



## Rigid Core

### **Rigid Core Lifetime Residential Limited Warranty**

- > Years 1-2 – Material and labor, if professionally installed.
- > Years 3-5 – Material only.
- > Years 6-10 – 75% Material only.
- > Years 11-15 – 50% Material only.
- > Years 16-+ – 25% Material only.

### **Rigid Core 10 Year Light Commercial Wear and Manufacturing Defects Limited Warranty**

- > Years 1-3 – Material and labor, if professionally installed.
- > Years 4-6 – Material only
- > Years 7-10 – 50% Material only

### **Limited Warranty Descriptions**

**Wear:** Wear or wear out is defined, for purposes of this warranty, as wear to the extent that the flooring's wearlayer is completely worn through and the pattern is lost by normal traffic. Normal use is defined as common daily activities. Loss of gloss, scratching and dulling are maintenance concerns and are not covered. Damage from improper furniture rests or narrow heels is considered abuse and is not covered. Stiletto-heeled shoes can cause permanent damage to many types of flooring, including resilient, wood and ceramic, as well as carpeting.

**Manufacturing Defect:** Manufacturing defect is defined, for purposes of this warranty, as a visual or construction deficiency resulting from the manufacturing process.

**Traffic Staining:** Will not permanently stain from traffic stains, including asphalt driveway sealers.

**Moisture Staining (Moisture refers to concrete installations only):** Will not discolor from mold, mildew or alkali when installed over concrete only. Excessive moisture is not covered. See excessive moisture definition.

**Excessive Moisture:** Excessive moisture is defined, for purposes of Ascension's limited warranty, as relative internal humidity exceeding 75% when tested according to ASTM F2170 or moisture vapor

exceeding 3 lbs./1,000 sq.ft./24 hrs. when tested according to ASTM F1869. The test kit is used prior to the installation of flooring. Moisture may also be measured using an industry approved moisture meter.

### **What Is Not Covered**

- > Loss of gloss.
- > Damage due to stains from products other than neutral pH cleaning products.
- > Damage due to stains from rubber backing or dyes used in floor mats, rugs and carpets.
- > Fading or other problems resulting from excessive exposure to sunlight, artificial light or ultraviolet light.
- > Damage due to heat generation from refrigerators or heating units (including burns), as well as damage caused by accidents or abuse.
- > Discoloration or damage caused by adhesives or floor care products not recommended by Ascension.
- > Discoloration due to mold, mildew, alkaline substances.
- > Rip, tear and gouge: Damage caused by abuse (for example, boots and cleats or spikes, vacuum cleaner beater bar, dropping of heavy or sharp objects, or moving appliances without protection).
- > Damage due to caster action or rolling loads (residential and commercial applications).
- > Damage due to cuts, gouges, scratches, punctures, tears and indentations caused by loads exceeding the recommended static load limit.
- > Damage resulting from lack of or improper furniture rests and floor protectors and movement of large appliances and furniture without proper protection.
- > Extremely high forces exerted by narrow heels will damage residential and commercial resilient floor coverings. Ascension will not accept claims for damage caused by narrow-heel or high-heel traffic.
- > Dissatisfaction due to improper installation and maintenance.
- > Visible irregularities or stains caused by substrate.
- > Ascensions does not warrant fully adhered installation of flooring over gypsum-based underlayments or lightweight aggregate concrete having a dry density of less than 90 lbs./cubic foot.
- > Problems due to excessive moisture in concrete floors that exceed 75% internal relative humidity when tested according to ASTM F-2170 or 3 lbs/1000 sq.ft./24 hrs. when tested according to ASTM F-1869 Calcium Chloride test or an industry recognized meter.
- > Non-compliance with installation and/or usage recommendations

- > Flooring material not installed residentially, or in non-recommended commercial applications.
- > Damage caused by fire, flooding or intentional abuse.
- > Floors that are installed in other than owner-occupied or tenant occupied residences.
- > Color and design variation from samples and printed illustrations to the exact product installed. Variations in shade or color may result when viewing in different light sources.
- > Labor on merchandise installed with obvious visible defects.
- > Flooring qualities that are other than “regular” or “first quality”.
- > Original limited warranties for rip, tear, gouge and indent, moisture stain, and traffic stain will be replaced one time only. This recurring situation indicates that the floor should not have been installed in this application.

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