



PUREGRAIN

WARRANTIES GUIDE

ENGINEERED FLOORS

| | |
|---|-----|
| Table of contents | 1 |
| Warranty Summary | 2 |
| PawPrint Protection | 3-4 |
| PureGrain High-Def | 5 |
| PureGrain Comfort | 6 |
| PureGrain Endure | 7 |
| PureGrain Renew | 8 |
| PureGrain Flex | 9 |
| Warranty Intro & Installation Guide | 10 |
| Replacement/ Repairs, Coverage, & Manufacturing Defects | 11 |
| Wear, Stain & Fade | 12 |
| Waterproof Warranty, Conditions & Exclusions | 13 |
| Claims | 14 |

| | PUREGRAIN — FLEX | PUREGRAIN — RENEW | PUREGRAIN — HIGH-DEF | PUREGRAIN — ENDURE | PUREGRAIN — COMFORT |
|------------------------------|----------------------------|-----------------------------|--------------------------------|------------------------------|-------------------------------|
| PawPrint Protection | 5-15 Year | 5-15 Year | 15-30 Year | 15 Year | 15 Year |
| Pet Stain | Lifetime | Lifetime | Lifetime | Lifetime | Lifetime |
| Waterproof | Lifetime | Lifetime | Lifetime | Lifetime | Lifetime |
| Wear | Lifetime | Lifetime | Lifetime | Lifetime | Lifetime |
| Steam Mop | No | Yes | Yes | No | No |
| Manufacturing Defects | Lifetime | Lifetime | Lifetime | Lifetime | Lifetime |
| Commercial | 5-10 Year | 7-10 Year | 7-15 Year | 10 Year | 10 Year |
| Proration | Yes | Yes | Yes | Yes | Yes |





PawPrint™ Protection Your Flooring's Best Friend

Are you a pet owner looking for flooring that can withstand the playful antics of your furry friends? Look no further than PureGrain™ flooring with PawPrint™ Protection. This warranty is specifically designed to safeguard your floors from scratches and other wear and tear caused by domestic dogs and cats.

No floor is completely scratchproof. Even with PawPrint™ Protection, it's important to take precautions to prevent excessive wear and tear. Rest assured, if your domestic dog or cat leaves a visible scratch in the design layer, we've got you covered.





| | | |
|--|--|--|
| 12 Mil Wear Layer or Equivalent | 20 Mil Wear Layer or Equivalent | 30 Mil Wear Layer or Equivalent |
| 5 Year Warranty | 15 Year Warranty | 30 Year Warranty |

WARRANTY TERMS

Our PawPrint™ Protection Warranty is designed to protect your PureGrain™ flooring from scratches caused by your domestic dog or cat. A pet scratch is defined as a mark through the design layer of the flooring. The scratch must be seen from a standing position in normal lighting. Trimming your pet’s nails will help to minimize any potential for scratching.

PureGrain™ products will resist staining from all domestic pets. This includes feces, urine, and vomit for the indicated period of time specified. Odor emanating from material between or under flooring is not covered. Cleaning should begin as soon as the stain is noticed. Recommended cleaning and maintenance procedures must be attempted prior to remedy consideration by the warranty.

EXCLUSIONS

This warranty does not cover damage caused by misuse, neglect, clawing, or digging.

| | Equivalent to 20 mil | Equivalent to 30 mil |
|------------------------------|----------------------|----------------------|
| PawPrint Protection | 15 Year | 30 Year |
| Pet Stain | Lifetime | Lifetime |
| Waterproof | Lifetime | Lifetime |
| Wear | Lifetime | Lifetime |
| Steam Mop | Yes | Yes |
| Manufacturing Defects | Lifetime | Lifetime |
| Residential | Lifetime | Lifetime |
| Commercial | 10 Year | 10 Year |
| Proration | Yes | Yes |



20 mil Products

| | |
|------------------------------|----------|
| PawPrint Protection | 15 Year |
| Pet Stain | Lifetime |
| Waterproof | Lifetime |
| Wear | Lifetime |
| Steam Mop | No |
| Manufacturing Defects | Lifetime |
| Residential | Lifetime |
| Commercial | 10 Year |
| Proration | Yes |



| | 12 Mil Products | 20 mil Products |
|------------------------------|------------------------|------------------------|
| PawPrint Protection | 5 Year | 15 Year |
| Pet Stain | Lifetime | Lifetime |
| Waterproof | Lifetime | Lifetime |
| Wear | Lifetime | Lifetime |
| Steam Mop | No | No |
| Manufacturing Defects | Lifetime | Lifetime |
| Residential | Lifetime | Lifetime |
| Commercial | 7 Year Light | 10 Year |
| Proration | Yes | Yes |



| | AC4 Products |
|------------------------------|--|
| PawPrint Protection | 15 Year |
| Pet Stain | Lifetime |
| Waterproof | Lifetime with Proper Installation Method |
| Wear | Lifetime |
| Steam Mop | Yes |
| Manufacturing Defects | Lifetime |
| Residential | Lifetime |
| Commercial | 10 Year |
| Proration | Yes |



