

Pergo® Outlast+ Laminate Floors Care and Repair

Pergo Outlast+ floors, like other fine furnishings in your home, require proper care to keep them looking their best. When you follow our easy cleaning and maintenance instructions, you'll find taking care of your Pergo Outlast+ floor a snap!

Regular Maintenance

The surface layer of Pergo Outlast+ flooring is hard and compact, so dirt and dust do not adhere to it easily. The following simple steps are usually all it takes to keep your floor clean.

- For general cleaning, use a dust mop or vacuum with the correct hard surface attachment of your vacuum cleaner.
- For heavier cleaning, occasionally wet mop with water only, using a well wrung out mop. **DO NOT** pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor.
- If needed, use a solution of 1 cup of vinegar per gallon of water OR $\frac{1}{3}$ cup non-sudsing ammonia per gallon of water.
- **DO NOT** use detergents, abrasive cleaners, soaps, waxes or polishes. There is never a need to wax or refinish your Pergo Outlast+ floor.
- **DO NOT** use rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products.

Protect the Floor

While Pergo Outlast+ is remarkably durable, there is of course no such thing as an indestructible flooring material. There are a few simple protective measures that are important to keep your floor looking new.

- To protect your Pergo Outlast+ floor from surface scratches, place walk-off area rugs or mats inside any exterior doorway to collect small bits of gravel that may track in on shoes.
- Use felt floor protectors on the legs of chairs, sofas, TV stands, tables and other easily movable furniture.
- Replace plastic casters on chairs with rubber wheels and lift rather than slide heavy objects across the floor.
- Minor damage to a Pergo Outlast+ plank can be easily repaired with Pergo Finishing Putty. If the damaged area is larger than $\frac{1}{4}$ of an inch, we recommend contacting a professional to replace an entire plank.

Spot Removal

Pergo Outlast+ stain resistance means peace of mind for you and easy clean up. So, when the inevitable happens, use the following guide for stain and spot removal:

- For chocolate, grease, juice, cordials and wine - use lukewarm water and a non-abrasive cleaner (such as, ammonia and water).
- For tar, markers, crayon, lipstick, oil, shoe polish, ink, nail polish and cigarette burns - use acetone/nail polish remover or denatured alcohol. Note: Do not use acetone on wallbase or quarter round.
- For candle wax and chewing gum - let harden and scrape carefully with a blunt plastic scraper.

Watch this You Tube Video

Just click on the picture . . .



Pergo XP Limited Lifetime Residential Warranty

Pergo, LLC ("Pergo") provides the following limited lifetime residential warranty to the original purchaser for as long as he or she owns the flooring: (1) the laminate surface will not wear through; (2) the floor will not fade due to sun or electrical light; (3) the floor will not stain; (4) the floor will resist damage from moisture due to damp mopping and everyday spills when removed promptly; and (5) the joint will remain secure under normal use conditions. This limited warranty is subject to the conditions described in the "Conditions" section below and does not apply if used in any commercial setting.

Pergo XP Limited 6-Month Manufacturing Warranty

Pergo provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring.

The Pergo XP Limited 6-Month Manufacturing Warranty is made subject to the following condition:

This limited warranty does not cover any damage that occurs during shipment or installation.

Pergo XP Limited 5-year Light Commercial Warranty

Pergo provides the following limited light commercial warranty to the original purchaser for 5 years from the date of purchase that: 1) the laminate surface will not wear through; 2) the floor will not fade due to sun or electrical lights; and 3) the floor will not stain. This limited warranty is subject to the conditions described in the "Conditions" section below and only applies if used in one of the following commercial areas:

Retail: Entryways*, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms.

Doctor's Offices: Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Breakrooms, Storage Rooms.

Hotels: Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

Business Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms.

Restaurants: Entryways*, Lobbies, Hallways, Offices.

Educational: Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

Multi-family Housing: Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

*Walk off mats are required at all entryways.

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific warranty identified above, Pergo provides no additional warranties and Pergo does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Pergo is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Pergo representative for questions on performance in specific locations.

The Pergo XP Limited Lifetime Residential Warranty and Limited 5-Year Light Commercial Warranty are made subject to the following conditions:

1) The floor must be installed properly in accordance with Pergo installation instructions. The instructions should be obtained through a retailer or at 1-800-33-PERGO (1-800-337-3746) or www.pergo.com. Proper installation includes, but is not limited to, the following:

- A moisture test must be performed to determine if excessive moisture exists in the subfloor.

- When using a calcium chloride moisture test for concrete subfloors (ASTM F1869), values must be ≤ 5 lbs/1000ft²/24-hr or $<80\%$ RH with an in situ probe (ASTM F2170).
- A polyethylene film vapor barrier is not required over wood subfloors. Moisture readings of wood subfloors must be $\leq 12\%$ throughout the entire installation.
- For planks without attached underlayment, install over a single layer of underlayment appropriate for laminate floors.
- For planks with attached underlayment, it is acceptable to install Pergo FloorMate underlayment prior to flooring installation if desired. Make sure to follow the Pergo FloorMate installation instructions, taking special care to seal all foam edges with sealing tape and repair all rips and perforations in the underlayment vapor barrier prior to flooring installation. A separate vapor barrier should not be used in conjunction with Pergo FloorMate.
- When installing Pergo in special situation areas such as: terrazzo, pier and beam, radiant heating and to also learn how to properly acclimate your floor, please contact our consumer help line at 1-800-33-PERGO (1-800-337-3746) or log on to www.pergo.com to obtain important additional information.

- 2) The flooring must be used only indoors in a dry, climate-controlled area.
- 3) The flooring must be maintained in accordance with Pergo care and maintenance instructions. Damage resulting from wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered by this limited warranty.
- 4) Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products is not covered by this limited warranty.
- 5) Surface wear must be readily visible (i.e. approximately 1 square inch). Gloss or sheen change and variations from later product additions or non-warranty repairs are not covered by this limited warranty.
- 6) These limited warranties do not apply to moisture damage, including but not limited to damage caused by flooding, standing water (water that remains on floor longer than 30 minutes), leaking pipes, mechanical failures, appliance leaks or pet urine.
- 7) These limited warranties do not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
- 8) These limited warranties do not apply to flooring installed on a concrete subfloor unless a non-recycled (100% virgin resin) 6-mil polyethylene film vapor barrier with a density of 0.92 lbs/cubic foot and a thickness tolerance of $\pm 10\%$ is installed over the concrete subfloor that emits a water vapor no greater than 5 lbs/1000ft²/24-hr.
- 9) These limited warranties do not apply to moldings.
- 10) Installation of flooring that contains any manufacturing defect is not covered by these limited warranties.

How to Make Claims:

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.