



Version 04.2019

## WARRANTY

# Balterio Rigid Vinyl

### OVERVIEW

Warranty	Product info	Residential	Commercial	Click system
Balterio Rigid Vinyl	5.0mm – CL32	20 years	0 years – on request up to 10 years	Lifetime (limited to 33 years)

### GENERAL CONDITIONS

This warranty is valid on Balterio Rigid Vinyl collections named Victor and Gloria and Balterio accessories. The Balterio warranty can only be invoked if all of the following conditions have been fulfilled. In case of doubt, contact the manufacturer, distributor or retailer.

1. This warranty applies only to the first owner and the first installation of the product and is not transferable. The person deemed to be the first owner is the person stated as the buyer on the purchase invoice. This warranty applies to all purchases of the aforesaid first-grade Balterio product made after the edition date of these warranty conditions.
2. Flooring panels and accessories must be checked carefully for material defects under optimal light conditions before and during installation. Products with visible defects must not be installed under any circumstances. Installation implies acceptance. The distributor must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Under no circumstances can *Unilin bvba, division Flooring*, be held responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
3. "Installation implies acceptance"  
No warranty will be offered for appearance claims once the product is installed. The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct product that was selected.
4. This product warranty only applies to defects inherent to the material supplied. This is understood to mean any material or production defects, acknowledged by the manufacturer, including delamination, reduced resistance of the wear layer and water resistance of the panels.
5. The Lifetime (limited to 33 years) warranty on the Balterio click joint only applies to permanent open joints wider than 0.2 mm.



## WARRANTY PERIOD AND VALUE

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This warranty is valid for 20 years on the product, and for life (limited to 33 years) on Balterio click joints of the flooring panels.

The date of purchase is the invoice date. The original purchase invoice, duly dated and carrying the distributor's or retailer's stamp, will need to be submitted.

## SCOPE

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1. The general Balterio 20 year residential warranty applies solely for indoor heated (> 0°C) (32°F) installations in a residential application. For other applications, please see "Commercial warranty" below. If the application does not come under the "Commercial warranty" an individual written warranty must be requested from the manufacturer.
2. The Balterio vinyl floor must be installed following Balterio installation method using the approved Balterio accessories. The customer/fitter must be able to provide proof of compliance with the manufacturer's installation and maintenance instructions. These instructions are located on the back of the cardboard packaging, and in each individual accessory packing. If the instructions are not there, they should be requested from the manufacturer, distributor/retailer or they can be consulted [www.balterio.com](http://www.balterio.com). The customer/fitter must be able to provide proof that only the recommended Balterio accessories were used to install Balterio vinyl floor (identifiable from Balterio label). If installation is not performed by the end user, at least one copy of these installation and maintenance instructions as well as the warranty conditions (on [www.Balterio.com](http://www.Balterio.com)) must be provided to the end-user by the installer.
3. In addition to this the following must be considered:
  - » Gloss changing is not surface wear. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
4. The damage to the product must be evident, measuring, per product unit (panel, accessory, etc.) at least one cm<sup>2</sup>, and must not be the result of abusive conditions or accidents, such as, but not limited to, damage of mechanical nature such as severe impact, scratching (for example caused by dragging of furniture, too sharp pet nails, etc.) or cutting. The feet of furniture must always be provided with appropriate protective material. Chairs, settees, sofas or furniture with castor must be fitted with soft wheels or an adequate protective mat or protective castor cups must be put under this furniture to avoid residual indentation since vinyl is a softer flooring material. It is allowed to use a vacuum cleaner with soft edges and soft wheels on your vinyl floor. The use of a steam cleaner is forbidden.
5. The ingress of sand and/or dust on to the floor must be prevented by installing a suitable non-rubber backed mat at all entrance doors.
6. All panels for the same commercial flooring project must be ordered at the same time. Compatibility of panels in repeated orders cannot be guaranteed.
7. Do not allow cigarettes, matches or other very hot items to contact the floor as this may cause permanent damage. Cleaning efforts involving too much water and making the subfloor and / or underlay wet and / or the use of inappropriate cleaning products must be avoided at all times.



8. Cooking islands for kitchens and other heavy objects should not be placed on top the Balterio Rigid Vinyl floor covering. Never block a floating installation. The vinyl must be able to move around the heavy and/or fixed objects to avoid open joints and separating planks.
9. This warranty does not cover damage to the product caused by:
  - Installation error. Balterio product must be installed following Balterio installation method using the approved Balterio accessories.
  - Accidents, abuse or misuse, such as scratches, blows, cuts or damage caused by sand and other abrasive materials, whether caused by a contractor, a service company, or end user.
  - Improper maintenance.
  - The floor may not be installed in areas where the flooring may occasionally be exposed to extremely high or low temperatures (such as saunas, non-heated rooms, etc.). Ensure that the indoor climate conditions are always kept > 0°C (32°F) and preferably between 18-30°C (64-86°F).

## COMMERCIAL WARRANTY

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This commercial warranty is valid for Balterio vinyl for a period of 0 - 10 years from the date of purchase by the original buyer (the original invoice serving as the sole valid proof of purchase) for indoor commercial applications inside buildings under all of the above mentioned conditions. In addition to this the following must be considered:

- Gloss reduction is not surface wear. It may be necessary to apply a new surface coating periodically. For these types of application, superficial surface scratches as a result of daily use have to be accepted.
- An appropriate industrial dust collection and cleaning zone must be installed in areas with immediate access to the street traffic.
- In addition, metal Balterio profiles must be used for commercial applications.

The above mentioned commercial warranty does not apply to:

- All food areas, such as, but not limited to, restaurants and cafeterias, pubs and dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

For areas and applications which are not covered by the standard commercial warranty, a specific warranty can simply be requested by contacting your dealer or *Unilin bvba, division Flooring*.

We strongly recommend to contact your dealer or *Unilin bvba, division Flooring* to discuss your commercial project in advance to make the right choice of the Balterio flooring and accessories.

This commercial warranty has the same general conditions, value, scope, liability and applicable law and dispute resolution as for the residential warranty.

## LIABILITY

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*Unilin bvba, division Flooring*, reserves the right, and must be offered the opportunity, to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.

Liability arising from this warranty is restricted to:



- Hidden defects. These are defects that were not visible before or during the installation of Balterio vinyl floor.
- The cost of removing and replacing the material is borne by the purchaser. If the product was originally professionally installed by a professional installer, Unilin bvba, division Flooring, will cover reasonable labor costs.
- Unilin bvba, division Flooring can never be held liable for any secondary damage.

Unilin bvba, division Flooring, will repair or replace the product, at its option. In case where a replacement of the flooring is agreed upon, only new panels of the current supply program at the time the complaint is upheld, will be supplied by the distributor's or retailer's. There will be no other form of compensation.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. For service under this warranty please contact your local Balterio retailer or mail a proof of purchase and description of claim to:

**technical.services@unilin.com**

**Unilin bvba, division Flooring - Ooigemstraat 3 - 8710 Wielsbeke - Belgium**

**Customer Service: Tel. +32(56) 67 56 56 - [www.Balterio.com](http://www.Balterio.com)**

#### **APPLICABLE LAW AND DISPUTE RESOLUTION**

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No other warranties of any kind are granted, either explicitly or implicitly, including sale ability or suitability for a specific purpose. *Unilin bvba, division Flooring* is not liable for labour costs, installation costs or similar costs. Consequential damage, unusual damage and incidental damage are not covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.