



25 YEAR RESIDENTIAL LIMITED WEAR WARRANTY FOR TEMPO LAMINATE FLOORING

What does the Millennium Laminate Flooring Residential Limited Warranty cover?

Millennium Laminate Flooring warrants that for 25 years from the date of original purchase this laminate floor:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)
- Will be free of manufacturing defects

Moisture Warranty

Millennium warrants the laminate flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition. The Moisture Warranty does not cover flooding, standing water, leaking pipes, household mechanical failures, appliance leaks or pet urine.

What you should do if any of the above listed problems occur:

The original residential purchaser should notify their authorized dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty. The original residential purchase must present to that authorized dealer the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

If agreed that it is a claim, we will authorize repair or replacement at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 12 years after purchase on a Millennium product warranted for 30 years, then Millennium will pay 40% (12/30th) of the material.

If professionally installed by a certified laminate installer reasonable labor costs will be covered to perform the replacement or repair during the first 3 years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase.

LIMITATIONS AND EXCLUSIONS:

If the original design/color/style is no longer available, Millennium reserves the right to substitute another design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or non-standard items. This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed. The affected area must be visible and cover an area greater than one square inch. The flooring must be installed in accordance with Millennium recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse;
- Extreme heat or cold;
- Scratching, impact or cutting;
- Improper workmanship or installation not in accordance with the Millennium installation instructions;
- Improper maintenance;
- Improper fabrication;
- Freight damage;
- Damages by acts of God;
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters;
- Installation cost of flooring that contains any manufacturing defect is not covered by this warranty.

As well, no claims relating to visual defects on a plank or planks will be accepted after installation. Also, if the claim is for a visual defect on installed material, labour costs are not covered.

Noises and Squeaks in Floating Installations

Occasionally we receive complaints from consumers/dealers regarding squeaking and noise in laminate and hardwood locking floor products once installed. The industry has conducted extensive research to understand what is causing squeaking sounds from a floating floor. This research included tests to evaluate factors such as pinch points, temperature, relative humidity and different types of underlayment.

The conclusion from the test data indicates that the noise issues are a direct result of any combination of three possible causes.

1. Subfloor issues
2. Improper installation
3. An obstruction somewhere in the floor, not allowing the total floor to actually float

In accordance with our test results and warranty obligations, please note that Millennium will not cover any claim associated with noise on any of our floating floors.

Please find below some suggestions for a successful floating floor installation. These instructions are preventative measures that will reduce the chances of your floating floor squeaking.

Millennium excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

SUCCESSFUL FLOATING FLOOR INSTALLATION

- An expansion zone must be maintained at all vertical obstructions including walls, pipes, stairways, trims, mouldings, etc. – recommended min 3/8" at the wall to a maximum of 3/4" around pipes.
- If the room is larger than 40' but less than 80' in plank length or wider than 26' but less than 52'1/2" expansion zone is required
- Do not attach the flooring to the subfloor at any point in the installation
- Do not attach trims or mouldings to the Laminate flooring
- Maintain 1/4" expansion space at each transition strip
- When attaching Transition strips to the subfloor with adhesive make sure the adhesive does not ooze out on the flooring
- Door casings must have a 1/16" clearance to accommodate the flooring and underlayment
- When under cutting door casings, the installer must maintain adequate expansion space
- Subfloor level/flatness should not exceed 3/16" within 10'
- Install only at room temperature above 60° F (16° C) and 45-65% humidity conditions
- Check and document moisture readings when installing over concrete or wood subfloor systems (i.e., Calcium Chloride test maximum of 5.0 lbs/1,000 sq. ft./24 hours)
- The building must be enclosed with all outside doors and windows in place