PUREGRAIN
FLEX

| | 6 Mil | 8 Mil | 12 Mil | 20 Mil |
|------------------------------|--------------|--------------|---------------|---------------|
| PawPrint Protection | No | No | 5 Year | 15 Year |
| Pet Stain | Lifetime | Lifetime | Lifetime | Lifetime |
| Waterproof | Lifetime | Lifetime | Lifetime | Lifetime |
| Wear | Lifetime | Lifetime | Lifetime | Lifetime |
| Steam Mop | No | No | No | No |
| Manufacturing Defects | Lifetime | Lifetime | Lifetime | Lifetime |
| Residential | 10 Year | 10 Year | 15 Year | 30 Year |
| Commercial | No | No | 5 Year Light | 10 Year |
| Proration | Yes | Yes | Yes | Yes |



WARRANTY INTRO

Engineered Floors LLC® (“EF”) warrants its PureGrain® products strictly according to this document and revisions of this document only. Printed or saved versions of this document may not reflect the most current and applicable version. The most current version is available on www.engineeredfloors.com. This warranty covers flooring material as outlined below and reasonable labor costs where applicable. This warranty extends only to the original purchaser of flooring and to the flooring in its original installation. This warranty is not transferable. The original receipt is proof of purchase and the date of the receipt serves as the beginning of warranty coverage. The flooring must be installed in accordance with the style specific installation instructions and must be maintained in accordance with EF cleaning and maintenance instructions in order to maintain full warranty coverage.

INSTALLATION

EF recommends that our PureGrain® be professionally installed. Any remedy offered by the flooring warranty will not include labor where the flooring was not installed by professional installation technicians. Any installation workmanship issues should be addressed to the retailer from whom the flooring was purchased or the installation technicians who installed the flooring, as EF does not warrant installation. EF is not responsible for labor costs where visibly defective product is installed.

REPLACEMENT/REPAIRS

EF may repair or replace PureGrain® product in affected areas to satisfy obligations of the warranty one time. If replacement is necessary and the identical flooring is not available, EF will provide flooring of comparable quality, color, and value. Any replacement product is warranted for the remainder of the original warranty period. If replacement material exhibits problems in the same way as original material, conditions in the space may not properly support use of flooring products. EF recommends when installing new flooring, maintain extra stock of the flooring (minimum one full carton) for future repair.

COVERAGE

Residential warranty terms apply to products installed in owner-occupied residential dwellings (single-family homes, condominiums, town houses, etc.). Residential dwellings that are not owner occupied are not covered by this warranty. If an owner occupied residential dwelling transitions to a rental unit the warranty is voided from that date. If a residential premises is ever a rental unit, coverage under the residential warranty terms cannot be established or re-established.

MANUFACTURING DEFECTS WARRANTY

EF warrants that its PureGrain® products shall remain free of manufacturing defects for the period of time indicated in the brand specific tables listed above. Manufacturing defects include delamination, variations in thickness, and dimensional changes not caused by conditions in the installed environment. Material with obvious defects that are installed anyway will be deemed acceptable by the owner or installer and will not be considered for remedy by the warranty.



WEAR, STAIN AND FADE WARRANTY

EF warrants that its PureGrain® products will not wear, stain, or fade from normal use for the indicated period of time in the brand specific tables listed above. The following definitions apply:

- Wear must be through the wear layer to the degree that the printed pattern is altered. Normal wear in high traffic areas, seating areas, and at pivot points are excluded. Surface scratches and reduction of gloss are considered normal wear and are not considered defective product.
- Fade must be to the degree that the design layer is permanently discolored.
- Stain is defined as a permanent change in the design layer of the product's surface caused by common household food, beverages, and improper cleaning products.

The following are excluded from stain warranty coverage:

ink, iodine, mercurochrome, betadine, dyes, asphalt, tar, grease, baking grease, cooking oils, and nail polish



WATERPROOF WARRANTY

EF warrants its PureGrain® products, where applicable, to be waterproof from topical moisture. The structural integrity of the flooring plank will not be significantly diminished by exposure to topical water. The integrity of flooring planks will not be affected by topical moisture. However, excessive moisture in the subfloor can cause mold or mildew to occur. This limited warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture. Damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, moldings, trims, subfloor, or subfloor heating systems are excluded. This limited warranty does not apply to damage caused by water or moisture in the subfloor including: hydrostatic pressure, flood, appliance failure, plumbing leaks, or other conditions that result in water or moisture under the flooring.

