

Product Category: PURE CMF MAX™

(12mm: 10mm +2.0mm anti-microbial underlayment / AC5)

Limited Lifetime Residential / 10 Year Commercial Warranty

Ultimate Floors warrants its PURE CMF MAX™ product to be free from any visual or manufacturing defects by offering a Limited Lifetime Residential and 10-Year commercial warranty. If the product is found to be defective, Ultimate Floors will supply new material of the same or similar style, size, color, grade, and gauge to repair or replace the defective area.

Limited Warranty

If you make a claim and follow our service procedures within the first year after the date of purchase: Ultimate Floors will provide materials to either repair or replace the defective area of the floor at our option. If you make a claim after the first year after date of purchase and before the end of the limited warranty period: Ultimate Floors will provide or pay a percentage of the reasonable material costs if the floor was professionally installed for repair or replacement at our option of the warranted product. This percentage is pro-rated and will be based on the number of years from the date of purchase and the remaining warranty period of the product. Under no circumstances will Ultimate Floors pay any labor or time-lost costs.

Note: Any repair or replacement is limited to colors and styles available at the time of repair/replacement. If the original item is no longer available, we reserve the right to substitute another SKU of similar value and structure.

Limited Warranty Conditions

- Proof of purchase is necessary to verify all warranty claims
- The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents.
- This warranty applies only to the original purchaser and the original installation site and is not transferrable. This warranty only applies to first quality Ultimate Floors brand product purchase made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- This warranty applies only to products installed indoors
- Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the laminate floor.
- This warranty applies only to Ultimate Floors brand product installed according to the manufacturer's recommended installation instructions. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed.

- Ultimate Floors or the retailer must be informed of any defect prior to install in writing within 7 days of purchase. Complaints after 7 days will not be accepted. Color and gloss issues resulting from adding material at a later date from non-warranty repairs are excluded from coverage.

Limited Warranty Exclusions

This warranty does **not** cover the following:

- Misuse, accidents, or abuse (ex: dragging heavy objects across the floor without proper protection)
- Conditions caused by improper care and/or maintenance (see our laminate maintenance guide for details). Some examples of conditions not covered are:
 - Loss of gloss or buildup of dulling film due to lack of or improper maintenance.
 - Scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, pets, spiked heels, or other objects.
 - Damage caused by chemicals, burns, fires and other accidents
- Failure to support furniture with non-staining floor protectors. Protectors must be the same diameter of the object and rest flat on the floor.
- Insufficient protection from pebbles, sand, and other abrasives
- Conditions caused by Installations not in accordance with the Ultimate Floors Installation guide, inadequate subflooring, or improper subfloor preparation
- Construction related damage
- Damage due to leaks, floods, or natural disasters. This also excludes damages caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moisture barrier.
- Panels installed with visual defects. Flooring must be checked for defects before installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances.
- Any noise or sound issues related to the floor (ex: squeaking, hollow sound, etc.)
- Variations of color, shade, or texture of the panels you purchase from those shown on samples or photographs
- Damage from extreme heat, dryness, moisture of any kind. You must maintain the temperature 65F to 85F and humidity 35% to 55% in your home.
- The Limited Warranty does not cover use of two different locking systems. Locking systems change from time to time and it is the purchaser's responsibility to notify us of a continuous job that requires a certain lot number.

Waterproof Limited Warranty

The structural performance of PURE CMF MAX™ planks, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the specified duration of the warranty.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure.

While PURE CMF MAX™ planks are waterproof, the floor is not a waterproof barrier for the subfloor and surrounding structure. The moisture warranty does not cover damage caused by hydrostatic pressure or moisture vapor emission from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

PURE CMF MAX™ will also withstand moisture from damp or wet mopping. Damp or wet mopping is strongly recommended.

If the PURE CMF MAX™ planks are structurally damaged and the cause is determined to be the result of exposure to water, Ultimate Floors will arrange a credit subject to the terms as described below in the “Terms of Lifetime Limited Warranty” section. For commercial installations, PURE CMF MAX™ planks damaged by exposure to water will be subject to a pro-rated credit as described below in the “Terms of Lifetime Limited Warranty” section.

Terms of the Limited Warranties

Claims reported on material defects of this PURE CMF MAX™ flooring will be prorated over the life of the product. Under no circumstances will Ultimate Floors pay any labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls and removal and replacement of items placed over the floor after the original installation) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages. This warranty is in lieu of any other warranties expressed or implied. This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor or dealer.

Limited Warranty Exclusions and Conditions

- This product is warranted for light commercial areas and those activities commonly associated with those environments. We do not recommend this product under heavy rolling loads and heavy hospital beds.
- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or “as-is” goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate subflooring preparation as described in the installation instructions.
- Warranty does not apply to damages or failure of the floor due to excessive moisture, alkali and/or hydrostatic pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to products sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by using steam cleaners
- Warranty does not apply to damage that results from not following floor maintenance instructions
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damage caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.

- Warranty does not apply to damage caused by office rolling chairs. The use of a rolling chair mat is highly recommended
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- “Wear-Through” means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- “Residential use” means daily activities commonly associated with residential use. If you have any questions regarding the above information, please contact your local flooring dealer or distributor.

Warranty Disclaimer

Ultimate Floors warrants the quality of our products only. The application and processing of Ultimate Floors products is beyond our control and therefore is the sole responsibility of the user and or dealer / distributor. Due to varying procedures and conditions. Ultimate Floors written or verbal instructions are based on experience with our products and we strongly encourage thorough inspection and testing of the product prior to actual use.

In the event of a defective product claim, Ultimate Floors requires that samples showing the defect be submitted for inspection and testing to verify the alleged claim. This may be done on site through the use of Ultimate Floors personnel or agents under contract with Ultimate Floors by actual samples submitted to Ultimate Floors. In the event of confirmation that the status of the material in question is in fact defective, Ultimate Floors warrants the replacement value of the Ultimate Floors material only. Ultimate Floors liability will not exceed the value of the Ultimate Floors material involved. Ultimate Floors is not responsible for any consequential damages.

This warranty constitutes the entire agreement between you and Ultimate Floors. By purchasing a product, you agree to these terms.