

# Limited Lifetime Residential Warranty Limited 10 Year Light Commercial Warranty



EFFECTIVE: JANUARY 9, 2018

## PRODUCTS & COVERAGE

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Halstead New England warrants that its Elemental by **allure**® flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear out through the original decorative pattern for up to ten years in commercial installations, or for the life of the flooring product in residential installations. This warranty is nontransferable and pro-rated. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Elemental by **allure**® Installation and Elemental by **allure**® Care and Maintenance Guides.

## PRE-INSTALLATION

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Halstead New England 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. Halstead New England will not be responsible for any claim for flooring installed with visual defects.

## INSTALLATION

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Halstead New England does not warrant flooring installers' workmanship. Installation errors should be addressed to the flooring contractor who installed the Elemental by **allure**® flooring. Elemental by **allure**® floors should be installed by professional flooring contractors with experience and demonstrated expertise in installing commercial floors of similar size and complexity. This Limited Warranty covers replacement materials only, provided that such flooring is installed according to the Elemental by **allure**® Installation Guide and only if the flooring is installed using the adhesives recommended by Halstead New England. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than an adhesive recommended by Halstead New England. Please refer to the current Installation Guide for the type(s) of adhesive(s) that should be used for installation. All other instructions contained in the current Installation Guide must be followed when installing Elemental by **allure**® flooring, or this warranty will be voided. This Guide is revised periodically and floors must be installed according to the current Guide at the time of installation. Please check our website for the current Guide.

## REPLACEMENT/REPAIRS

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Halstead New England reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Halstead New England 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 Halstead New England 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

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If a defect covered by this Limited Warranty is found within the warranty period and promptly reported in writing to Halstead New England, Halstead New England will supply new flooring material of similar color, pattern and quality to replace the defective area. In case of questions regarding the terms of this Limited Warranty, please contact the **allure**® Customer Service Department at 1-866-843-8453.

Halstead New England 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.

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ELEMENTAL

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## EXCLUSIONS

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The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the Elemental by **allure**® Installation Guide for proper installation methods and approved adhesives, and to the Elemental by **allure**® Care & Maintenance Guide for proper maintenance procedures, cleaning solutions, and finishes.
- Damage caused by fire, burns, abuse, flooding, moisture, mildew, 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, caster 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.
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to a room temperature between 65°F - 85°F (18°C - 29°C) and a maximum relative humidity content of 65% for 48 hours, and if post installation such flooring is not continuously maintained at such temperatures.
- 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, economic or consequential damages.
- Costs associated with the installation of replacement flooring which may be provided by Halstead New England.

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

This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Halstead New England requires the receipt in order to verify date of purchase to help resolve any problems.

## WARRANTY OWNER

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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.

This warranty service is available only by notice to Halstead New England through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by Halstead New England.

Elemental by **allure**® Warranty Department  
Halstead New England Corp.  
104 Thomas St.  
Calhoun, GA 30701

### Warranty Registration:

<https://warranty.halsteadintl.com>