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09-3113 Flooring Warranties

Interface Standard Product Warranty

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Climate change is undeniable. And reversible. Our mission is to prove it. Join the #ClimateTakeBack and help create a climate fit for life.

Interface Standard Product Warranty – Americas

Interface[®]

Rev. 4/1/19

InterfaceFLOR, LLC (Interface) warrants its Interface[®] brand carpet products to the original end-use customer as stated below for a period of 15 years from the date of invoice. Interface[®] brand carpet products are warranted against manufacturing defects resulting in excessive surface wear, edge ravel, backing separation, shrinking, stretching, cupping, doming, and static electricity. Excessive surface wear means loss of more than 10% by weight of face fiber, assuming proper installation and maintenance strictly in accordance with Interface's Carpet Tile Installation Instructions and Carpet Tile Maintenance Guidelines, both of which can be found on Interface's website. Products containing Intersept[®] antimicrobial are warranted to maintain antimicrobial effectiveness. Products constructed of 100% solution dyed yarns are warranted against excessive color loss due to normal exposure to indoor light. All installations must be completed strictly in accordance with Interface's Carpet Tile Installation Instructions. In all installations, there must be no visible moisture on the surface of the concrete slab. Archived written and photographic evidence of moisture and alkalinity test results must be maintained by original end-use customer.

This warranty does not cover tears, burns, cuts, pulls or other damage, deterioration, problems or loss caused by abuse, neglect, misuse, improper installation, improper maintenance, flood, use on stairs, or use with athletic equipment, or installations over substrates where hydrostatic pressure or groundwater intrusion exists. Moisture and pH testing at the installation site are not the responsibility of Interface, and issues related to or arising from excessive moisture and/or pH are specifically excluded from this warranty except as expressly set forth herein and in Interface's installation instructions. This warranty does not cover any problems or damages arising from or related to the use of adhesives or non-recommended installation techniques or conditions.

If a product fails to perform as warranted, Interface will correct the problem in the affected area either by repair or (at Interface's option) replacement with comparable product(s) at no charge to the customer (the customer must provide reasonable cooperation to facilitate Interface's repair or replacement in the affected area). Warranty claims must be made in writing to Interface within a reasonable time from the discovery of the claimed warranted defect, but in any event they must be received no more than 90 days from the time the claimed defect was discovered. Warranty claims must be addressed to: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240. Warranty claims must include contemporaneous documentation that all warranty conditions were and continue to be met. This warranty will be void if its terms are not followed. No person other than an officer of Interface may authorize a waiver or modification of the terms of this warranty, which must be in writing and signed by that officer.

THE WARRANTY, REMEDY AND LIMITS OF LIABILITY CONTAINED HEREIN ARE EXPRESSLY IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, REMEDIES AND LIABILITIES, WHETHER EXPRESS OR IMPLIED. INTERFACE MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, AND HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES THAT MAY ARISE BY OPERATION OF LAW, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS OF ITS PRODUCTS FOR ANY PARTICULAR PURPOSES. NOTE THAT SOME JURISDICTIONS DO NOT PERMIT DISCLAIMERS OF SOME IMPLIED WARRANTIES, SO YOUR RIGHTS MAY BE DIFFERENT THAN STATED HEREIN. INTERFACE WILL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES IN ANY CASE.

Garantía estándar de producto de Interface – América

Interface[®]

Rev. 4/1/19

InterfaceFLOR, LLC (Interface) garantiza sus productos de alfombra de marca Interface[®] para el cliente original de uso final, como se indica a continuación, por un período de 15 años desde la fecha de facturación. Los productos de alfombra de marca Interface[®] están garantizados contra defectos de fabricación que tengan como resultado el desgaste excesivo de la superficie, enredo de los bordes, encogimiento, estiramiento, ahuecamiento, levantamiento y electricidad estática. El desgaste excesivo de la superficie quiere decir una pérdida de más del 10 % del peso por fibra de superficie, asumiendo una instalación y un mantenimiento adecuados estrictamente de acuerdo con las instrucciones de instalación de placas de alfombra y las normas de mantenimiento de placas de alfombra de Interface, que se pueden encontrar en el sitio web de Interface. Los productos que contienen Intersept[®] antimicrobiano están garantizados para mantener la efectividad antimicrobiana. Los productos de hilos teñidos con solución al 100 % están garantizados de pérdida excesiva del color debida a la exposición normal a la luz interior. Todas las instalaciones deben completarse de acuerdo con estas instrucciones de instalación. En cualquier caso, no debe haber humedad visible en la superficie de las losas de hormigón. El usuario final original debe guardar evidencia escrita y fotográfica de los resultados de las pruebas de humedad y alcalinidad.

