



## **URBBA – VENETIAN HEIGHTS FLOORING WARRANTY**

THIS LIMITED WARRANTY IS PROVIDED BY URBBA FLOORING AND BEGINS WHEN THE FLOORING IS PURCHASED. THE FLOORING MUST BE INSTALLED IN ACCORDANCE WITH THE INSTALLATION GUIDELINES AND SPECIFICATIONS. THE FLOORING MUST BE MAINTAINED IN ACCORDANCE WITH THE FLOOR CARE AND MAINTENANCE RECOMMENDATIONS AND SUCH MAINTENANCE CONTINUES THROUGHOUT THE DURATION OF THE ORIGINAL INSTALLATION.

THE LIMITED WARRANTY IS FURTHER LIMITED TO ORIGINAL PURCHASER OF THE FLOORING. WARRANTY RELATED CLAIMS APPLY TO THE ORIGINAL INVOICE, OR AUTHORIZED DEALER INVOICE.

INSTALLATION GUIDELINES AND SPECIFICATIONS ALONG WITH FLOOR CARE RECOMMENDATIONS CAN BE OBTAINED FROM YOUR DEALER. FOR ADDITIONAL CONTACT INFORMATION, PLEASE SEE THE BOTTOM OF THIS PAGE.

### **LIMITED WARRANTIES**

#### **5 YEAR LIMITED LIGHT/MEDIUM COMMERCIAL WEAR WARRANTY:**

1. THE FLOOR MUST BE INSTALLED PROPERLY AND ACCORDING TO URBBA'S INSTALLATION INSTRUCTIONS. PROPER INSTALLATION INCLUDES, BUT IS NOT LIMITED TO THE FOLLOWING:
  - A MOISTURE TEST MUST BE PERFORMED TO DETERMINE IF EXCESSIVE MOISTURE EXISTS IN THE SUBFLOOR.
  - WHEN INSTALLING OVER CONCRETE, CONCRETE SHOULD BE TESTED FOR MOISTURE PRIOR TO INSTALLATION USING THE CALCIUM CHLORIDE TEST METHOD, A NON-INVASIVE MOISTURE METER, OR A PIN/PROBE METER. WHEN USING A CALCIUM CHLORIDE TEST, THE RESULT MUST NOT EXCEED 3 LBS PER 1000 SQ. FT. IN A 24 HOUR PERIOD.
  - A POLYETHYLENE FILM VAPOR BARRIER MUST NOT BE USED OVER WOOD SUBFLOORS. MOISTURE READINGS OF WOOD SUBFLOORS MUST NOT EXCEED 11% THROUGHOUT THE ENTIRE INSTALLATION.
  - IF GLUE IS USED, GLUE ENTIRE FLOOR WITH GLUE THAT MEETS OR EXCEEDS PVAC DISPERSION WITH A VISCOSITY OF 8000 +/- 1000 CPC SPINDLE 6/20 AT 20 DEGREES CENTIGRADE – DENSITY OF 1.11 +/- 0.02 G/CM ON A DRY CONTENT OF 48 +/- 1% (WEIGHT). UPON COMPLETION OF GLUED INSTALLATION, THE FLOOR MUST BE ALLOWED TO SET OVERNIGHT FOR 24 HOURS BEFORE RESUMING NORMAL USAGE OF THE ROOM.
2. THE FLOORING MUST BE USED ONLY INDOORS IN A DRY, CLIMATE CONTROLLED AREA.
3. THE FLOORING MUST BE MAINTAINED IN ACCORDANCE WITH URBBA MAINTENANCE INSTRUCTIONS.
4. THIS LIMITED WARRANTY DOES NOT APPLY TO WATER DAMAGE OF ANY KIND.
5. THIS LIMITED WARRANTY DOES NOT APPLY TO DAMAGE CAUSED BY WATER OR MOISTURE IN THE SUBFLOOR OR UNDERNEATH THE FLOORING, INCLUDING BUT NOT LIMITED TO DAMAGE FROM SUBFLOOR HYDROSTATIC PRESSURE (WATER OR MOISTURE UNDER THE FLOOR THAT IS TRANSMITTED TO THE SURFACE THROUGH EXERTED PRESSURE) OR OTHER CONDITIONS THAT RESULT IN WATER OR MOISTURE BEING UNDER THE FLOOR.
6. THIS LIMITED WARRANTY DOES NOT APPLY TO URBBA MOLDINGS AND TRIMS.
7. INSTALLATION OF FLOORING THAT CONTAINS ANY MANUFACTURING DEFECT IS NOT COVERED BY THIS LIMITED WARRANTY.