CONDITIONS AND EXCLUSIONS

The following are not covered by this limited warranty: general surface scratches, cuts, gouges, or impact damage; damage caused by installation and/or maintenance practices that are inconsistent with our recommendations; damage caused by exposure to extreme heat or sunlight; damage from freight, accidents, intentional abuse, misuse, domestic dog or cat clawing and digging, or neglect; damage caused by vacuum cleaner beater bars, robotic vacuum machines, or steam mops (in the brands Flex, Endure, and Comfort); indentations from

spiked or high heeled shoes or furniture without proper floor protectors or chair pads; damage from rolling traffic and/or other non-foot traffic; changes in color or sheen in traffic areas or when exposed to a natural light source; damage caused by subfloor conditions inconsistent with brand specific installation guidelines; fire or smoke damage; water or liquid intrusion; exterior application; damage caused by chemically reactive material; construction and remodel related damage; color or texture differences between samples and delivered product or in replacement material; variations in material from different production runs (dye lots); damage from any urine, feces, or vomit stains other than a domestic dog or cat; PureGrain® products used for athletic playing surfaces, any recreational activity, or other inappropriate end use activities; any product designated as off-goods including, but not limited to, second quality, specials, or non-standard items. Three season rooms must be enclosed. Flooring in three season rooms must not be exposed to direct sunlight or temperatures below -20°F or above 176°F. While occupied, three season rooms must maintain ambient temperature between 55°F and 95°F.

Engineered Floors® PureGrain® flooring utilization guidelines

| WEAR LAYER | SPACE CLASSIFICATION | APPLICATION EXAMPLES |
|------------|----------------------|--|
| < = 12 mil | Residential | Owner Occupied Residential Dwellings |
| 12 mil | Light Commercial | Small Retail Shops, Small Restraunts, Small Offices, Boutiques, Hair Salons, Showrooms, Waiting Rooms |
| = > 20 mil | Commercial | Large Retail, Large Restaurants, Doctor/Dentist Offices, School/Daycare, Assisted Living, Entryways, Lobbies, Common Areas, Hallways, Conference Rooms |

CLAIMS

If a condition arises that is believed to be covered by this warranty, the retailer from whom the flooring was purchased can file a claim with EF on behalf of the end use purchaser. A claims analyst with EF will conduct an investigation which may require pictures, samples, use and maintenance information, and/or an inspection by an independent inspector. If defective material is verified under the terms of these warranties, EF will offer an allowance of a percentage of the original flooring wholesale purchase price according to the proration chart below.

Residential Proration Table For Material

| CLAIM REPORTED | LIFETIME LIMITED | 30 YEAR LIMITED | 15 YEAR LIMITED | 10 YEAR LIMITED |
|-------------------|------------------|-----------------|-----------------|-----------------|
| 1st to 5th Year | 100% | 100% | 100% | 100% |
| 6th to 10th Year | 75% | 75% | 50% | 50% |
| 11th to 15th Year | 50% | 50% | 10% | N/A |
| 16th to 20th Year | 35% | 35% | N/A | N/A |
| 21st to 25th Year | 25% | 10% | N/A | N/A |
| 26th to 30th Year | 10% | 5% | N/A | N/A |
| 31st and beyond | 5% | N/A | N/A | N/A |

For a residential installation claim, reasonable labor will be paid at 100% in years 1 and 2 and at 50% in years 2 through 5. No labor will be paid after 5 years. Labor will not be paid in DIY installations.

For additional information, please contact Engineered Floors® Technical Services at hstechservice@engineeredfloors.com or 866-706-9745 Opt 6.

Commercial Proration Table

| CLAIM REPORTED | MATERIAL ALLOWED | LABOR ALLOWED |
|------------------|--|---------------------------|
| 1st Year | Material to Repair or replace defective material | Reasonable Consideration+ |
| 2nd to 5th Year | Material to Repair or replace defective material | 50% Labor+ |
| 5th to 10th Year | Material to Repair or replace defective material | No labor |

+reasonable labor costs shall be determined by EF.

EF does not grant authority to any person or entity to alter the obligations or limitations of this warranty. This limited warranty is in lieu of any and all other warranties, express or implied, as related to the specific products listed in this warranty. EF shall not be liable for consequential damages including, but not limited to, lost profits or loss of use of the space where the product is installed. Exclusions and limitations may not apply where states do not allow the exclusions or limitations of implied warranties or the limitation of incidental or consequential damages.