Esta garantía no cubre roturas, quemaduras, cortes, arranques ni otros daños, deterioros, problemas o pérdidas causados por abuso, descuido, uso indebido, instalación inadecuada, mantenimiento inadecuado, inundación, uso en escaleras o uso con equipos atléticos o instalaciones sobre sustratos en donde exista presión hidrostática. Las pruebas de humedad y pH en el lugar de instalación no son responsabilidad de Interface, y los problemas relacionados o que surjan de la humedad o el pH excesivos están especialmente excluidos de esta garantía, excepto según se establece expresamente en la presente y en las instrucciones de instalación de Interface. Esta garantía no cubre ningún problema o daño que surja o se relacione con el uso de adhesivos o técnicas o condiciones de instalación no recomendadas.

Si un producto no se desempeña según la garantía, Interface corregirá el problema en el área afectada ya sea con la reparación (a discreción de Interface) o el reemplazo con producto o productos comparables, sin costo para el cliente (el cliente debe proporcionar la cooperación razonable para facilitar la reparación o el reemplazo de Interface en la parte afectada). Los reclamos de garantía deben presentarse por escrito a Interface dentro de un plazo razonable desde el descubrimiento del defecto garantizado reclamado, pero en cualquier caso deben recibirse no más de 90 días desde el momento en el que se descubrió el defecto reclamado. Los reclamos de la garantía deben dirigirse a: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Road, LaGrange, Georgia 30240. Los reclamos de la garantía deben incluir documentación contemporánea de que todas las condiciones de la garantía se cumplieron y se siguen cumpliendo. Esta garantía quedará anulada si no se respetan dichos términos. Ninguna otra persona que no sea un miembro responsable Interface puede autorizar una renuncia o modificación de los términos de esta garantía, que debe ser por escrito y llevar la firma de ese responsable.

LA GARANTÍA, EL RESARCIMIENTO Y LOS LÍMITES DE RESPONSABILIDAD CONTENIDOS EN LA PRESENTE SON EXCLUSIVOS Y REEMPLAZAN A CUALQUIER OTRA GARANTÍA, RESARCIMIENTO O LÍMITE DE RESPONSABILIDAD, YA SEA EXPRESA O IMPLÍCITA. INTERFACE NO HACE NINGUNA OTRA DECLARACIÓN NI OFRECE NINGUNA OTRA GARANTÍA, EXPRESA O IMPLÍCITA, Y POR LA PRESENTE RECHAZA CUALQUIER OTRA GARANTÍA QUE PUEDA SURGIR POR EL IMPERIO DE LA LEY, INCLUIDA PERO SIN LIMITARSE A CUALQUIER GARANTÍA DE COMERCIABILIDAD O IDONEIDAD DE SUS PRODUCTOS PARA CUALQUIER FIN EN PARTICULAR. CONSIDERE QUE ALGUNAS JURISDICCIONES NO PERMITEN LA EXCLUSIÓN DE ALGUNAS GARANTÍAS IMPLÍCITAS, ASÍ QUE SUS DERECHOS PODRÍAN SER DIFERENTES A LOS ESTABLECIDOS EN LA PRESENTE. INTERFACE NO SERÁ RESPONSABLE DE NINGÚN DAÑO INCIDENTAL, INDIRECTO, ESPECIAL O CONSECUENTE EN NINGÚN CASO.

