

Pergo DuraCraft® RE + WetProtect® Limited Warranties

Pergo DuraCraft RE + WetProtect Limited 6-Month Manufacturing Warranty

The manufacturer provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring.

Pergo DuraCraft RE + WetProtect Limited Lifetime Residential Warranty

The manufacturer warrants that your flooring will be 100% waterproof and the structural integrity of the floor will not be diminished by exposure to water.

The manufacturer provides the following limited lifetime residential warranty to the original purchaser for as long as he or she owns the flooring: (1) The floor surface will not wear through; (2) the floor will not fade due to sun or electrical light; (3) the floor will not stain; (4) the floor will not be damaged due to wet mopping or everyday household spills; (5) the joints will remain secure under normal use conditions; and (6) the subfloor layer immediately below the floor will not be damaged due to wet mopping or everyday household spills penetrating properly installed joints. "Subfloor damage" is defined as visible microbial growth on the surface of a concrete or wood subfloor due to topical moisture penetrating a properly installed joint, as well as any rot or decay of a wood subfloor 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. Subfloor damage from moisture originating underneath the installed floor, or penetrating around the perimeter of the installation, is excluded.

WetProtect will only cover subfloor damage that originates from topical household spills within a properly installed room and that meets the terms and conditions of the standard WetProtect warranty. The flooding or ingress of water from exterior or adjacent spaces voids the standard WetProtect subfloor warranty and does not cover any adjacent, non-flooring materials, such as walls, baseboards, trim, subfloors, or structures.

Pergo DuraCraft RE Floodproof Limited Warranty

The manufacturer limited warranty specifically covers product damage, such as swelling, cupping, and doming commonly caused by water absorption into the product. This coverage extends beyond topical spills to include to all household floods or the accumulations of water around the product due to surface leaks, overflows, and external water ingress. These floodproof products are designed to stop water from absorbing into the product. The warranty requires proper installation and applies to rooms that adhere to proper moisture levels and subfloor treatment prior to installation. The Floodproof warranty excludes surface or structural damage due the force of water or external contaminants often associated with major floods or environmental pollutants. Surface leaks or flooding should be stopped and flooring cleaned within 24–48 hours to prevent additional external damage or damage to adjacent materials. The product should not be left exposed to water for extended periods of time, such as prolonged floods or hurricanes. Adjacent, non-flooring materials, such as walls, baseboards, trim, subfloors, or structures, are not covered by this warranty. External damage caused by mold, mildew, or hydrostatic pressure and/or external damage due to contaminants, such as sewage, debris, or chemical reactions, are not covered.

This limited warranty is subject to the conditions described in the "General Terms and Conditions" section below and does not apply if used in any commercial setting.

Pergo DuraCraft RE + WetProtect Limited 30-Year Light Commercial Warranty

The manufacturer provides the following limited light commercial warranty to the original purchaser for 30 years from the date of purchase:

(1) The floor surface will not wear through; (2) the floor will not fade due to sun or electrical lights; and (3) the floor will not stain. This limited warranty is subject to the conditions described in the "General Terms and Conditions" section below and only applies if used in one of the following commercial areas:

Retail: Entryways*, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms

Doctors' Offices: Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses' Stations, Offices, Breakrooms, Storage Rooms

Hotels: Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices

Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms

Restaurants: Entryways*, Lobbies, Hallways, Offices

Educational: Entryways*, Lobbies, Hallways, Offices, Storage Rooms, Residence Halls, Common Areas

Multi-family Housing: Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed,

* Walk-off mats are required at all entryways.

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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, 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 regulations 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 a Pergo representative for questions on performance in specific locations.

General Terms and Conditions

The Pergo DuraCraft RE + WetProtect Limited Lifetime Residential Warranty and Limited 30-Year Light Commercial Warranty are made subject to the following conditions:

1. These warranties apply only to the original owner and the first installation of the product and are nontransferable. The “original owner” is the person stated as the buyer on the purchase document(s).
2. The floor must be installed properly in accordance with Pergo DuraCraft RE installation instructions. The instructions should be obtained through Lowe’s or at 1-800-33-PERGO (1-800-337-3746). Proper installation includes, but is not limited to, the following:
 - A moisture test is strongly recommended to determine if excessive moisture exists in the subfloor. Failure to demonstrate an acceptable moisture test was completed prior to installation may result in future warranty claim denial.
 - A minimum 6 mil polyethylene vapor barrier with a density of 0.92 pounds per cubic foot is required for all installations over concrete. The vapor barrier should have an overlap of 8 inches and should be taped at the seams.
 - When using a calcium chloride moisture test for concrete subfloors (*ASTM F1869*), values must be less than or equal to 8 pounds / 1,000 square feet / 24 hours or less than 90% RH (*relative humidity*) with an in-situ probe (*ASTM F2170*).
 - A polyethylene film vapor barrier is not required over wood subfloors if moisture readings of wood subfloors are less than or equal to 14% throughout the entire installation.
 - The entire perimeter of the installation must be sealed with Project Source waterproof quarter round (*Lowe’s item #3674489*) molding system and 100% silicone sealant or PerimeterSeal™ tape (*Lowe’s item #6030862*) applied in accordance with the installation instructions. For sections where the Project Source waterproof quarter round molding system or PerimeterSeal tape cannot be used, seal the perimeter with 100% silicone sealant and compressible PE foam backer rod. Apply 100% silicone sealant to all moldings at the point of contact with the flooring surface. Apply silicone at all connections to doorframes or any other fixed objects.
 - When installing Pergo DuraCraft RE flooring in special situation areas, such as terrazzo, pier and beam, or 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) to obtain important additional information.
 - Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void these limited warranties.
3. The flooring must be used only indoors in a dry area.
4. The flooring must be maintained in accordance with Pergo DuraCraft RE care and cleaning instructions. Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes, or polishes is not covered by this limited warranty.
5. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact, or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers, or similar products, castor chairs/rolling loads (*use chair pads under desk and rolling chairs*), moving heavy appliances, and cuts or gouges from sharp objects is not covered by this warranty.
6. Surface wear must be readily visible (*i.e., approximately 1 square inch*). Gloss or sheen changes and variations from later product additions or non-warranty repairs are not covered by these limited warranties.
7. The WetProtect limited warranty does not apply to moisture damage caused by events beyond everyday household spills or the accumulation of water around the product due to surface leaks, overflows, or external water ingress.
8. The WetProtect limited warranty does not apply to damage caused by water or moisture originating from within 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 being below the floor.
9. These limited warranties do not apply to moldings.

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10. Installation of flooring that contains any obvious or visible defects is not covered by these limited warranties.
11. These limited warranties do not apply to any damage that occurs during shipment or installation.
12. The WetProtect limited warranty does not apply to 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 storms or household floods due the force of water, such as flash floods, river or coastal flooding, broken water pipes, dam or levee failures, sewage backups, or storm surge; external contaminants often associated with major floods or environmental pollutants; contaminants, such as sewage, debris, or chemical reactions; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product; or damage of mechanical nature. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses in a residential environment. These warranties apply only to indoor installations of flooring in dry, climate-controlled, and three-season room conditions. The feet of furniture must always be covered with appropriate protective material.
13. Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration. Close window treatments during hours of direct sunlight to protect floor.
14. The Floodproof limited warranty does not apply beyond the initial 48 hours of incident to the flooring.
15. The Floodproof limited warranty does not apply to flooring that has been subject to "abnormal use or conditions," which includes, but is not limited to, damage from smoke or fire; damage caused by negligence or improper alterations of the original manufactured product; or damage of mechanical nature. These warranties apply only to indoor installations of flooring in dry, climate-controlled, and three-season room conditions. The feet of furniture must always be covered with appropriate protective material.

How To Make Claims

Any claim under any of the limited warranties above must be made by contacting Lowe's within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

The Manufacturer's Responsibility

If the manufacturer accepts a claim under any of the limited warranties above, the manufacturer will repair or replace, at its option, the affected Pergo flooring material only. 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 the manufacturer flooring material. If the design for which a claim is made is no longer available, the manufacturer will replace the affected floor materials with another Pergo design of equal or greater value at the manufacturer's discretion. If the product was professionally installed, the manufacturer will cover reasonable labor costs. For residential WetProtect® warranty claims involving subfloor damage, the manufacturer will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods. For residential wood subfloor damage, the manufacturer 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 excluded. Consequential damages, including any medical issues related to mold or mildew growth, are also excluded. Upon approval of the warranty claim, the manufacturer will provide you with instructions on the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved, or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights that vary from state to state.

DISCLAIMERS

THE MANUFACTURER DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. The manufacturer disclaims liability for incidental and consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. These limited warranties are not transferable. They extend only to the original end consumer. Samples, descriptions, and other information concerning the product contained in Pergo catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon the manufacturer. No sales representatives or distributors shall have any authority whatsoever to establish, expand, or otherwise modify the manufacturer's warranties. The provisions of these limited warranties are deemed to be severable, and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. 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 the manufacturer.

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Care and Cleaning

Place felt floor protectors under the legs of movable furniture. Chair casters should be rubber — not plastic or metal. Place walk-off mats at entrances. Dust mop as primary cleaning method. Occasionally wet mop with water only, using a well-wrung-out mop; DO NOT pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. If needed, use 1 cup of vinegar per gallon of water OR non-abrasive neutral pH floor cleaner. DO NOT use detergents, abrasive cleaners, soaps, waxes, ammonia, or polishes. Use correct hard surface vacuum tools. DO NOT use rotating beater bars, floor scrubbers, jet mops, buffers, or similar products. Wipe up spills immediately. DO NOT allow topical moisture to remain on the floor longer than necessary.