

# LIMITED WARRANTY

Effective: November 15, 2018

## Products & Coverage

Metroflor warrants that its Engage Genesis® flooring will be free from manufacturing defects and, under normal use and maintenance, will not Wear, Fade, or Stain resulting in loss of original pattern and color, and the structural integrity of the flooring itself will not be materially impaired by Water Damage as hereafter defined, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage/Periods' chart on the right. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **Engage Genesis Installation Manual**.

## Pet Proof

Metroflor warrants that Engage Genesis flooring will resist staining caused by domestic pets (cats or dogs), including urine, feces, and vomit. Stain resistance means the ability of Engage Genesis to resist (minimize or withstand) permanent stains for the duration of the residential warranty period, so long as the original, resident homeowner maintains ownership of the flooring during that period (i.e. coverage is non-transferable).

Cleaning of the affected area should begin immediately upon discovery, as any stain becomes more difficult to remove the longer it remains on Engage Genesis flooring.

## Pre-Installation

Metroflor warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Metroflor will not be responsible for any claim for flooring installed with visual defects.

## Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the **Engage Genesis Installation Manual**. This Manual is revised periodically and floors must be installed according to the current Manual at the time of installation. Please check metroflorusa.com for the current Manual.

## Replacement/Repairs

Metroflor reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Metroflor repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Metroflor repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

## Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was **not** paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Metroflor Customer Service at (888) 235-6672. Metroflor reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness or irregularities. Refer to the **Engage Genesis Installation Manual** for more details.
- Damage caused by fire, burns, abuse, flooding, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is".
- This flooring should not be used to seal an existing floor from moisture. It is a floating floor which is waterproof, but this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- Ultra-Fresh® has been added to the flooring surface and underlayment (in the case of those Engage Genesis products that include an underlayment) to help protect the flooring article by inhibiting the growth of odor and stain-causing mold and mildew. This protection does not extend to surrounding surfaces.
- This Limited Warranty is void if, prior to installation in **commercial and light commercial applications**, this flooring is not acclimated to room temperature (between 50°F and 100°F / 10°C and 38°C) at the job site for a minimum of 24 to 48 hours and, if post-installation (in all applications except for residential, enclosed three-season rooms that are 500 sq.ft. or less in size per room) such flooring is not continuously maintained at such temperatures. Installation of Engage Genesis is permitted in residential, enclosed three-season rooms that are 500 sq.ft. or less in size per room. Installation must occur at room temperature (between 50°F and 100°F / 10°C and 38°C) and follow all other requirements set forth within the "Three-Season Rooms" section of the **Engage Genesis Installation Manual**. Failure to comply with these requirements will void this Limited Warranty.

## Warranty Coverage / Periods

### Manufacturing Defect, Wear, Fade, Stain, and Water Damage\*

#### \*DEFINITIONS / To Be Covered:

- "Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.
- "Fade" must be to the degree that the floor is permanently discolored.
- "Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.
- "Water Damage" covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

#### Products / Periods of Coverage:

##### Lifetime Residential\* / 15-Year Commercial

Engage Genesis 2000 Series Products

\*With respect to Engage Genesis 2000 Series Products, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

##### 25-Year Residential / 10-Year Commercial

Engage Genesis 1200 Series Products

##### 15-Year Residential / 5-Year Light Commercial\*\*

Engage Genesis 800 Series Products

##### 10-Year Residential / 5-Year Light Commercial\*\*

Engage Genesis 600 Series Products

\*\*For light commercial environments such as private offices, common areas in multiunit dwellings, reception areas and public buildings or businesses which are not subject to frequent or harsh traffic.

**All products sold via the Internet are not covered per the warranty periods set out above, but rather come with a 1-Year Warranty only against Manufacturing Defect, Wear, Fade, Stain, and Water Damage, as defined herein.**

- Only installation techniques described in the **Engage Genesis Installation Manual** are warranted. Metroflor does not warrant Engage Genesis installations involving custom cutting, such as 45-degree mitered corners and serpentine edges. Metroflor warrants glue-down installations of Engage Genesis in residential applications (only), provided that Preval® 3500 Hard-Set Adhesive is used and all other requirements for glue-down installations set forth in the **Engage Genesis Installation Manual** are followed. The use of any other (Prevail) adhesive and/or failure to follow these requirements will void this Limited Warranty.
- Flooring sold via the internet after the 1-year warranty period, as set forth above.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser. Metroflor requires the receipt in order to verify date of purchase to help resolve any problems.

## Care & Maintenance

Instructions for the care and maintenance of Engage Genesis flooring can be found in the **Engage Genesis Installation Manual**, and in the **Engage Genesis Care & Maintenance Guide**. The current versions of these documents can be found at metroflorusa.com.

Please direct any questions regarding the care and maintenance of Engage Genesis flooring to Metroflor Customer Service at (888) 235-6672.

## Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

Claims under this Limited Warranty must be made in writing to the following address:

Engage Genesis Warranty Department  
Metroflor Corporation  
119 Thomas Street  
Calhoun, GA 30701



For further information, please call Metroflor Customer Service at (888) 235-6672, or visit our website at [metroflorusa.com](http://metroflorusa.com).