Garantia padrão para os produtos da Interface – Américas

Interface[®]

Rev. 4/1/19

A InterfaceFLOR, LLC (Interface) garante seus produtos para carpete da marca Interface[®] para o cliente usuário final conforme estabelecido abaixo por um período de 15 anos a partir da data da fatura. Os produtos para carpete da marca Interface[®] têm garantia contra defeitos de fabricação resultando em desgaste excessivo da superfície, bordas desfiadas, separação entre forro e base, encolhimento, alargamento, encurvamento, formação de protuberâncias e eletricidade estática. Desgaste excessivo da superfície significa perda de mais de 10% do peso da fibra da superfície, supondo que a instalação e a manutenção estejam estritamente de acordo com as instruções de instalação de placas de carpete da Interface e com as orientações de manutenção de placas de carpete, ambas disponíveis no site da Interface. Produtos contendo o antimicrobiano Intersept[®] têm garantia para manter a efetividade antimicrobiana. Os produtos feitos de fios 100% tingidos com solução não têm garantia contra a perda excessiva de cores consequente da exposição normal à luz interna. Todas as instalações devem ser feitas totalmente segundo as instruções de instalação de placas de carpete da Interface. Em todas as instalações não deve haver umidade visível na superfície da chapa de concreto. Evidências arquivadas escritas e fotográficas dos resultados de teste de alcalinidade devem ser mantidas pelo cliente usuário final.

Esta garantia não cobre rasgos, queimaduras, cortes, desfiados ou outros danos, deterioração, problemas ou perdas causados por uso indevido, negligência, mau uso, instalação incorreta, manutenção incorreta, inundação, uso em escadas ou uso com equipamento atlético ou instalações sobre substratos onde exista pressão hidrostática. O teste de umidade e pH no local de instalação não é de responsabilidade da Interface e problemas relacionados ou decorrentes de umidade e/ou pH excessivo estão especificamente excluídos desta garantia, exceto conforme expressamente estabelecido neste documento e nas instruções de instalação da Interface. Esta garantia não cobre quaisquer problemas ou danos decorrentes ou relacionados ao uso de adesivos ou técnicas ou condições de instalação não recomendadas.

Se o produto não funcionar como garantido, a Interface corrigirá o problema na área afetada por reparo ou (a critério da Interface) substituição por produto(s) comparável(eis), sem custos para o cliente (o cliente precisa cooperar razoavelmente para facilitar o reparo ou a substituição feita pela Interface na área afetada). Os pedidos de garantia devem ser feitos por escrito à Interface em um tempo razoável da descoberta do defeito reclamado coberto pela garantia, mas em nenhum momento devem ser recebidos mais de 90 dias depois que o defeito reclamado foi descoberto. Os pedidos de garantia devem ser enviados a: Field Services Department, InterfaceFLOR, LLC, 1503 Orchard Hill Rd., LaGrange, Georgia 30240. Os pedidos de garantia devem incluir documentação contemporânea de que todas as condições de garantia eram e continuam a ser cumpridas. Essa garantia será nula se essas condições não forem seguidas. Nenhuma pessoa além de um funcionário da Interface pode autorizar uma concessão ou modificação das condições desta garantia, que deve ser escrita e assinada pelo funcionário.

A GARANTIA, A REPARAÇÃO E OS LIMITES DE RESPONSABILIDADE CONTIDOS NESTE INSTRUMENTO ESTÃO EXPRESSAMENTE NO LUGAR DE E EXCLUEM TODAS AS OUTRAS GARANTIAS, REPARAÇÕES E RESPONSABILIDADES, EXPRESSAS OU LEGAIS. A INTERFACE NÃO FAZ OUTRAS DECLARAÇÕES OU GARANTIAS, EXPRESSAS OU LEGAIS E, PORTANTO, REJEITA QUALQUER E TODAS AS OUTRAS GARANTIAS QUE POSSAM SURTIR POR FORÇA DA LEI, INCLUINDO, ENTRE OUTRAS, QUALQUER LIMITAÇÃO, QUALQUER GARANTIA DE COMERCIALIZAÇÃO OU ADEQUAÇÃO DOS SEUS PRODUTOS A QUALQUER FINALIDADE ESPECÍFICA. ALGUMAS JURISDIÇÕES NÃO PERMITEM REJEIÇÕES DE ALGUMAS GARANTIAS LEGAIS, ENTÃO, SEUS DIREITOS PODEM SER DIFERENTES DOS AQUI DECLARADOS. A INTERFACE NÃO SERÁ RESPONSÁVEL POR INDENIZAÇÕES ACIDENTAIS, INDIRETAS, ESPECIAIS OU POR DANO INDIRETO EM NENHUM CASO.



