

Limited Warranty for Luxury Vinyl Flooring Installations Only

Pergo warrants its Luxury Vinyl Flooring for defects in material and/or workmanship that relate to the performance of the flooring in accordance with the terms of these warranties and during the stated period of the warranty.

Limited Warranties

Standard Warranties

The following limited warranties apply to all Pergo Luxury Vinyl Flooring products:

Joint Integrity

- Pergo warrants that the locking system contained in your Luxury Vinyl Flooring will not fail.

Manufacturing Defects Warranty

- Pergo warrants that your Luxury Vinyl Flooring will be free of manufacturing defects.

Waterproof Warranty

- Pergo warrants that your Luxury Vinyl Flooring will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water¹.

Household Stain Resistance Warranty

- Pergo warrants your Luxury Vinyl Flooring will resist stains from common household products, excluding permanent marker, permanent dyes, and finishing stains.

Wear Resistance Warranty

- Pergo warrants that your Luxury Vinyl Flooring will resist wearing through the wear layer under normal household conditions².

These limited warranties are subject to the conditions described in the “Conditions” section below.

Product Specific Warranties and Warranty Periods

The following chart shows additional limited warranties that are available for your Pergo Luxury Vinyl Flooring products.

The chart also shows the warranty period for each product. The warranty period applies to all standard and product-specific warranties.

	Limited Residential Warranty Period	Limited Light Commercial Warranty Period	Dent Proof	Pet Safe	Antimicrobial
Pergo Defense+ 6 mm / 20 mil	Lifetime ³	15 years	Y	Y	Y

These limited warranties are subject to the conditions described in the “Conditions” section below.

Dent Proof

- Pergo warrants that the vinyl layer of the floor plank or tile will not indent from normal uses of the product. Vinyl layer indentation is defined as a visual impression that can be measured greater than 0.080” (2mm) from everyday household drops of no more than 72” (1.8m) from the floor.

Pet Safe

- Pergo warrants that your Luxury Vinyl Flooring will resist stains from all domestic pets, including stains from vomit, urine, or feces.

Antimicrobial Protection

- Pergo warrants that the antimicrobial product protection on the top surface will not wash off from proper care and cleaning.

¹ The Waterproof Warranty applies to the Pergo product itself and does not extend to damage of the subfloor or adhesives. The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product and does not cover flooding or intentional damage or misuse.

² Wearing-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss change is not considered wear and is not covered by this warranty.

³ Lifetime refers to the normal useful life of the product.

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Obligations Of Owner

- Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.
- These warranties apply to Pergo Vinyl Flooring to the extent product is installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit www.Pergo.com. The original owner agrees to provide proof of purchase and compliance with recommended installation and maintenance procedures when a claim is filed.
- If you find a defect or other matter covered by any of the limited warranties described previously, notify the retailer who sold you the floor covering material. The retailer will review and, if necessary, file a claim with Pergo and help answer any questions you may have.

General Terms And Conditions

Pergo Luxury Vinyl Flooring is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or Pergo sales representative.

1. These warranties apply only to the original owner and the first installation of the product and are non-transferable. The “original owner” is the person stated as the buyer on the purchase document(s).
2. Pergo will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. If the product was originally professionally installed, Pergo will evaluate additional costs associated with any defective product.
3. Pergo’s responsibility under these warranties only applies to hidden defects that were not visible before or during the installation of the Pergo Luxury Vinyl Flooring. Material installed with visible defects is considered accepted by the owner.
4. These warranties do not apply to Pergo Luxury Vinyl Flooring that has been subject to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of Pergo vinyl flooring in a residential or light commercial environment. These warranties apply only to indoor installations of flooring in dry and climate controlled conditions. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with casters must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective caster cups³.
5. These warranties apply only to first quality Pergo Vinyl Flooring purchases. Pergo is not responsible for damages to the extent caused by a failure to install product in accordance with Pergo Vinyl Installation Guide over approved substrates and underlayments or a failure to use the recommended adhesives and seam bonds/sealers. The warranty period begins on the date of the original installation.
6. The Waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements, or anything not related to Luxury Vinyl Flooring. Any damage resulting from mold and mildew growth is not covered under the Waterproof warranty.
7. For pet related issues, clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under these warranties.
8. Walk-off mats must be placed at all exterior entrances to protect Pergo Vinyl Flooring. Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Pergo Vinyl Flooring. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions. This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.

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9. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products).
10. These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions related to water or moisture originating below the floor.
11. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non-warranty related repairs are excluded from coverage.
12. TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES⁴ 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. PERGO WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.
13. Antimicrobial protection is effective against certain common bacteria that cause stains, odors, and product degradation. Antimicrobial protection is not designed to protect users from disease-causing bacteria.
14. Pergo disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical expenses. Antimicrobial product protection is limited to the protection of the product itself and does not protect against disease-causing bacteria.
15. In the event of an antimicrobial warranty claim, Pergo may examine the product and determine the extent to which the protection has been diminished.
16. THESE LIMITED WARRANTIES CONSTITUTE 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.

³ Manufacturer does not recommend the use of casters on any flooring without appropriate chair pads.

⁴ By implied warranties Pergo means warranties 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 the original owner.

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Light Commercial Defined

Pergo warrants only first quality products for recommended light commercial use such as those outlined in the below Light Commercial Application Chart. Products will perform as warranted for the stated warranty period **when installed in accordance with the Pergo Vinyl Flooring Installation Guide** over approved substrates and underlayments, using the **recommended adhesives** if applicable.

- Light Commercial use is defined as use in environments, that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic.
- The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered “Light Commercial”, please contact Pergo Technical Services prior to purchase and installation.
- Pergo is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

Commercial Building Type	Examples Of Commercial Business Type	Recommended Application Areas
Healthcare	Clinics, Retirement Centers, Doctors’ Offices, Hospice, Assisted Living	All Non-required “Clean Room” Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
Corporate	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
Retail	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
Multi-Family Housing	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
Hospitality	Hotel, Motel, Restaurants	Guest Rooms, Lobbies, Hallways (excluding Commercial Kitchens)
Education	Daycare, Preschool, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Classrooms, Auditoriums, Libraries (excluding Gymnasiums)

Care And Cleaning

Your Pergo LVT flooring will provide years of enjoyable use. You will find that it is not only beautiful, but durable. It is also much easier to maintain than most other flooring products, thanks to its tough protective finish and moisture resistance. It only takes a few simple care and maintenance steps to keep your Pergo floor looking beautiful for years to come.

Preventative Maintenance

- Prevent indentations and scratches with the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking in tar or asphalt from driveways.
- Avoid high heeled shoes on your floor, as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning and Maintenance

- Spills should be cleaned up immediately.
- Use a damp mop to remove loose dirt.
- Wash the floor with non-abrasive, neutral pH floor cleaner.
- Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow the floor to dry completely.
- A residential steam mop may be used for Pergo Defense Plus products, 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 vinyl floors, or to the lowest setting. Steam mop in the length direction of the planks only.

DO NOT use the following on your Pergo floor:

- Soap based detergents
- Abrasive or mop-and-shine products
- Floor wax
- Ammonia
- Vacuum cleaner with a rotating beater bar

Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. Always place hardboards over flooring or lift and carry furniture and other heavy items.