



Pure CMF MAX Flooring

Limited Residential and Light Commercial Warranty

To ensure warranty coverage, both purchaser and authorized retailer must understand this document and all related flooring documents, including installation guidelines and the Ultimate Floors care and maintenance guide. Failure to comply with these terms may void the warranty. For any questions, contact Ultimate Floors HQ at 1-323-987-0001 or Info@UltimateFloors.net.

PURE CMF MAX Flooring

Limited Residential Warranty

Ultimate Floors warrants our PURE CMF MAX™ products to be free from manufacturing defects. PURE CMF MAX™ flooring installed indoors in a climate controlled area in accordance with Ultimate Floor’s Installation Guide will not warp, cup, or buckle. PURE CMF MAX™ flooring maintained in accordance with Ultimate Floor’s Maintenance Guide will not wear out, fade, or stain under normal household conditions for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

Limited Light Commercial Warranty

Ultimate Floors warrants our PURE CMF MAX products to be free from manufacturing defects. PURE CMF flooring installed indoors in a climate-controlled area in accordance with Ultimate Floor’s Installation Guide will not warp, cup, or buckle. PURE CMF MAX flooring maintained in accordance with Ultimate Floor’s Maintenance Guide will not wear out, fade, or stain under light commercial use for a specified length of time from date of purchase as set forth below. This warranty applies only to the original end user and proof of purchase is required for all claims.

Limited Lifetime Waterproof Warranty

Ultimate Floors PURE CMF MAX Flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the life of the product. These products are not to be used as a moisture barrier and this warranty does not cover damage due to sub floor moisture or mold/mildew growth due to prolonged moisture exposure. This warranty does not cover any damage to the floor and/or surrounding structures caused by casualty events involving water coming into contact with your floor and failures normally covered by homeowner’s insurance including but not limited to damages caused by flooding, standing water, leaky pipes, leaky faucets, household appliances, or hydrostatic pressure.

Pure CMF MAX Flooring Warranty Periods

Collection	Abrasion Class	Application	Warranty
12.3mm MaxDefense	AC5	Residential & Commercial	Lifetime Residential / 10 Year Light Commercial

Terms

- Proof of purchase is required for all warranty claims.
- This warranty applies only to the first owner and first installation of the product and is not transferable.
- Claims for wear must show a minimum dime sized area.
- The warranty only applies to defects inherent to the material supplied; this means any material or production defects acknowledged by the manufacturer. Ultimate Floors will

repair or replace the product at its option – when replacement is made, only new panels from the current product range at the time of the complaint will be supplied. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects which were not visible before or during the installation of the floor. Flooring must be checked for defects before installation and under sufficient lighting and planks deemed defective must not be installed under any circumstance.

- Ultimate Floors will not be responsible for any loss of time, inconvenience, expenses, costs, or consequential damages caused by or resulting directly or indirectly from a problem pertaining to the claim.
- Ultimate Floors reserves the right to inspect the flooring and to remove samples for additional evaluation. Any attempt to repair or replace the flooring without consent from Ultimate Floors will void this warranty. Ultimate Floors does not allow or authorize any third parties to alter this warranty.

Exclusions

- Damage or failure arising from improper installation, excessive subfloor moisture, inadequate subflooring, or inadequate subfloor prep
- Damage or failure due to a radiant heated subfloor not in compliance with Ultimate Floors's installation guide/requirements
- Construction related damage including but not limited to damage caused by adhesives or tape
- Planks installed with visible defects
- Planks installed over new construction concrete subfloor without sealer
- Product deformities that are not measurable or that are only visible at a certain angle or in a certain light
- Color or gloss inconsistency between samples, replacement product, or illustrations and actual product. Color or gloss inconsistency resulting from adding material at a later date.
- Damage or discoloration caused by accidents, chemicals, fire, flood, moisture, mold or mildew.
- Squeaking Noises, Damage to planks and click joints due to heavy rolling loads or uneven sub floor
- The use of two different locking systems or flooring sold as irregulars, trial grade material, or "as-is"
- Damage or indentations caused by abuse or from failure to follow Ultimate Floors maintenance instructions including but not limited to:
 - dragging objects across the floor, untrimmed pet nails, damaged shoes/heels
 - use of mats not labeled non-staining
 - use of rolling caster wheels without non- staining floor mat or furniture without non- staining floor protectors

- use of vacuum cleaner beater bar
- use of steam mops
- Loss of gloss, buildup of dulling film, gouges, indentations, scuffs or scratching
- Discoloration, fading, or normal changes in color from heat, intense artificial light, or direct sunlight
- Damage or indentations in the following environments:
 - areas that are not climate controlled
 - areas exposed to extreme heat or cold including but not limited to saunas
 - areas where commercial cleaning machines will be used
 - areas where walkers and wheelchairs are used (i.e. Assisted Living or Extended Care facilities)
 - areas exposed to movement of heavy objects, displays, racks, dentist chairs etc. – it may exert extreme stress and compromise the locking system.

IF YOU HAVE A CLAIM

Contact the retailer where you purchased the floor and describe the issue immediately. They will be able to answer your questions and, if necessary, start to process a claim. When applicable, the retailer will provide an initial inspection of the issue and will be obligated to present their findings to Ultimate Floors along with proof of purchase, a sample and/or clear photos of the defect, and any additional information we may need to understand the cause of the issue. Please note that claim forms submitted to Ultimate Floors by the end user will not be accepted. All claim forms must be submitted by the authorized retailer or account holder where the product was purchased.

WHAT WE WILL DO

If we honor a claim under this warranty, Ultimate Floors will repair or replace the product at our option, or we will refund the cost of the flooring. If Ultimate Floors repairs or replaces a plank as a result of a warranty claim, you will be required to clear at your expense any items placed over the affected area subsequent to the original installation.

This warranty is limited to the designs, colors, styles, structures and SKU's available at the time of the repair or replacement. If the original product is no longer available, we reserve the right to substitute it with another design, color, style, structure or SKU that is similar to the original and of equivalent value.

