

# Pergo® Limited Residential Warranty



Pergo Accolade  
Pergo Tiles  
Pergo Paradigm



Pergo Select

## Pergo, Inc. warrants to the original purchaser that:

1. The laminate surface will not wear through.
2. The floor will not fade due to sun or electrical lights.
3. The floor will not stain.
4. The floor will resist water damage from damp mopping and everyday spills when removed promptly.
5. The joint will remain secure under normal use conditions (applicable only to Pergo Accolade and Pergo Select planks).
6. The floor will not develop gaps when properly installed (applicable only to Pergo Paradigm).

## The Pergo Limited Residential Warranties are made subject to the following conditions

1. The flooring must be installed properly in accordance with Pergo, Inc.'s installation instructions. The instructions can be obtained by contacting 1-800-33-PERGO (1-800-337-3746), at [www.pergo.com](http://www.pergo.com) or through a retailer.
  - When installing Pergo in special situation areas such as: terrazzo, pier and beam, 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) or log on to [www.pergo.com](http://www.pergo.com) to obtain important additional information.
  - Proper installation includes, but is not limited to, performing a moisture test to determine if excessive moisture exists in the sub-floor and use of a 6-mil. polyethylene film vapor barrier on concrete sub-floors.
  - For glued and pre-glued products, after installation allow the floor to set overnight for 12 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in residential areas. The warranty does not apply if used in any commercial setting.
3. Surface wear must not have occurred as a result of incorrect maintenance or accidents, such as damage caused by scratching, impact or cutting.
4. Surface wear must be readily visible (i.e. approximately 1/2 sq. inch).
5. Warranty does not apply to other water damage, including damage caused by flooding, standing water (water that remains on the floor for more than 30 minutes), leaking pipes, household mechanical failures, appliance leaks, pet urine or damage caused by water underneath the flooring, including damage from sub-floor hydrostatic pressure (water under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water being below the flooring.
6. If you purchased Pergo Paradigm, the following apply.
  - Use of the Pergo Glue Activator or an equivalent tool that applies a continuous dispersion of water along the top of the tongue of each plank at a rate of approximately .06 grams per linear foot.
  - Inspect all planks prior to installation. If the plank tongue does not turn yellow when water-activated, do NOT install the plank.
  - Install all planks closing the joint tightly without gaps. Should there be a gap at the time of installation, do NOT install the plank.
  - A joint separation of 0.15mm or less is not considered a gap under the terms and conditions of this warranty
7. The warranty does not apply to Pergo moldings.
8. Installation of flooring that contains any manufacturing defect is not covered by this warranty.\*

Item #96013 Effective 4/15/03

## PERGO® WARRANTY REGISTRATION CARD

1 Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

E-mail Address \_\_\_\_\_

2 Store Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Date Purchased \_\_\_\_\_

Please fill out the front and back of this card as soon as you've purchased your new Pergo flooring and send it to Pergo, Inc. Also include a copy of your original purchase receipt as it will expedite warranty service. You can also register on-line at [www.pergo.com](http://www.pergo.com).

### Installation information:

How was your floor installed?

Self

Professionally installed –  
Pergo Endorsed Installer  
PIN number: \_\_\_\_\_

continue ➔

# Pergo® Limited Residential Warranty

## CUSTOMER SUPPORT

Any claim under the Pergo Limited Residential Warranty shall be made by contacting your retailer within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim.

If Pergo, Inc. accepts a claim under the Pergo Limited Residential Warranty, it will repair or replace, at its option, the affected Pergo flooring material. This warranty covers the repair or replacement of affected Pergo flooring materials, including reasonable labor costs. If the design for which a claim is made is no longer available, Pergo, Inc. will replace the affected floor materials with another design of equal value. The warranty is not transferable. It extends only to the original end-consumer.

## MANUFACTURING

\*In addition to the Pergo Limited Residential Warranty, Pergo, Inc. warrants its product against manufacturing defects that exist in its product prior to shipment. Any manufacturing defect must be reported prior to product installation or, under any circumstance, no later than six (6) months after the date of purchase to be covered under this warranty. Pergo, Inc. will replace

any such defective material at no additional cost to the customer, including reasonable labor costs. Any damage that occurs during shipment is the responsibility of the shipping company.

## DISCLAIMER

PERGO, INC. DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Pergo, Inc. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

## How to Care for Your Pergo Floor

Your Pergo Floor CAN scratch if not cared for properly. There are a few simple protective measures that are very important to keep your floor looking new.

### CARE AND MAINTENANCE

- Clean the floor using a vacuum with hard-floor attachments. (Do not use vacuum cleaners with a beater bar attachment.)
- Do not use steam cleaners or cleaning machines that buff the floor.
- Never wax, polish, sand, or lacquer the floor.
- Wipe soiled spots with a cloth dampened with clean water. Make sure the cloth is thoroughly wrung out. Never flood the floor with water or cleaner.

- Pergo strongly recommends the use of Pergo Spray Cleaner. However, a solution of 1 cup ammonia to 1 gallon of water or 1 cup vinegar to 1 gallon of water is effective.
- Do not use soap or detergent-based cleaners, wax-based products or any type of polish on Pergo floors. These cleaners leave a dull, filmy residue.
- Dry the floor thoroughly with a clean, soft cloth.
- Do not use abrasive cleaners or steel wool.
- Remove stubborn stains such as adhesive, paint, asphalt, oil, etc. with alcohol, acetone or nail polish remover.

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3 Pattern number or name \_\_\_\_\_

Pergo Brand:

- Select       Tiles  
 Paradigm       Accolade

Quality code (on end of box or back of plank)  
\_\_\_\_\_

I purchased \_\_\_\_\_ cartons of flooring OR

I purchased \_\_\_\_\_ square feet of flooring

- A copy of my original purchase receipt is enclosed.

Date purchased \_\_\_\_\_

4 Please check off the rooms that you are planning to purchase flooring for in the next two years:

- Kitchen       Living Room  
 Dining Room       Hallway/Entry Way  
 Family Room       Bathroom  
 Other \_\_\_\_\_

5 Would you like to share your comments?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please mail this form today with a copy of your original sales receipt to:

**Pergo Warranty Program**

c/o Pergo, Inc.

Warranty Department

P.O. Box 1775

Horsham, PA 19044-6775