Limited Warranty

ALL PRODUCTS

This document is intended to provide the product warranty information of the listed products. The products listed within this document are included within a system warranty for the flooring products they are recommended for use with, which includes bond and performance when utilized with the recommended adhesive products.

Should you need a Project Specific Warranty for the installed products, please reach out to us and we will be happy to provide one for you.

WARRANTY COVERAGE

Roppe Corporation, subject to the terms and conditions set forth below, warrants that the products, at the time of delivery will conform to published technical documents will be free from manufacturing defects and will perform as intended under normal usage for the applicable stated warranty period of the product being installed (the system), when the products are utilized within their shelf life and according to the technical data sheets and other written materials, government regulations and codes, as well as standard industry practices.

Any product that is available for purchase from Roppe Corporation that is not covered or mentioned in this warranty document is considered to not have a product performance warranty and a Sixty (60) Day Manufacturer's Warranty.

Product Warranty period begins at the DATE OF SUBSTANTIAL COMPLETION, or One (1) Year from date of purchase from Distributing Agent, or Two (2) Years from date of purchase from Manufacturing entity, whichever comes first. On products with a shelf life, warranty becomes void if utilized past the shelf life.

For the purposes of this warranty there are several terms that we would like to be taken within the realm of our understanding, so we are defining those understandings within this document.

MANUFACTURERS WARRANTY is meant to be understood the warranty covers manufacturing defects only for the length of time stated.

LIMITED COMMERCIAL WARRANTY is meant to be understood as the warranty covers manufacturing defects, adhesive and flooring materials, stated performance of flooring materials, and wear of the product for the length of time stated.

SYSTEM WARRANTY is meant to be understood as the components provided by RHC entities to complete the installation. Excelsior Adhesives, Excelsior Underlayments, and RHC Entity Flooring Products and the warranty length is determined by the Flooring Product warranty.

LIFETIME WARRANTY is meant to be understood as the original installation within the original facility to the original owner as long as the installation remains unchanged, within the stated Limited Commercial Warranty for the product installed and properly maintained. This warranty is not transferrable unless specifically requested.

ADHESIVE BOND WARRANTY is understood to mean the warranty covers the bond of the flooring with the stated recommended Excelsior adhesive for length of time stated. We do not cover or provide warranty for bond for any adhesives other than the listed Recommended Adhesives. If another adhesive is utilized, the stated warranty for the product remains in effect but the bond warranty for the adhesive and the stated length of the bond warranty for the adhesive will come from the adhesive manufacturer or distributing agent.

RUBBER FLOORING PRODUCTS

Envire Rubber Sheet & Tile	Twenty (20) Year Limited Commercial Warranty
Rubber Tile & ReNew Rubber Tile	Ten (10) Year Limited Commercial Warranty
Performance Compound Oil & Grease Resistant Rubber Tile	Three (3) Year Limited Commercial Warranty <i>Warranty does not cover use in commercial kitchens or exposure to vegetable oils and/or animal fats & oils. Must utilize the U-705 Urethane or EW-710 Epoxy adhesive for installation for bond warranty.</i> <i>Material is formulated to withstand exposure for a reasonable time to allow the area to be cleaned properly to remove petroleum hydrocarbons. Material is not designed to be used in commercial kitchens or areas with vegetable oils and/or animal fats & oils.</i>



