

Blackstone Waterproof Flooring

25 Year Residential / 5 Year Commercial Limited Warranty for Water Proof Flooring

The manufacturer warrants to the original end consumer of laminate flooring panels, for 25year Residential/ 5 year Commercial from the date of the purchase that:

- The panels will not fade from artificial lighting
- The panels will resist stains from normal household consumable items such as food or drink
- The panel joints will remain secure after installation.
- The panels are free from manufacturing defects.
- The panels will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)

Pre-installation Inspection

Inspection of all flooring materials for defects must be done before installation. Materials with visible defects are not covered under warranty once they are installed. The flooring should be acclimated in

the room(s) where it will be installed for at least 48 hours. Acclimating the floor can be done by leaving it inside the box. Please immediately contact the retailer if the installer or buyer believes that the flooring is the wrong color, the wrong gloss level, or there is a manufacturing defect. No claims will be accepted for flooring which is visibly wrong if such flooring has already been installed.

Moisture Warranty

The Moisture Warranty applies under normal household spills, wet mop and pet urines that are wiped up within a reasonable time period. Though Blackstone Core materials can withhold more than 30 days submerged under water(as tested), the warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks that the time period can't be traced by Inspectors. In such worst case scenario as mentioned above, distributor may cover and provide few or more(reasonable size, but not more than 200SF) boxes for repair (Please be advised and act quick in any of the above cases.)

Heat

Please be cautious that the temperature of the sub-floor or the heat radiating from electric heating mats should not exceed 84 degrees Fahrenheit (29 degrees Celsius).

Manufacturer's Inspection Rights

Manufacturer shall be allowed to inspect products claimed to be defective. If and when the claim is determined to be of a manufacturing defect, manufacturer will repair or replace the defective material at a reasonable labor cost.

This limited warranty is made subject to the following conditions:

- The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions, and must be used only for indoor use, according to its utility rating.
- The limited warranty does not cover negligence, improper installation or maintenance, insufficient protection, improper alterations to the original material, insects, severe accidents, exposure to extreme heat, burns, fire, natural disasters or Acts of God.
- The surface wear or damage is readily visible, i.e. a minimum of one square inch, and is not the result of sand or other abrasive materials.

- The surface wear or damage is not the result of abuse, improper care and maintenance, sliding furniture or heavy objects across the floor without protection, severe impact, scratching, cutting, or chemical damage.

- This limited warranty applies to water damage from normal household spills when removed promptly.

- This limited warranty does not cover mouldings or accessories.

- This limited warranty only covers the original material purchaser.

Laminate flooring panels installed with any manufacturing defect are not covered by this limited warranty. Any known manufacturing defect must be reported *prior to* product installation, or under any circumstances, no later than thirty (30) days after the date of purchase, in order to be covered under this limited warranty. Any such defective material will be replaced at no additional cost to the customer. Any damage that occurs during shipping is the responsibility of the shipping company.

Limitation on your warranty coverage

Any of the following conditions will reduce or invalidate our warranty.

1. **Visible Defects**- Visible defects are those defects which are apparent on the face or edges of the flooring. They must be noted by the installer and reported prior to installation so that replacement flooring can be furnished prior to installation.

2. **Improper Installation**- Improper installations, performed in a way that is contrary to the specifications that accompany the flooring, can cause problems with laminate flooring. We will not replace any flooring with defects that were caused by improper installation.

3. **Improper Maintenance or Inadequate Care**- Your laminate flooring product requires maintenance. Please follow the instructions that are recommended in all laminate flooring product literature. We will not replace any damaged by improper maintenance or inadequate care.

4. **Accidents, Abuse or Abnormal Wear**- We do not cover any damages resulting from accidents or abuses that stain or scratch the finish, diminish gloss, or indent the surface of the wood. We also do not cover damage caused by heavy or concentrated foot traffic, rot, termite, or beetle infestation.

5. **Indentation from Stiletto Heels in Shoes**- A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8 inch. Walking on any wood surface with stiletto heels is considered an abusive situation.

6. **Problem with Moisture or Dryness**- We do not cover damage caused by wetting or the presence of excessive moisture left on the flooring, or by dry condition.

7. **Excessive Sunlight**- This can cause discoloration. Draperies or shade will usually provide adequate protection.

8. **Color Difference from Samples**- This warranty does not cover the difference in shades between color samples and the color of the actual installed flooring.