#### **LIFETIME LIMITED STRUCTURE WARRANTY**

THE FLOOR PLANK IS WARRANTED TO BE FREE FROM MANUFACTURING OR MATERIAL DEFECTS FOR THE DURATION OF THIS WARRANTY. WARRANTY COVERAGE: UPON DETERMINATION OF A VALID MANUFACTURING DEFECT OR FINISH WEAR THROUGH AMOUNTING TO 100%, CREDIT WILL BE ISSUED TO THE DEALER AND WILL BE GOOD TOWARD THE PURCHASE OF A REPLACEMENT. WHEN DEFECTIVE PRODUCT IS INSTALLED, CREDIT APPLIES TO MATERIAL ONLY AND DOES NOT INCLUDE LABOR SINCE IT IS THE RESPONSIBILITY OF THE INSTALLER TO DETERMINE SUITABILITY OF MATERIAL PRIOR TO INSTALLATION. SHOULD A PROBLEM ATTRIBUTABLE AS A MANUFACTURING DEFECT DEVELOPS AFTER FLOORING IS INSTALLED, THE COST OF LABOR FOR REPAIR WILL BE COVERED BY THIS WARRANTY.



**THE LIMITED WEAR WARRANTY DOES NOT COVER:**

1. DAMAGE DUE TO ADHESIVES OR TAPE, SCRATCHES, GOUGES, SCUFFS, PUNCTURES, CUTS, INDENTATIONS, BURNS, ACCIDENTS, LACK OF PROPER FURNITURE RESTS OR ANY INTENTIONAL MISUSE OF THE PRODUCT. LOSS OF FINISH GLOSS OVER TIME IS CONSISTENT WITH NORMAL WEAR & TEAR AND IS NOT A PRODUCT FLAW.
2. PROBLEMS DUE TO MOISTURE, MILDEW, ALKALINE SUBSTANCES, HYDROSTATIC PRESSURE, EXPANSION AND CONTRACTION BETWEEN PLANKS/TILES, OR HUMIDITY LEVELS ABOVE OR BELOW THOSE RECOMMENDED.
3. IT IS NORMAL AND EXPECTED FOR THERE TO BE COLOR VARIATIONS DUE TO USE OF NATURAL COMPONENTS, EXPOSURE TO UV LIGHT AND/OR SUNLIGHT, AND AGE OF MATERIAL. THEREFORE, COLOR INCONSISTENCY BETWEEN SAMPLES, REPLACEMENT PRODUCT OR ILLUSTRATIONS AND ACTUAL PRODUCT IS NOT A MANUFACTURING FLAW.
4. MANUFACTURER MAKES NO GUARANTEE THAT FLOORING PRODUCTS WILL MATCH OR COORDINATE WITH CUSTOMER FURNISHINGS, TRIM, CABINETRY, RAILINGS, ETC.
5. NONCOMPLIANCE WITH INSTALLATION INSTRUCTIONS AND MAINTENANCE GUIDELINES AS RECOMMENDED BY URBBA. MANUFACTURER CANNOT ASSUME RESPONSIBILITY FOR THE SUITABILITY OF FLOORING MATERIAL AND ACCOMPANYING PRODUCTS FOR EACH INDIVIDUAL INSTALLATION AS MANUFACTURER HAS NO CONTROL OVER THE INSTALLER'S PROPER APPLICATION. SHOULD AN INDIVIDUAL PIECE BE DOUBTFUL AS TO APPEARANCE OR DIMENSION THE INSTALLER SHOULD NOT USE THIS PIECE. FAILURE TO APPLY PROTECTIVE COATING IN ACCORDANCE WITH MANUFACTURER'S GUIDELINES MAY RESULT IN IRREPARABLE DAMAGE TO THE CORK. SUCH DAMAGE IS NOT COVERED.
6. CRACKING, WARPING, SOILING, FADING, IMPROPER MAINTENANCE OR ABUSE CAUSED BY ITEMS SUCH AS ROLLER SKATES, GOLF SHOES OR PETS. FLOORING INSTALLED IN INAPPROPRIATE LOCATIONS (SUCH AS WET AREAS AND OTHERS) IS EXCLUDED FROM THIS WARRANTY.
7. EXPOSURE TO UV LIGHT AND SUNLIGHT WILL CAUSE DISCOLORATION TO NATURAL WOOD PRODUCTS. THIS IS NORMAL AND IS NOT A MANUFACTURING FLAW. AREA RUGS AND LARGE FURNITURE WILL BLOCK LIGHT EXPOSURE AND CAUSE UNEVEN COLORATION. TO MINIMIZE THIS, FURNISHINGS AND FLOOR COVERINGS SHOULD BE MOVED PERIODICALLY.

