

## RESIDENTIAL WARRANTY CONDITIONS

### BALTERIO LAMINATE FLOORING

#### OVERVIEW

	Water resistance	Click system	Residential	Commercial <sup>(3)</sup>
Grande	5 years - 1h <sup>(1)</sup>	Lifetime <sup>(2)</sup>	25 years	5 years
Traditions	10 years - 24h <sup>(1)</sup>			
Restretto	10 years - 24h <sup>(1)</sup>			
Immenso	10 years - 24h <sup>(1)</sup>			
Quattro plus	5 years - 12h <sup>(1)</sup>			
Livanti	5 years - 12h <sup>(1)</sup>			
Royale	10 years - 24h <sup>(1)</sup>			
Deluxe	no		20 years	no
Dolce (Vita)	no			

<sup>(1)</sup> Stagnating water

<sup>(2)</sup> Limited to 33 years for residential use or limited to the commercial warranty period for commercial use

<sup>(3)</sup> A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty up to 10 years, can simply be requested by contacting the Technical Services department at Unilin: [technical.services@unilin.com](mailto:technical.services@unilin.com).

For commercial applications, the water resistance - and click warranty period are limited to the duration of the commercial warranty.

This warranty is valid on the Balterio laminate references as specified above and on the corresponding Balterio accessories.

#### WARRANTY PERIOD AND VALUE

The duration of this warranty is dependent on the laminate type concerned and on the purposes it is used for, as indicated in the table above.

The term “residential applications” shall be understood as: the use of the laminate as a floor covering in a private residence that is used for private purposes only.

The date of purchase is the invoice date.

The original purchase invoice, duly dated and carrying the distributor’s or retailer’s stamp, will need to be submitted. The original invoice should clearly indicate the product type and quantity.

## **SCOPE**

1. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can Unilin BV, division Flooring, be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
2. "INSTALLATION IMPLIES ACCEPTANCE"  
No warranty will be offered for appearance claims once the product is installed. The nominated party “owner, installer or representative” takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
3. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including the delamination or reduced resistance of the wear layer, staining and color fading.
4. The lifetime warranty on the joints only applies to permanent open joints wider than 0.2mm.
5. Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
6. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm<sup>2</sup>, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture) or cutting. The feet of furniture must always be provided with appropriate protective material. The protective material needs to be replaced with new if needed. Chairs, settees (sofas) or furniture with castors must be fitted with soft

wheels and/or an adequate protective mat or protective castor cups must be put under this furniture feet.

## **GENERAL CONDITIONS**

The statutory warranty in the country or state of purchase has unlimited application to the above mentioned products and all Balterio profiles and wall-bases. Unilin BV, division Flooring warrants, from the date of purchase, that the products of the Balterio brand as specified above are free from manufacturing or material defects.

Our flooring strictly meets product standards EN14041 and EN13329 and is covered by residential and commercial warranties.

The Balterio warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer or distributors or retailers.

1. The general Balterio warranty applies solely for indoor installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" either, an individual written warranty must be requested from the manufacturer.
2. The Balterio product must be installed following the Balterio installation method using the approved Balterio accessories. The customer / fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the inside of the bottom of the cardboard packaging, the back of the insert label, or in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor / retailer or they can be consulted at [www.Balterio.com](http://www.Balterio.com). The customer / fitter must be able to provide proof that only the recommended Balterio accessories were used to install the laminate floor (identifiable from the Balterio label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (on back of the insert label or at [www.Balterio.com](http://www.Balterio.com)) must be provided to the end-user by the installer.
3. This warranty applies only to the first owner and the first installation of the product and is not transferable.  
The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Balterio<sup>®</sup> brand product made after the edition date of these warranty conditions.
4. The ingress of sand and/or dust on the floor must be prevented by installing a suitable mat at all entrance door(s). The doormat must be maintained correctly.

