



RESIDENTIAL APPLICATIONS WARRANTY

WARRANTY

We warrant that each of our flooring products meets the quality standards of ISO 3810/ISO 3813 and EN 12104, and EN 14085 at the time of delivery.

1. EXTENDED STRUCTURAL INTEGRITY WARRANTY

We warrant, that our flooring products, when supplied as new and through approved outlets, shall be free of defects in lamination, assembly, milling, dimension and grading for a period of 15 Years after the invoice date:

2. EXTENDED SURFACE WEAR THROUGH WARRANTY

We warrant that the Surface Wear Layer of our flooring products will not wear through for 15 Years after the date of purchase. The term "wear through" shall be defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installation.

3. EXTENDED WARRANTY COVERAGE

If in the unlikely event that our products do not meet the applicable warranty periods, we will, at our option, repair, refinish or replace such portion, with the same product or another product of equal value (at our option), or refund the purchased price paid - if replacement or repair is not commercially practical or cannot be made on a timely basis.

During the first three (3) years of this warranty we assume the liability of removal of defective products and installation of replacement products, AT NO COST TO YOU. After this period (when applicable), we shall only provide the flooring products for replacement, FREE OF CHARGE.

4. EXCLUSIONS

This Warranty applies only to flooring products sold as "first quality". No installer, dealer, agent or employee has the authority to alter the obligations or limitations of this Warranty.

This Warranty: 1) is valid from the date of purchase, 2) applies only to flooring products in their original installation location, 3) is extended only to the first end user/purchaser, whose name appears on the original invoice 4) is not transferable, 5) shall expire if the product or installation location is transferred or re-sold.

This Warranty shall not apply in any of the following cases:

4.1. Improper or inadequate installation, meaning installations not made with recommended auxiliary products and according to recommended procedures.

4.2. Improper or inadequate subfloor patching compounds, underlayments, or subfloors, meaning installations made over not recommended 1) subfloor patching materials (e.g. calcium sulphate-type), 2) underlayments (e.g. gypsum-based not in suitable condition, not fully cured or properly sealed), 3) subfloor conditions (e.g. excessive moisture, not structurally sound, unevenness, dirt), or any other subfloor system that was not allowed to cure or dry sufficiently.

4.3. Inadequate product choice for the flooring use conditions, meaning that the flooring product is not the one recommended for the specific traffic and load conditions. Flooring products are intended for indoor applications only.

4.4. Improper or inadequate maintenance, meaning that maintenance was not performed using the recommended products and following the respective instructions indicated on the maintenance product's packaging.

4.5. Unapproved modification or repair, meaning operations not specifically recommended by us, including any refurbishment operation of the flooring product.

4.6. Extreme environmental conditions, meaning transportation, storage or installation of the flooring product in inappropriate locations or environments, exposure to extreme heat, moisture or dryness (more than 65%, less than 30% R.H). This warranty does not cover cracking, warping or soiling.

Remark: flooring products are based on natural materials, and will expand and contract through heating and non-heating seasons, thus experiencing some separation between the planks/tiles at different times during the year. Such separations are not considered a product defect and are not covered by this warranty.

4.7. Accidents, abuse, misuse, force majeure, meaning not recommended use,; damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches or other damages caused by lack of proper preventive care, misuse, negligence, burns, water, erosion, spiked heel shoes, pebbles, sand or other abrasives.

4.8. Detectable defects, verified prior to installation shall be covered by this Warranty only if the defective products are not installed, and the notification is made without delay after the defect is or could have been detected.



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4.9. Difference in shade or color. 1) ***Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the actual flooring,*** 2) from batch to batch, 3) due to exposure to sunlight, 4) resulting from replacement of a portion of your floor, 5) resulting from the different age and history of the same product reference/batch.

No other warranty, express or implied, is made. Under this warranty, we assume no liability for damages arising from the purchase, use, or inability to use this product, or from any special, indirect, incidental, or consequential damages. By this, we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring, incurred or suffered by or occasioned to the end user/purchaser of a defective product, or to any third party. This warranty gives you specific rights but does not affect any legal rights of any end user/purchaser, and you may also have other rights, which vary from country to country or from state to state. Some countries/states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

5. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:



5.1. Provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

5.2. If you are not satisfied with your suppliers recommendation, an authorized representative must inspect and verify the defect. We reserve the right to designate a representative to inspect the floor and remove samples for analysis.

If such defect is verified, we will proceed as described in point 3. In the event that we disagree with your claim, we reserve the right to submit the matter to arbitration by a qualified, disinterested third party.

5.3. If your supplier is unable to solve the problem, contact us at our U.S. Headquarters location: Amorim Cork Composites, P. O. Box 25, Trevor, WI 53179 (262) 862 2311.

TECHNICAL DATA

FINISHING			
Test Class	Standard	Unit Class	
Residential			  23
General Properties			
Dimensions	EN 437/EN 438	metric (mm) Inches	905 x 295 x 10.5 35-5/8x11-10/16x7/16
Apparent density	EN 672	kg/m ³	760
Mass per unit area	EN 430	g/m ²	8900
Safety Properties			
Fire reaction	EN 13501-1	Class	Cl s1
Critical radiant flux	ASTM E 648	Watts/cm ²	23
Specific optical density	ASTM E 662-97	Density	Flaming: 1.99/Non flaming: 1.77
Static coefficient friction	ASTM C1028-89	Coeff.	Dry: .65; Wet: .69
Additional Properties			
Impact sound reduction	ISO 140-3	dB	16
Step sound	ISO 5 31-074	dB	78
STC sound transmission class	ASTM E413-87	dB	54
IIC Impact Insulation class	ASTM E989-89	dB	58
Scratch resistance	EN 438	N	1.60
Wear resistance	NEMA LD-3	Cycle grams/100 cycles	3107 0.0053
Impact resistance	EN 438	N mm (high falling)	Small ball: 14 Big ball: 1300