URBBA FLOORING WARRANTS, TO THE ORIGINAL PURCHASER, THAT THE SURFACE FINISH WILL NOT WEAR THROUGH FOR FIVE (5) YEARS FROM THE DATE OF PURCHASE, WHEN USED UNDER NORMAL LIGHT/MEDIUM COMMERCIAL TRAFFIC CONDITIONS, AND AS LONG AS PREVENTIVE AND REGULAR MAINTENANCE IS PERFORMED. FINISH WEAR-THROUGH IS DEFINED AS 100% FINISH REMOVAL OVER A MINIMUM OF 3% OF THE TOTAL INSTALLATION. (GLOSS REDUCTION OR SURFACE SCRATCHES ARE NOT CONSIDERED SURFACE WEAR.) DULL FINISH CAN BE CORRECTED WITH SPOT OR OVERALL RECOATING CARE SYSTEMS.

THIS FINISH WARRANTY EXCLUDES ANY DAMAGES RESULTING FROM, CAUSED BY OR CONTRIBUTED TO, IN ANY WAY, IMPROPER ENVIRONMENTAL CONDITIONS, INDENTATIONS, SCRATCHES, LACK OF PROPER MAINTENANCE, USE OF UNAUTHORIZED CLEANING PRODUCTS, MISUSE, NEGLIGENCE, ACCIDENTS, PETS, SPIKED/HIGH HEELED SHOES, SHOES NOT UNDER PROPER REPAIR, STANDING WATER BEYOND 72 HOURS, WATER, WET MOPPING, EROSION, PEBBLES, SAND, OTHER ABRASIVES, SURFACE CHECKS/SPLITS, AND/OR FAILURE TO PROTECT THE FLOORING MATERIAL DURING MOVE-IN AND/OR OTHER CONSTRUCTION ACTIVITIES IN THE IMMEDIATE/ADJACENT AREA. LOSS OF GLOSS IS NOT A WARRANTED ISSUE.

**EXAMPLES OF LIGHT/MEDIUM COMMERCIAL FLOORING INSTALLATIONS:**

- RETAIL: ENTRYWAYS\*, SALES FLOOR/SHOWROOM, CHECKOUT, BREAKROOMS, DRESSING ROOMS, OFFICES, STORAGE ROOMS.
- DOCTOR'S OFFICES: ENTRYWAYS\*, LOBBIES, WAITING ROOMS, HALLWAYS, NURSES STATIONS, OFFICES, BREAKROOMS, STORAGE ROOMS.
- HOTELS: ENTRYWAYS\*, LOBBIES, HALLWAYS, GUEST ROOMS, CONFERENCE/MEETING ROOMS, KITCHENETTES, LOUNGES,
- OFFICES. BUSINESS OFFICES: ENTRYWAYS\*, LOBBIES, HALLWAYS, OFFICES, CONFERENCE/MEETING ROOMS, BREAKROOMS.
- RESTAURANTS: ENTRYWAYS\*, LOBBIES, HALLWAYS, OFFICES.



- EDUCATIONAL: ENTRYWAYS\*, LOBBIES, HALLWAYS, OFFICES, CLASSROOMS, STORAGE ROOMS, RESIDENCE HALLS, COMMON AREAS.

- MULTI-FAMILY HOUSING: ENTRYWAYS\*, LOBBIES, COMMON AREAS, HALLWAYS, OFFICES, STORAGE ROOMS, INDIVIDUAL HOUSING UNITS.

