PERGO Pro+ with WetProtect THE RIGHT KIND OF WATERPROOF

LAMINATE WOOD FLOORING LIMITED WARRANTY

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. The manufacturer 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 pergoflooring.com or call 1-800-337-3746.

All warranty information in this brochure is effective March 2026.

Limited Lifetime Residential Warranty

Manufacturing Defect Warranty

The manufacturer 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 the 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 transportation or installation.
- These warranties do not extend to installer workmanship.
- Installation of flooring that contains any obvious or visible manufacturing defects is 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 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 inch *(5 mm)* from the edge.
- Wear of the design layer must be readily visible, covering at least 1 square inch.
- Pads or mats must be used under all furniture with caster wheels.

General Stain Warranty

The manufacturer warrants to the original buyer that the flooring will not stain under normal household use for the specified duration.

Terms and Conditions

- This warranty does not apply to stains as a result of chemical or industrial products other than recommended cleaning products.
- Please see the Pergo Pro+ Care and Maintenance document for recommended cleaning products and practices.
- This General Stain Warranty excludes pet stains. For Pet Stain Warranty information, please see the Pet Protection section.

Fade Resistance Warranty

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

Wet Limited Warranty

WetProtect® Warranty

WetProtect is a no-exclusions wet warranty that covers damage from all common household spills, domestic household pet accidents, and steam, wet, or damp 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 and 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.

- Make sure to set the temperature of the steam mop to the appropriate setting for this product 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 Pro+-recommended products and a microfiber cloth.

- These warranties are contingent on proper care and maintenance. Please refer to the Pergo Pro+ Care and Maintenance section for full instructions.
- These warranties are contingent on proper installation. Please refer to the Pergo Pro+ Installation Guide for full instructions.
- Complete wet warranty coverage requires the perimeter of the floor to be sealed in accordance with the product's installation instructions. The waterproof warranty does not apply to damage at an unsealed perimeter, including, but not limited to, leaks, spills, pet urine, or wet mopping.
- If you choose to forego perimeter sealing and damage occurs in areas of the floor unassociated with the unsealed perimeter, the damage will remain fully covered by the waterproof warranty.
- 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, are not covered by this warranty.

Joint Integrity Warranty

The flooring joints will remain secure under normal use.

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 inch *(0.381 mm)*.

Pet Protection

Pet Stain Protection Warranty

The Pet Stain Protection Warranty covers all pets and all accidents for the lifetime of the floor. The flooring will resist staining from vomit, urine, and feces of all domestic pets.

General Pet Protection Warranty Terms and Conditions

Pet Stain Warranty covers all domestic pets for the specified duration.

- If your covered floor is stained by a domestic pet we will replace the affected planks.
- A "pet stain" is defined as staining from vomit, urine, or feces of all domestic pets.

5-Year Commercial Warranty

Limited 5-Year Light Commercial Warranty
When installed properly within a light commercial environment, the flooring is warranted against manufacturing defects, wear, and staining in accordance with all previously stated terms and conditions. Refer to relevant sections for details.

Light Commercial Fade Warranty
The flooring will not fade from exposure to sunlight or artificial light.

Terms and Conditions

- These commercial warranties apply only to the original purchaser.
- These commercial warranties apply only in areas listed in the commercial application chart below.
- Rolling traffic or heavy traffic is excluded from these warranties.
- Pads or mats must be used under all furniture with caster wheels.

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 warranties identified above, the manufacturer provides no additional warranties, and the manufacturer 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. The manufacturer 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.

Light Commercial Defined
The manufacturer warrants only first quality products for recommended light commercial use such as those outlined in the following Light Commercial Application Chart. Products will perform as warranted for the stated warranty period when installed in accordance with the Pergo Pro+ Installation Guide over approved substrates and underlayments.

- "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.
- For questions as to the type of use that is considered "light commercial," please contact Technical Services prior to purchase and installation.
- The manufacturer is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

Retail	Offices	Multi-Family Housing	Restaurants
Entryway*	Entryway*	Entryway*	Entryway*
Sales Floor	Lobby	Lobby	Lobby
Showroom	Hallway	Common Area	Hallway
Checkout	Office	Hallway	Office
Breakroom	Conference Room	Office	
Dressing Room	Meeting Room	Storage Room	
Office	Breakroom	Individual Housing Unit	
Storage Room			

Light Commercial Application Chart cont.

Doctor's Office	Education	Hotels	Nursing Homes
Entryway*	Entryway*	Entryway*	Great Room
Lobby	Lobby	Lobby	Dining
Waiting Room	Hallway	Hallway	Corridor
Hallway	Office	Guest Room	Units
Nurses' Station	Classroom	Conference Room	Living
Office	Storage Room	Meeting Room	Activity Room
Breakroom	Residence Hall	Kitchenette	Memory Care Unit
Storage Room	Common Area	Lounge	Foyer
		Office	
		Restaurants	

*Walk-off mats are required at all entryways.

General Terms and Conditions

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 the manufacturer's written installation instructions, available from pergoflooring.com.
- Radiant heat systems will not void the residential flooring warranty, provided that all installation instructions are properly followed. Refer to the installation guide for further information.
- 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.
- These warranties do not extend to installer workmanship.
- Product failure due to alternative installation products are not covered under this limited warranty.

The flooring must be maintained in accordance with the manufacturer's written care and maintenance instructions. Refer to the Pergo Pro+ Care and Maintenance section for full instructions.

- 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.

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

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including, but not limited, o 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 this product in a residential environment; or damage of mechanical nature.

Care and Maintenance

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.

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.
- Interior mats 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 1 inch in diameter under furniture and covering the part resting on the flooring.
- Pads or mats must be used under all furniture with caster wheels.
- 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.

Wheelchair / Rolling Static Load

- Pergo warranties do not exclude or limit residential wheelchair use.
- The combined weight of chair and occupant should be less than 1,000 pounds.
- You may occasionally get black marks on the flooring from the rubber wheels, but these marks are easily removed using acetone *(fingernail polish remover)*.

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 parts, and periodically inspect for foreign objects.
- 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 this 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.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- 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.
- Steam mop in the length direction of the planks only.
- Make sure to set the temperature of the steam mop to the lowest appropriate setting.
- Allow floor to dry completely before replacing interior mats.

*See Wet Warranty section for details.

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, 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, if needed, working from the outside of the stain 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.

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 this flooring.
- Never use power scrubbers to clean floor.

Filing a Claim

Our products are engineered to provide years of durable service. In the unlikely event of a claim, notify the distributor or retailer 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

- The distributor or retailer must be informed in writing of visible defects on uninstalled planks within 30 days of invoice. After this time has elapsed, no further complaints will be accepted.
- For visible defects on uninstalled planks, the retailer has up to 30 days to file a claim after receiving written notice.

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, the manufacturer 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, the manufacturer will provide owner or installer with instructions for repairs or replacement. The owner or installer must comply with the manufacturer's 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, the manufacturer will replace the affected floor materials with another design of equal or greater value at the manufacturer's discretion.

Filing a Claim cont.

- If the manufacturer, in its sole discretion, determines that such repair or replacement is not reasonably achievable, the manufacturer may choose to refund the purchase price of the affected flooring.
- At its option, the manufacturer 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. There will be no other form of compensation.
- These limited warranties offer specific legal rights, which may vary from state to state.
- Responsibility under this warranty only applies to defects that were not visible before or during the installation of the product.

No Implied Warranties / Special Damages

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.

THE MANUFACTURER 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 the manufacturer's responsibilities.