5. The floor may not be installed in damp and/or humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as saunas).
6. Cooking islands for kitchens and other very heavy objects should not be fixed / screwed or placed on top of the laminate. The laminate floor must be able to move around the heavy objects to avoid open joints and separating planks.
7. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed immediately on all non- water resistant Balterio laminate floors. Cleaning efforts involving an excessive amount of water and / or the use of inappropriate cleaning products must be avoided at all times.
8. This warranty does not cover:
  - Installation error. The Balterio<sup>®</sup> product must be installed following the Balterio installation method using the approved Balterio accessories. Only Balterio underlays or underlays that meet the highest requirements of EN16354 are approved.
  - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user. To determine whether the wear is abnormal, relevant ambient factors, the duration and the intensity of use of the product are taken into account.
  - Damage caused by abrasive or corrosive substances like pet urine.
  - The reduced resistance of the non-pressed bevel.
  - Exposure to extreme temperature and relative humidity variations.
  - Water damage caused by ice machines, refrigerators, sinks, dishwashers, pipes, natural disasters, excessive moisture in concrete slabs, hydrostatic pressure, etc. In case of the presence of water and/or moisture on the floor and/or around the skirting boards, this must be removed immediately, except for the water resistant Balterio laminate floors: see further.
  - Improper maintenance
    - ✓ For Balterio laminate floors with water resistance warranty, wet maintenance is allowed.
    - ✓ For Balterio laminate floors with water resistance warranty and pressed bevel, the use of a steam cleaner is allowed if there's no steam directly coming on the laminate. So it must always be used with an appropriate cloth on the steam opening, which guarantees also an homogeneous heat and steam distribution. It is also important to take care to hold the apparatus not too long on the same place and clean the floor in the length direction of the design.

#### **WATER RESISTANCE WARRANTY ON WATER RESISTANT BALTERIO LAMINATE**

1. This water resistance warranty applies for installations in wet areas like bathrooms, kitchens and entrance areas. Product failure in these areas are under warranty if all installation instructions and the general warranty conditions are fulfilled. (see above)
2. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers).
3. Moisture left on the floor, and on or around the skirting boards, wall bases or profiles, is to be removed within the indicated timeframe in the warranty table . All expansion joint gaps must be filled with a very compressible PE foam (NEFOAMSTRIP) and sealed with an elastic waterproof transparent paste (Balterio Watershield Kit) according to the installation instruction. Wall bases, profiles and door trims must be sealed along the wall and along the flooring.
4. The water resistance warranty excludes damages caused by natural disasters (i.e. floods), naturally occurring conditions/accidents (i.e. plumbing failures, pet urine, leaking dishwashers, ....) or water/humidity between the subfloor and the laminate.

### **COMMERCIAL WARRANTY**

The term “commercial applications” shall be understood as: the use of the laminate as a floor covering in non-residential premises, including but not limited to hotels, offices and shops.

The duration of the commercial warranty is dependent on the laminate type concerned and on the purposes it is used for, as indicated in the table above. The water resistance – and click warranty are valid according to the table above but limited to the duration of the commercial warranty.

This commercial warranty:

- is valid for indoor commercial applications inside buildings under all of the above mentioned conditions.
- includes but is not limited to hotels, offices, shops and stores.
- does not apply to areas that have heavy traffic/rolling loads and immediate access to street traffic.

In addition to this, metal profiles must be used for commercial applications.

A commercial warranty for areas and applications which are not covered by the standard commercial warranty, or a specific project warranty up to 10 years, can simply be requested by contacting the Technical Services department at Unilin: [technical.services@unilin.com](mailto:technical.services@unilin.com).

### **LIABILITY**

Unilin BV, division Flooring, reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Balterio retailer or mail in proof of purchase and description of claim to:

Unilin BV, division Flooring - Ooigemstraat 3 - B-8710 Wielsbeke-Belgium  
Tel. +32(56) 67 56 56 - [aftersales@unilin.com](mailto:aftersales@unilin.com)

### **UNILIN'S UNDERTAKING**

Unilin BV, division Flooring, will repair or replace the product, at its option.

In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

Liability arising from this warranty is restricted to hidden defects.

These are defects that were not visible before or during the installation of the laminate floor.

The cost of removing and replacing the material is borne by the purchaser.

If the product was originally installed by a professional flooring installation company, Unilin BV, division Flooring, will cover reasonable labor costs. Unilin BV, division Flooring can never be held liable for any secondary damage.

### **APPLICABLE LAW AND DISPUTE RESOLUTION**

No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. Unilin BV, division Flooring is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.