



## ULTRACERAMIC

### LIFETIME LIMITED RESIDENTIAL WARRANTY

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The UltraCeramic Lifetime Limited Warranty provides you additional assurance that **under normal household conditions\*** your floor:

- is free of manufacturing defects; and,
- will not wear through\*\* the surface wear layer.

\*Normal household conditions are the daily activities most commonly associated with residential use.

\*\*“Wear through” means complete loss of the UltraCeramic wear layer so the printed pattern is altered.

#### What do you do?

If you experience one of these issues within the life of your floor, American Biltrite will furnish UltraCeramic floor for either the repair of the defect or the replacement of your floor at our discretion.

If your floor was professionally installed, American Biltrite will pay reasonable labour costs for the repairs or the replacement of your floor. You will be required to move at your own expense all items in place over the affected floor.

Contact the store where you purchased the floor and describe the problem. If you need additional assistance, email us at [contact@ultraceramic.com](mailto:contact@ultraceramic.com) with your name, address, telephone number, the name of the dealer where you purchased the floor and a brief description of the problem.

**Proof of Purchase:** A store receipt is necessary to verify all warranty claims.

#### What is not covered by the UltraCeramic Warranty?

- Damage caused by fire, flooding, water leakage and general abuse of the floor;
- Buildup of dulling film due to lack of maintenance or improper maintenance;
- Staining from use of mats and rugs; (use only mats and rugs that are labeled as non-staining);
- Damage resulting from the failure to follow floor care instructions as outlined in the UltraCeramic Customer Care Guide;
- Color, shade, texture variations in the product; (UltraCeramic is a realistic representation of stone and ceramic tile and therefore color, shade, and texture variation is normal);



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- Soiling, discoloration, cracking, and other grout related performance issues will not be warranted unless UltraCeramic grout is used;
- Damages or discolouration from chemicals, mold, mildew and fungus;
- Any damage resulting from construction in the home;
- Damage caused by abuse such as moving appliances across the floor without adequate protection;
- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic;
- Damage related to moisture, underlayment panels, burns, sunlight and freezing temperatures;
- Indents caused by stiletto heels and other sources;
- Damage caused by vacuum cleaner beater bars and cuts from sharp objects;
- Damage caused by rolling casters;
- Loss of gloss, scratching, scuffs and cuts;
- Conditions or defects caused by improper installation, the use of improper adhesives or seam seals, inadequate sub-flooring or improper sub-floor preparation;
- "Seconds" or "off goods" flooring;

#### Limitations

- Warranty applies only to the original purchaser and the original installation site and is not transferable.
- American Biltrite will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring.
- No implied warranties extend beyond the terms of this written warranty.



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#### **5 Year Limited Light Commercial Product Warranty**

For light commercial applications such as low traffic retail shops, small restaurants, waiting rooms and common areas in multi-unit dwellings, UltraCeramic is warranted to be free of manufacturing defects for 5 years from the date of purchase. If a defect covered by the warranty within 5 years of purchase occurs, American Biltrite will supply new UltraCeramic flooring to repair or replace the defective material. Please contact your dealer should you encounter a warranted issue.

Please note that technical web site documents prevail.