Limited Warranty

ALL PRODUCTS

Gallant Multi-Use Rubber Tile	Five (5) Year Limited Commercial Warranty in Weight Room / Locker Room Applications Ten (10) Year Limited Commercial Warranty for all Other Applications <i>Weight Room / Locker Room Applications include but are not limited to cardio equipment, free weights, exposure to plastic cleats, etc.</i>
Armour Multi-Use Rubber Tile	Five (5) Year Limited Commercial Warranty
Tuflex Spartus Multi-Use Rubber Tile	Three (3) Year Limited Commercial Warranty with Exposure to Ice Skates and/or Metal Sports Cleats Ten (10) Year Limited Commercial Warranty including Aging Performance Warranty Lifetime Wall-to-Wall Limited Commercial Warranty including Cupping, Crowning, & Buckling (material produced after 01/01/2022) <i>Exposure to Ice Skates and/or Metal Sports Cleats Warranty is that the product will not wear thru the wear layer, it does not include a warranty that it will not show signs of exposure to these items such as visual marks, cuts, punctures, and/or indentation from the Skates or Cleats in these applications. In these applications it is more about protecting the substrate, skate blades, and/or the cleats themselves to hinder their performance.</i> <i>Aging performance warranty is that the product will not change colors beyond the standard allowance within ASTM Standards.</i> <i>Cupping, Crowning, & Buckling warranty is that the product will lay flat for the lifetime of the installation as defined within this warranty document.</i> <i>Interlocking material exposed in applications that will be maintained with ride on auto scrubbing equipment, exposed to heavy rolling loads such as expandable bleachers, or etc. must be fully adhered to prevent movement under the weight and force of the loads.</i> <i>Due to the lower durometer of this product and the method of finishing to squareness and size, installation of square edge tiles requires an ashlar / brick pattern to ensure the ideal overall visual appearance.</i>
Recoil Fitness Recycled Rubber Tile	Three (3) Year Limited Commercial Warranty <i>Warranty does not cover variation that can be present from piece to piece and roll to roll due to the recycled nature of the product.</i> <i>Warranty does not cover skive lines that may be present on the surface of the material from the manufacturing process unless they are determined by the us to be excessive per ASTM F3041.</i> <i>Material this is installed is considered as accepted by the installation contractor and not covered by the product warranty.</i> <i>Interlocking material exposed in applications that will be maintained with ride on auto scrubbing equipment, exposed to heavy rolling loads such as expandable bleachers, or etc. must be fully adhered to prevent movement under the weight and force of the loads.</i> <i>Material in areas with where free weights and/or dumbbells over 50 lbs. will be used, should be 3/8" thick or greater and fully adhered.</i>



Limited Warranty

ALL PRODUCTS

Rop-Cord Vulcanized Recycled Rubber Tile	<p>Five (5) Year Limited Commercial Warranty</p> <p><i>Warranty does not cover variation that can be present from piece to piece due to the recycled nature of the product.</i></p> <p><i>Warranty does not cover discoloration on colored products due to outdoor installation, exposure to sunlight, and/or foot traffic.</i></p> <p><i>Due to the recycled nature of this product, installation requires a quarter-turn pattern while leaving a 1/16" gap around each tile to ensure the ideal overall visual appearance.</i></p>
Rop-Cord Non-Vulcanized Recycled Rubber Tile	<p>Five (5) Year Limited Commercial Warranty</p> <p><i>Warranty does not cover variation that can be present from piece to piece due to the recycled nature of the product.</i></p> <p><i>Warranty does not cover material installed outdoors or within twenty feet of entryways.</i></p> <p><i>Warranty does not cover discoloration on colored products due to outdoor installation, exposure to sunlight, and/or foot traffic.</i></p> <p><i>Due to the recycled nature of this product, installation requires a quarter-turn pattern while leaving a 1/16" gap around each tile to ensure the ideal overall visual appearance.</i></p>

SOLID VINYL FLOORING PRODUCTS

SafeTCork Solid Vinyl Tile	<p>Ten (10) Year Limited Commercial Warranty</p>
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VINYL SHEET FLOORING PRODUCTS

Obsidian Vinyl Sheet Flooring	<p>10 (10) Year Limited Light Commercial / Commercial Warranty</p>
ShockGuard Multi-Use Vinyl Sheet Flooring	<p>10 (10) Year Limited Commercial Warranty</p>

LUXURY VINYL FLOORING PRODUCTS

ReNew Luxury Vinyl Tile Northern Timbers Premium Vinyl Wood Plank Northern Parallels Premium Vinyl Plank & Tile	<p>Twenty (20) Year Limited Commercial Warranty</p> <p>Lifetime Limited Residential / Multi-Family Warranty</p> <p>Limited Waterproof Warranty</p> <p><i>Waterproof is understood to mean the structural integrity of the Luxury Vinyl Tile and Plank Flooring products will not degrade due to contact with moisture/water in standard conditions (does not cover flooding).</i></p> <p><i>Waterproof Luxury Vinyl Tile and Plank Flooring should not be used to mitigate an existing moisture condition and cannot prevent issues associated or caused by excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.</i></p>
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ESD STATIC CONTROL FLOORING PRODUCTS

