Water-resistant Laminate Warranty

PrimePlank Collection

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30-Year Residential and 5-Year Light Commercial Warranty

The flooring products are covered by this limited residential and commercial warranty when appropriately utilized for indoor residential and light commercial applications. This warranty is not transferable, proof of purchase and a copy of the original invoice are required to make the warranty claim. The flooring must adhere to PrimePlank collection installation guidelines and specifications. Additionally, the product must be maintained as per PrimePlank collection Care and maintenance recommendations, with ongoing maintenance throughout the original installation period. Any damage caused by disregarding these installation and maintenance guidelines will not be eligible for warranty coverage.

Definitions for Residential and Light Commercial Applications:

The residential is defined as normal household environments which includes Living Room / Family Room, Foyer, Kitchen, Dining Room, Bedroom, and Basement. Don't install in the bathroom.

Light commercial settings are characterized by minimal commercial foot traffic, adhere to rigorous commercial maintenance routines, and the ability to regulate and maintain interior temperature and humidity levels, such as small clinics, small office areas, small retail shops and restaurants.

Free of Manufacturing Defects

The product must be thoroughly inspected under adequate lighting both before and during installation to identify any visible defects. Defective products must not be installed under any circumstances. Prime Floors is not responsible for any labor costs incurred in removing defective materials. Any such product should be set aside, and the retailer must be notified in writing within thirty (30) days. Claims submitted after this period will not be accepted. Prime Floors reserves the right to deny any claim if the defective material accounts for less than 5% of the total installation. Variations in color or gloss due to adding new material to an existing floor are not covered under this warranty.

Scratch Warranty

PrimePlank Collection comes with scratch technology that helps maintain the flooring’s appearance and longevity by offering protection against scratches resulting from everyday residential use and cleaning. Under this warranty, a “scratch” is defined as a permanent mark or indentation on the surface caused by a sharp or pointed object, which cannot be removed by cleaning. To be eligible for coverage, the scratch must be noticeable in size and visible under normal lighting conditions from a standing height. This warranty covers only the replacement of the damaged planks or tiles, not the entire floor.

Pet-Proof warranty

PrimePlank Water-resistant laminate collection is designed to withstand staining from pet incidents, such as those caused by domestic cats or dogs, including urine, feces, and vomit. Stain resistance refers to your floor's capacity to resist permanent stains throughout its lifespan. It's important to promptly clean any affected area upon detection. The longer a stain is left unattended, the more challenging it may become to remove.

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Warranty Exclusions:

- Damage arising because the flooring is exposed to extreme cold (beneath -40 °C) or extreme heat (above 40 °C). When using an in-floor radiant heating system, never increase the heating temperature over 28 °C at any point.
- Installed boards with visible defects.
- Damage caused by improper installation (improper tools), the use of improper adhesive or seam caulking, inadequate subfloor and subfloor preparation. Burns, fires, flooding and other incidents.
- Alkali emissions
- Subfloor moisture emissions
- Scratches or cuts from moving sharp objects
- Outdoor applications.
- Stains resulting from, but not limited to spills, mold, chemically reactive materials, adhesives.
- Changes in Shade, texture, or gloss over time.
- Not using floor protectors made of non-staining felt or clear hard plastic under furniture. These protectors must match the diameter of the furniture legs and sit flat on the floor.

If You Have Concerns or Have a Warranty Claim for Your Flooring:

As the original purchaser, you are responsible for reaching out to your authorized Flooring Dealer or Sales Representative for warranty or claim service. In many cases, the dealer can offer a resolution to rectify the issue. Please ensure to provide a valid proof of purchase, a comprehensive description of the issue, and accompanying photographs illustrating the concern. If samples are accessible, they should be submitted for testing purposes.

If your flooring fails to meet the conditions outlined in the applicable Limited Warranty, Prime will, at its discretion, (i) repair the affected area at no cost to align with the warranty; or (ii) replace the floor at no cost with another floor of comparable value and quality. If your floor was installed by a professional flooring contractor hired by you, Prime will also cover the professional labor cost for installing the replacement floor. In the event that Prime repairs or replaces a plank or tile, you will be responsible for clearing any items placed over the affected area subsequent to the original installation, at your own expense. Warranty coverage for replacement panels will be limited solely to manufacturing defects.

Contact us:
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