For residential claims involving wood subfloor damage, Pergo will cover reasonable labor and materials costs to repair or replace only the damaged sections of subfloor.
- Replacement or cleaning of insulation, floor joists or other structural, mechanical or electrical components is not covered by this warranty.

### Joint Integrity Warranty

The flooring joints will remain secure under normal use for as long as the buyer owns the home.

#### Terms and Conditions

- Responsibility under this warranty only applies to flooring defects that were not visible before or during the installation of the product.
- This warranty only applies to open joints greater than 0.015 inches (*0.381 mm*).

### Pet Protection

Pet stain protection covers all pets and all accidents for the specified duration. The flooring will resist staining from vomit, urine and feces of all domestic pets.

**Antimicrobial\* Warranty**

Antimicrobial protected flooring is effective against certain common bacteria that cause stains, odors and product degradation. The antimicrobial product protection will not be removed by proper care and cleaning.

- Antimicrobial product protection is limited to the top surface of the product only.
- \*Antimicrobial flooring is not designed to protect users from disease-causing bacteria.
- Pergo disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical or other expenses.
- In the event of a warranty claim, Pergo may inspect the product and determine the extent to which the protection has been diminished.

**PERGO LIMITED LIGHT TO MEDIUM COMMERCIAL WARRANTY**

**Limited 20 Year Light to Medium Commercial Warranty**

When installed properly within a light to medium commercial environment, the flooring is warranted against manufacturing defects, wear and staining in accordance with all previously stated terms and conditions.

**Light to Medium Commercial Fade Warranty**

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.

**Terms and Conditions**

- These commercial warranties apply only to the original purchaser.
- Rolling traffic or heavy traffic is excluded from these warranties.
- These commercial warranties apply only if used in one of the following areas:

**Retail**

Entryway\*  
 Sales Floor  
 Showroom  
 Checkout  
 Breakroom  
 Dressing Room  
 Office  
 Storage Room

**Offices**

Entryway\*  
 Lobby  
 Hallway  
 Office  
 Conference Room  
 Meeting Room  
 Breakroom

**Multi-family Housing**

Entryway\*  
 Lobby  
 Common Area  
 Hallway  
 Office  
 Storage Room  
 Individual Housing Unit

**Doctor's Office**

Entryway\*  
 Lobby  
 Waiting Room  
 Hallway  
 Nurses' Station  
 Office  
 Breakroom  
 Storage Room

**Education**

Entryway\*  
 Lobby  
 Hallway  
 Office  
 Classroom  
 Storage Room  
 Residence Hall  
 Common Area

**Hotels**

Entryway\*  
 Lobby  
 Hallway  
 Guest Room  
 Conference Room  
 Meeting Room  
 Kitchenette  
 Lounge  
 Office

**Restaurants**

Entryway\*  
 Lobby  
 Hallway  
 Office

\*NOTE: Walk-off mats are required at all entryways.

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/ water exposure. Other than the specific warranty identified above, Pergo provides no additional warranties and Pergo does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Pergo is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Pergo representative for questions on performance in specific locations.

**General Terms and Conditions** (for both residential and commercial)

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the person stated as the buyer on the purchase document(s).
- These limited warranties apply only to first-quality product purchases made after the edition date of this document.
- These limited warranties do not apply to moldings.
- The product must be properly installed according to Pergo's written Installation Instructions, available from [lowes.com](http://lowes.com) or [pergoflooring.com](http://pergoflooring.com).
- Flooring installed with visible defects is not covered by these limited warranties.
- These limited warranties do not apply to flooring that has been re-installed in a second location.

- The product must be installed in an indoor, climate-controlled private residence or light commercial environment.
- Damage that occurs during shipment or installation is not covered.

The flooring must be maintained in accordance with Pergo's written Care and Maintenance instructions, available from [lowes.com](https://www.lowes.com) or [pergoflooring.com](https://www.pergoflooring.com).

- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, buffers or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused impact, gouging or cutting.
- Scratching during and after installation is not covered by these limited warranties.