- **NOTE:** \*WALK OFF MATS ARE REQUIRED AT ALL ENTRYWAYS

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URBBA ("COMPANY") WARRANTS THIS PRODUCT UNDER THIS LIMITED COMMERCIAL WARRANTY WHEN USED FOR USE INDOOR LIGHT COMMERCIAL APPLICATIONS WITH LIGHT TO MODERATE FOOT TRAFFIC. THE WARRANTY BELONGS TO YOU, THE ORIGINAL END-USE PURCHASER, AND BEGINS WHEN YOU PURCHASE THE PRODUCT AND EXTENDS FOR THE LIMITED WARRANTY PERIOD STATED ABOVE. THE WARRANTY IS FURTHER LIMITED TO THE PERIOD OF TIME THE PRODUCT IS OWNED AND MAINTAINED BY THE ORIGINAL END-USE PURCHASER. THE BASIS OF ANY WARRANTY-RELATED CLAIM IS THE ORIGINAL COMPANY OR AUTHORIZED DEALER INVOICE.

THE PRODUCT MUST BE INSTALLED IN ACCORDANCE WITH THE URBBA'S INSTALLATION GUIDELINES AND SPECIFICATIONS. THE PRODUCT MUST BE MAINTAINED IN ACCORDANCE WITH THE URBBA'S CLEANING AND MAINTENANCE GUIDELINES AND SUCH PRODUCT CARE MUST CONTINUE THROUGHOUT THE DURATION OF THE ORIGINAL INSTALLATION. DAMAGE RESULTING FROM A FAILURE TO FOLLOW INSTALLATION AND CLEANING/MAINTENANCE GUIDELINES WILL NOT BE COVERED UNDER THIS WARRANTY. INSTALLATION AND CLEANING/MAINTENANCE GUIDELINES ARE AVAILABLE THROUGH YOUR DEALER, THE WEBSITE, OR FROM A SERVICE REPRESENTATIVE AT THE PHONE NUMBER BELOW.

## HOW TO MAKE A CLAIM

YOU, THE ORIGINAL PURCHASER, WILL CONTACT YOUR AUTHORIZED DEALER OR URBBA SALES REPRESENTATIVE FOR CLAIM SERVICE. PLEASE PROVIDE A VALID PROOF OF PURCHASE AND A DETAILED DESCRIPTION OF THE ISSUE, ALONG WITH PHOTOGRAPHS SHOWING THE CONCERN. SAMPLES SHOULD BE SUBMITTED FOR REVIEW/TESTING WHEN AVAILABLE. THE DEALER OR URBBA SALES REPRESENTATIVE WILL FILE A CLAIM TO OUR FACTORY AND SUBMIT THE INFORMATION YOU PROVIDED. A COMPANY CLAIMS REPRESENTATIVE WILL THOROUGHLY EVALUATE YOUR CLAIM.

## WHAT WE WILL DO

IF WE FIND A DEFECT COVERED UNDER THIS WARRANTY, WE WILL REPAIR THE AFFECTED AREA TO CONFORM TO THE WARRANTY. IF REPAIR IS NOT COMMERCIALY PRACTICAL, THE COMPANY MAY, AT ITS SOLE OPTION, REPLACE THE AFFECTED PRODUCT OR REFUND THE PROPORTIONAL PURCHASE PRICE FOR THE AFFECTED AREA. THE COMPANY WILL PAY THE REASONABLE COSTS FOR PRODUCT, FREIGHT AND LABOR. ANY COSTS INCURRED FOR MOVING EQUIPMENT, FURNISHINGS, PARTITIONS AND THE LIKE THAT WERE INSTALLED OVER THE COMPANY'S COMMERCIAL PRODUCT WILL BE AT THE CUSTOMER'S EXPENSE.

**NOTE: THE WARRANTY IS NOT TRANSFERABLE. IT EXTENDS ONLY TO THE ORIGINAL END USE PURCHASER. URBBA DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. URBBA SHALL NOT BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTY (EXCLUDING MERCHANTABILITY).**

**ALL IMPLIED WARRANTIES, INCLUDING AN IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, SUCH RIGHTS MAY VARY FROM STATE TO STATE.**