



CONRAD
FLOORING

URBAN ARTISAN COLLECTION

CONRAD FLOORING products are covered by a warranty period from the date of purchase by the original purchaser against defects in materials, workmanship and conform to product specifications, provided installation, maintenance and use falls within CONRAD FLOORING's recommended installation instructions.

CONRAD FLOORING URBAN ARTISAN COLLECTION Laminate products are backed by a Limited 15-Year Commercial Warranty and Limited Lifetime Residential Warranty for manufacturing defects as described below.

Keep proof of your purchase in the form of an invoice, bill or statement from a CONRAD FLOORING retailer/contractor that shows date and price paid, including labor.

GENERAL INFORMATION

Product Inspections

- Inspection of all flooring materials must be done before installation.
- Materials with visible defects are not covered under warranties once they are installed.
- Our laminate floors are manufactured in accordance with accepted industry standards, which permit defect tolerance not to exceed 2%.
- CONRAD FLOORING warrants that its flooring is free of visual defects. Customer or installer should carefully inspect each piece before installation. Products that appear to

have defects should not be installed. CONRAD FLOORING will not be responsible for any claim for products installed with visual defects.

Sub-Floor Preparation

- Sub-Floor must be flat, dry, smooth, level and free from residues and structurally sound. A level slope is a foundation with an incline that is less than 5mm over 2 m or ¼" over 6'.
- Documents must be kept for all test results for warranty purposes.

Acclimation / General Conditions

- The flooring should be acclimated in the rooms in which it will be installed by letting the packages of flooring lie flat on the floor for at least 48 hours prior to installation.
- Acclimation of the laminate floors can be done by leaving it inside the box.
- Acclimation of the flooring must be done in the room where the flooring will be installed and where the temperature and humidity are maintained at or near normal living conditions.

Preparing the Room

- Check that the doors can still open and close after the floor and underlayment have been installed.
- Underlayment should be 2mm or thicker, and preferably one that has a moisture barrier film on one side and sound barrier on the other.
- For concrete, let the underlayment moisture barrier run up the perimeter of each wall 4" and trim after the floors are installed.

TERMS AND CONDITIONS FOR LAMINATE WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period, upon verification of the defect, CONRAD FLOORING will replace the affected area without charge, with flooring of equal value and/or quality. CONRAD FLOORING will not cover for any of the installation fees.

Exclusions

- Any visible defects noted after installation
- Building settling or uneven sub-floor
- Improper installation including installation by non-licensed individual
- Improper maintenance or inadequate care
- Accidents, abuse, or misuse
- Furniture without felts pads or protective cover on feet or wheels
- Damages caused by exposed high heel shoes

- Damage caused by excessive sunlight
 - Consequential or incidental damages, such as any loss, expense or damages other than to the flooring itself that may result from a defect in the flooring.
 - For laminate with our AquaShield UltraMax+ , any liquid other than water is excluded including human or pet urine. Urine is acidic and will cause damage to any laminate floor
- A. Lifetime Structural Warranty: CONRAD FLOORING warranty commitment is to provide quality Laminate flooring that is free from manufacturing defects in milling and lamination for 30 years in residential and 10 years in light commercial.
 - B. Finish Warranties: CONRAD FLOORING's products are covered under these finish warranties only when cleaned and maintained per CONRAD FLOORING's Care & Maintenance Guide. Gloss reduction is not considered wear through and is not covered under this warranty.
 - C. Light Commercial Finish Warranty: Conrad Floor further warrants that, under normal commercial conditions and with proper maintenance as prescribed by the CONRAD FLOORING Care & Maintenance Guide. Light Commercial areas are defined as public or commercial spaces with light to moderate traffic and infrequent liquid spills, and do not include food preparation, food service or public dining areas, areas where people form lines such as in front of cash registers, areas where furniture is frequently moved such as auditoriums and restaurants, areas where wheelchairs and other rolling equipment or furniture are used, or high traffic areas such as classrooms and near elevator doors.

These warranties are only for the original retail purchaser of the flooring. No warranties are transferable. CONRAD FLOORING reserves the right to verify and inspect all warranty claims prior to deciding on the appropriate course of action, and such inspection may require more than one visit to the site. Warranty claims may be inspected by company personnel or Certified Flooring Inspectors at our option. Defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after cause and analysis is made. CONRAD FLOORING will repair and/or replace any material deemed defective at our option. If the defective flooring is unable to be repaired in a reasonable number of attempts, CONRAD FLOORING will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

Warranty Owner: This Limited Warranty applies from the date of purchase and only to the original owner of the floor.

Warranty Expectations:

1. Wear from chairs or other furniture without proper floor protectors will void the warranty.
2. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
3. Damage caused by fire or burns, intentional abuse, flooding, construction projects or installation are not covered by this warranty.

4. Dissatisfaction or damage due to improper installation or installation contrary to CONRAD FLOORING recommendations will void the warranty.
5. Labor on material installed with obvious defects, will not be covered by this warranty.
6. Labor costs on repair or replacement of material, not professionally installed, are not covered by this warranty.
7. Any discoloration or bond failure on CONRAD FLOORING products resulting from improper adhesive selection or application will not be covered by this warranty.
8. If, prior to installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at the job site between 24 ~ 48 hours and, if post-installation, flooring is not continuously maintained at the same temperature, this warranty is void.
9. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor will not be covered by this warranty.
10. Using non-recommended floor care products may damage the floor and void the warranty
11. This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. Abnormal use or conditions includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product
12. This warranty does not cover transition accessories or moldings
13. CONRAD FLOORING will not be responsible for any loss of time, inconvenience expenses, costs, and consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made
14. CONRAD FLOORING is not responsible for usage that is not in compliance with any regulation or code
15. Light Commercial use is defined as use in environments that do not experience normal to heavy commercial traffic.
16. CONRAD FLOORING is not responsible for usage that is not in compliance with any regulation or code.