Electrical Resistance Ranges	<p>Conductive - $2.5 \times 10^4 \Omega$ - $1 \times 10^6 \Omega$ (0.25 MΩ - 1 MΩ) Dissipative - $1 \times 10^6 \Omega$ - $1 \times 10^9 \Omega$ (1 MΩ - 1,000 MΩ)</p> <p><i>Electrical Resistance Warranty is understood to mean the electrical resistance will stay within the specified range listed for the product period when properly installed and maintained as part of a system including required adhesives, copper grounding strips, and care & maintenance recommendations.</i></p>
ESD Rubber Static Control Flooring	<p><i>Dissipative Electrical Resistance Range Available</i></p> <p>Ten (10) Year Limited Commercial Warranty Fifteen (15) Year Limited Electrical Resistance Warranty</p>
ESD Vinyl Static Control Flooring	<p><i>Conductive & Dissipative Electrical Resistance Ranges Available</i></p> <p>Ten (10) Year Limited Commercial Warranty Lifetime Limited Electrical Resistance Warranty</p>
ESD Vinyl Sheet Dissipative Flooring	<p><i>Dissipative Electrical Resistance Range Available</i></p> <p>Ten (10) Year Limited Commercial Warranty Ten (10) Year Limited Electrical Resistance Warranty</p>

STAIR TREAD & RISER PRODUCTS

Rubber Stair Tread with DuPont™ Kevlar®	<p>Twenty-Five (25) Year Limited Commercial Warranty</p> <p><i>Although DuPont™ Kevlar® is utilized in bullet-resistant vests, we do not recommend utilizing the Rubber Stair Tread with DuPont™ Kevlar® as a means of defense or offense for that matter.</i></p>
Rubber Stair Tread Heavy Duty (30, 31, 40, 41, 60, 61, 92, 93, 94, 95, 96, 97, 98, & 99)	<p>Ten (10) Year Limited Commercial Warranty</p>
Rubber Stair Tread Light Duty (50, 51, 70, 81, 80, & 81)	<p>Five (5) Year Limited Commercial Warranty</p>
Performance Compound Oil & Grease Resistant Rubber Stair Tread	<p>Three (3) Year Limited Commercial Warranty</p> <p><i>Warranty does not cover use in commercial kitchens or exposure to vegetable oils and/or animal fats & oils. Must utilize the U-705 Urethane or EW-710 Epoxy adhesive for installation for bond warranty.</i></p> <p><i>Material is formulated to withstand exposure for a reasonable time to allow the area to be cleaned properly to remove petroleum hydrocarbons. Material is not designed to be used in commercial kitchens or areas with vegetable oils and/or animal fats & oils.</i></p>
Vinyl Stair Tread Heavy Duty (18 & 19)	<p>Five (5) Year Limited Commercial Warranty</p>
Vinyl Stair Tread Light Duty (16 & 17)	<p>Three (3) Year Limited Commercial Warranty</p>
Rubber & Vinyl Riser & Stringer Products	<p>Carries the same Limited Commercial Warranty as the products they are installed with.</p>
Abrasive Inserts (Installed in Rubber or Vinyl Stair Treads)	<p>One (1) Year Limited Commercial Warranty</p>
Smooth and/or Ribbed Inserts (Installed in Rubber or Vinyl Stair Treads)	<p>Carries the same Limited Commercial Warranty as the products they are installed in.</p>



Limited Warranty

ALL PRODUCTS

Outdoor Rubber Stair Treads	Three (3) Year Limited Commercial Warranty including Aging Performance Warranty <i>Aging performance warranty is that the product will not crack or change colors beyond the standard allowance within ASTM Standards.</i>
Metal Stair Tread, Metal Tread Plates, & Metal Nosings	Five (5) Year Limited Commercial Warranty