The flooring is designed for normal residential or light to medium commercial use.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
- These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood floor in a residential environment; or damage of mechanical nature.

## CARE AND MAINTENANCE

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Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring. For full details, refer to the Care and Maintenance Guide, available from [lowes.com](https://www.lowes.com) or [pergoflooring.com](https://www.pergoflooring.com)

### Preventative Maintenance

#### Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

#### Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- They should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

#### Furniture

- Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture and covering the part resting on the floor.
- Chair casters should be rubber, not plastic or metal. Chair pads should be used under chair casters.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

#### Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes or shoes in need of repair.
- Routinely clean vacuum wheels, brush, and head, and periodically inspect for foreign objects.
- Close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.

- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

#### **Routine Care**

The amount of daily usage will determine how often cleaning is required.

##### Day to Day Cleaning

- Dust mop, sweep and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- **WARNING:** Vacuums with beater bar or power rotary brush head should never be used on laminated wood flooring.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

##### Occasional Cleaning

- Occasionally wet mop with water only, using a well wrung out mop.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- A residential steam mop may be used, provided the steam is applied to a microfiber pad and not applied directly to the floor.
  - Make sure to set the temperature of the steam mop to the appropriate setting for laminated wood floors or to the lowest setting.
  - Steam mop in the length direction of the planks only.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

##### Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth with a Pergo recommended cleaner, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

##### Spot Removal

- Immediately use a microfiber cloth and rub the area, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

##### Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, or other household products to clean the floor.
- Vacuums with beater bar or power rotary brush head should never be used on laminated wood flooring.
- Never use power scrubbers to clean the floor.

## FILING A CLAIM

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Our laminated wood flooring is engineered to provide years of durable service. In the unlikely event of a claim, notify Lowes in writing. To qualify for repair or replacement, the buyer or installer must provide the original dated sales receipt or other documentation to demonstrate proof of purchase. The following terms and conditions will apply.

### Visual Defects

- For visual defects, the owner or installer has up to 30 days from the time of installation when a visual defect is identified to file a claim with the retailer.
- Lowes must be informed in writing of visual defects within 30 days. After this time has elapsed, no further complaints will be accepted.

### All Other Defects

For all other defects not visible at the time of installation, claims may be made at any time during the stated duration of the warranty.

### Replacement or Repairs

At its option, Pergo will repair or replace any defective planks during the specified warranty period.

- Terms of these warranties will be dependent on original date of purchase.
- Upon approval of the warranty claim, Pergo will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with Pergo instructions within ninety (90) days after the claim is approved, or all rights under the limited warranty will be deemed waived.
- If the product design for which a claim is made is no longer available, Pergo will replace the affected floor materials with another design of equal or greater value at Pergo's discretion.
- If Pergo, in its sole discretion, determines that such repair or replacement is not reasonably achievable, Pergo may choose to refund the purchase price of the affected flooring.
- At its option, Pergo will cover reasonable labor costs for replacement of repairs if the original product was professionally installed.
- The above remedies are the sole and exclusive remedies for claims on all products.
- These limited warranties offer specific legal rights, which may vary from state to state.

Pergo will repair or replace the area of defective product at its option. When replacement of the flooring is made, only new planks from the current product range at the time the complaint is upheld will be supplied. If the product has been discontinued, the closest product(s) will be supplied for the repair of the defective area only. There will be no other form of compensation. Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product. If the product was originally professionally installed, Pergo will cover reasonable labor costs for any defective product.

## NO IMPLIED WARRANTIES / SPECIAL DAMAGES

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ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing.

PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

PERGO SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of Pergo responsibilities.

## CONTACT INFORMATION

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For further information or questions regarding these limited warranties, please contact [lowes.com](http://lowes.com) or visit [pergoflooring.com](http://pergoflooring.com). Additional questions can be directed to our technical services.

- [pergoflooring.com/contact-us](http://pergoflooring.com/contact-us)
- 1-800-33-PERGO (1-800-337-3746)