WALL BASE & ACCESSORY PRODUCTS

FlashCove Prefabricated Base with Envire	Twenty (20) Year Limited Commercial Warranty Lifetime Puncture Proof Warranty
Pinnacle Plus Wall Base Contours Wall Base	Ten (10) Year Limited Commercial Warranty
Pinnacle Wall Base 700 Series Wall Base	Five (5) Year Limited Commercial Warranty
Vinyl Wall Base	Three (3) Year Limited Commercial Warranty
Rubber Accessories	Three (3) Year Limited Commercial Warranty
Vinyl Accessories	One (1) Year Limited Commercial Warranty

EXCLUSIONS FROM WARRANTY COVERAGE

The above warranty periods do not apply or cover any of the following scenarios:

1. Any expressed or implied promise made by any architect, designer, representative, sales agent, distributor, or installer without expressed, written consent from Manufacturer's technical staff.
2. Discoloration or damage caused by improper or incompatible cleaning products, disinfectants, floor finishes or finish removal products, as well as improper maintenance procedures, tools, or machinery.
3. Discoloration or damage caused by subfloor or adhesive pH levels. Discoloration, fading, or damage from heavy sunlight and/or UV light exposure from direct and/or indirect glass-filtered sunlight.
4. Products that have been damaged by incompatible materials, such as improper cleaning agents, acids, alkalis, and solvents.
5. Products that have been damaged by animal or vegetable fats, oils or grease and petroleum-based hydrocarbons and not designed for that application.
6. Products that have not been installed in strict accordance with Installation Instructions and Technical Data related to that product.
7. Products that have been installed with a non-approved adhesive that is not a compatible adhesive or an adhesive creating concern without approval in written form.
8. Products that have been damaged by excessive topical water, from such causes as improper or excessive maintenance, broken or leaking plumbing, sink overflow, flooding, etc.
9. Products that have been damaged by Acts of God, including, but not limited to hurricane, flooding, earthquake, or other types of natural disasters.
10. Products that have been damaged by hydrostatic pressure, osmosis, excessive subfloor moisture or subfloor moisture-related issues.
11. Products that have been damaged by negligence or accident, such as tears, burns, or cuts.
12. Products that have been damaged, with intent by sharp, pointed objects, such as stiletto high heels, damaged high heels, spikes, or skates of any kind.
13. Products installed outdoors as products are designed to perform within indoor applications only.
14. Products that have been damaged by circumstances beyond the reasonable control of Manufacturer, such as ambient or substrate conditions.



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15. Products that have been damaged or deformed by substrate imperfections, damage or improper substrate selection as stated by manufacturer (per Installation Instructions and Technical Data technical document).
16. Products not stored in a consistent manner with the manufacturer's technical specifications.
17. Any products that have been sold or resold as "seconds," "mill-run," "non-conforming," "as is" or otherwise denoted as non-standard quality.
18. Unreasonable costs associated with product replacement, such as labor costs outside of pro-rated schedule, overtime and loss of use or business.

It is expressly understood that your purchase of our products acknowledges that ROPPE is not responsible or liable under any circumstances for determining the suitability or compatibility of our products for the user's intended purpose.

YOUR LEGAL RIGHTS

Except for the expressed warranties above, manufacturer makes no representations regarding the products, their use or performance and refuses all representations and warranties, whether expressed and/or implied, written and/or oral, with respect to the products, including the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Under no circumstances will manufacturer be liable for any consequential, incidental, indirect, punitive, or special damages, including lost profits. In no event shall manufacturer liability ever exceed the purchase price paid for the product at issue and an amount up to the original cost of labor and material for the affected installation area. The purchaser acknowledges that the remedies provided in this limited warranty are its sole and exclusive remedies, and manufacturer's sole obligation, for any breach of representation or warranty, is in lieu of all other remedies.

Purchaser must bring any legal action for breach of warranty within one year after the claim or cause of action has accrued or period prescribed by the applicable statutes of limitation or repose, whichever comes first. Some states do not allow limitations on the length of implied warranties. Though this warranty gives the purchaser specific legal rights, the purchaser may also have additional legal rights afforded them by the appropriate state. Exclusions or limitations of incidental or consequential damages may vary by state. For further information, consult the appropriate state consumer affairs office or the state attorney general's office.

NOTIFICATION OF WARRANTY CLAIM

To be considered eligible for replacement under this documented warranty, notice must be made within **fifteen (15) working days** from date it was, or reasonably should have been discovered, by submission of a claim to the appropriate representative. No warranty claims will be processed if received more than **thirty (30) days** after the applicable warranty period has ended.

All warranty opportunities (claims) must be directed to:

RHC Technical
680 Waverly Road, Tusculumbia, Alabama 35674
P: (844) 393-4044
E: opportunities@rhctechnical.com

All claims should include a completed Opportunities (Claim) Form, along with any associated photos and independent testing reports conducted prior to installation or independent inspection reports conducted after irregularities are observed or suspected.

Manufacturer, or its designated representative, shall have the right to examine the Products and the flooring (including testing of the flooring and substrate) at the installation site with respect to any warranty claim. Any removal of installed Products prior to such examination will void this warranty. Manufacturer may require additional testing or verification of any such test obtained by the original purchaser.

YOUR EXCLUSIVE REMEDY

If a ROPPE product(s) is actually used in the installation and the product is proven defective within the applicable warranty period stated in this warranty, you will receive, as your sole remedy, ROPPE replacement product and reimbursement of your reasonable and substantiated material and labor costs for only that specific portion of the original installation requiring replacement, including flooring, not to exceed the per square foot or per square meter cost of original installation. We reserve the right to prorate replacement materials and/or approved labor based on the length of the product warranty. Proration of the warranty costs will align with the table below.



Limited Warranty

ALL PRODUCTS

First 20% of the Warranty Period	100% of the Replacement Costs
21% - 50% of the Warranty Period	Material Costs and 50% of the Replacement Labor
Last 50% of the Warranty Period	Material Costs Only

SUPPORT & ADDITIONAL DOCUMENTATION

Product Support Phone & Email	(800) 537 – 9527 / sales@roppe.com
Technical Support Phone & Email	(844) 393 – 4044 / solutions@rhctechnical.com
Product Technical Documentation	www.roppe.com
Associated or Related Documentation	Excelsior Products Warranty

The contents contained within this Warranty may be utilized or copied into another projected related document, but this original document will remain in effect at the time of product installation, this warranty shall not be supplemented or replaced by the resulting project documentation. **Any alterations to the wording or requirements contained in or derived from this document shall void all related warranties.**

See installation information and documents for full installation details regarding substrates, job site conditions, & acclimation procedures. The intent of this document is to provide technical and performance properties of the mentioned adhesive as well as define the intended method of installation for the products in which the adhesive is approved for use. Any installation guidelines are to be considered as a starting point at a minimum for a successful installation. We rely on the expertise and professionals that are installing the products to adjust based on site conditions. Anything that appears to be a link, is and leads to additional information if necessary or provides a means of contact in the event there are any additional questions. Prior to acceptance of this document refer to the product website to confirm that you have the most current revision.

These products are intended for installation by professionals, prior to use the user must determine the suitability of our products for the intended use, and the user alone assumes all risks and liability.

Resilient LVT/LVP – 15 Year Commercial Limited Warranty

Shaw Industries, Inc. (“the Company”) warrants its resilient LVT, LVP, LVT/SPC hybrid, woven, and bio-based products under this Limited Commercial Warranty when used in the proper fit for use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated above. The basis of any warranty related claim is the original “Company” invoice or authorized “Company” dealer.

The resilient must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s maintenance (resilient care) recommendations and such maintenance (resilient care) continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and resilient care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page.

WHAT THE WARRANTY COVERS

Manufacturing Defects – The Company warrants that the resilient product will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F386.

Wear – The Company warrants, during the period of the warranty, wear due to normal foot traffic will not wear through to the pattern layer of the product.

WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines.

Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to moisture, including any resilient related issues, are excluded from this warranty. Chair floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product.

Your warranty does not cover the following: damage caused by improper installation and/or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the sub floor; indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; telegraphing due to raised access floors or uneven subfloors; discoloration, surface scratches, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing; and/or damage due to U.V. light, thermal heat sources, or damage to the floor caused by exposure to temperatures above 100°F (38°C) or is exposed to temperatures below 55°F (13°C).

WARRANTY LIMITATIONS

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

Damage or gapping resulting from the failure to follow Shaw's installation instructions will not be covered by this warranty.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company Dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

WHAT WE WILL DO

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the commercial product, will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.