

Thank you for your Provenza MaxCore™ Luxury Laminate flooring purchase. MaxCore™ Laminate floors are beautiful, durable and backed by industry-standard warranty coverage.

With proper job site preparation, installation, and routine care and maintenance, your new Provenza MaxCore™ Laminate floor will give you years of beauty and function.

To the homeowner or authorized representative:

Please read these manufacturer guidelines in full before proceeding with the installation of your Provenza laminate flooring. By proceeding with installation you acknowledge that you have read, understood, and have accepted its terms & conditions, installation, care/maintenance requirements, and all warranty coverage and exclusions.

Provenza MaxCore™ Laminate floors feature an attached underlayment pad and are designed for a floating installation method and can be installed over existing floors provided they meet the subfloor requirements outlined here.

MaxCore™ Laminate flooring is intended for interior use only and is suitable for above-grade, on-grade, and below-grade applications. MaxCore™ Laminate floors should not be installed in locations where the substrate below the building structure is exposed to the elements or where there are structural problems related to ongoing moisture exposure.

JOBSITE PREPARATION

EXTERIOR

Structural damage caused by water and/or high humidity must be resolved prior to installing Provenza MaxCore™ Luxury Laminate flooring.

Ensure that exterior grading is complete with surface drainage offering a minimum drop of 3" in 10' to direct exterior water sources away from the structure where the flooring will be installed inside.

Crawl spaces should be a minimum of 18" high, insulated per the latest building code requirements, with a minimum 6-mil ground cover vapor barrier. Crawl spaces should offer cross-ventilation air vents equivalent to at least 1.5% per 100 square feet of floor space.

INTERIOR

Moisture issues must be detected and corrected before installation. MaxCore™ Laminate floors provide up to 80-hrs of surface water resistance but are not intended for use as a moisture barrier.

The jobsite should be enclosed and climate-controlled. HVAC systems must be fully operational with a consistent room temperature of 65°–85° F and relative humidity levels of 35%–55% before the flooring is delivered or installed, and throughout the lifetime of the flooring installation.

Do not install MaxCore™ Laminate floors where they will be subject to extreme hot or cold temperatures at any time. Do not install cabinets or heavy fixtures on top of MaxCore™ Laminate flooring.

To eliminate potential trade-related damage, Provenza recommends that the installation of its MaxCore™ Laminate flooring be one of the last jobs completed.

Subfloor Conditions

The quality and preparation of the subfloor is critical to a successful MaxCore™ floor installation.

Subfloors must be structurally sound, clean, and free of all debris, staples, nails, wax, grease, paint, sealers, old adhesives, and other substances that may prevent a successful installation.

Acceptable subfloor types:

- CDX Plywood.
- Concrete. Minimum compression strength of 3000 PSI.
- OSB/Particleboard.
- Existing resilient tile, sheet vinyl (one layer only) or ceramic tile (with skim coating of grout lines).

Minimum subfloor requirements for all installations:

- Structurally sound, smooth, clean, and free of debris, *including but not limited to*, staples, nails, wax, grease, paint, sealers and old adhesives.
- Level and flat to 3/16" per 10'.
- Dry throughout the lifetime of the installation.

Wood subfloor must be:

- Tested for moisture not to exceed 11%.
- Nailed or screwed down every 6" along the joists to remove subfloor squeaking.
- Leveled with high spots sanded down and low spots filled with a leveling compound. Leveling material should provide a structurally sound wood subfloor.

Concrete subfloor must be:

- Fully cured for at least 60-90 days prior to installation.
- Tested for relative humidity, moisture, and pH. Relative humidity tests should not exceed 85% (RH); Calcium Chloride Test for moisture should be no more than 8lbs per one-thousand square feet in 24 hours MVER (Moisture Vapor Emission Rating), and pH tests for alkalinity levels should register between 7 and 9.
- Installed properly with a minimum 6-mil poly film moisture barrier between the concrete and ground below.

When MaxCore™ products are installed over ground-level concrete and below-grade applications (concrete or existing floors), a 6-mil poly film must be installed as an additional layer of moisture protection. When installing the 6-mil poly film, it should extend a few inches up all walls, and any seams should have an overlap of 6 to 8 inches and be sealed with waterproof tape.

A concrete sealer can be used as another type of moisture protection.

Improper installation of the 6-mil poly film can result in noise issues such as squeaking, popping, crackling, locking mechanism failure, misalignment of planks, and/or damage to the flooring over time. Improper installation is not covered by the manufacturer's warranty.

Existing Subfloors

Resilient tile, sheet vinyl, or ceramic tile requirements:

- No more than one layer.
- Well secured to the structural subfloor.
- Grout lines of any depth should be filled in with a cementitious leveling and patching compound to assure a smooth, flat surface. The leveling compound must be completely dry before installation.
- Do not install over any uneven surface, *including but not limited to* tile or pavers.

DO NOT INSTALL MAXCORE™ LAMINATE FLOORING OVER CUSHION-BACKED GOODS OR ANY OTHER FLOORING THAT IS NOT COMPLETELY ADHERED TO THE SUBFLOOR.

Floor coverings that must be removed prior to installation include: Carpet, needle felt, cushion vinyl, floating floors of any kind, parquet, solid and engineered hardwood over concrete, sleeper substrates, and pavers with an uneven surface. **Do not install over wood flooring glued to concrete.**

Product Inspection and Acceptance

It is the responsibility of the Owner/Purchaser and Installer to thoroughly inspect the delivered flooring product **prior to installation to ensure it meets expectations**. This inspection should include randomly checking boards from no more than three (3) different cartons.

DO NOT proceed with installation if the flooring does not match the product ordered or does not meet the Owner/Purchaser's expectations. Do not continue opening additional cartons, and do not dispose of any cartons that were opened during inspection.

In the event of any discrepancies or issues with the delivered flooring, **immediately contact the Provenza retailer where the flooring was purchased to report the problem and seek further instructions.**

Quality Acknowledgement

By proceeding with the installation of the flooring product, the Owner/Purchaser and Installer acknowledge that they have inspected and accepted the product as delivered. This includes agreement with the product specifications – **quality, color, color variations, texture and thickness** – as consistent with the purchase agreement and purchaser expectations.

INSTALLATION CONSTITUTES ACCEPTANCE OF THE FLOORING MATERIAL AS RECEIVED.

During the installation process, the Owner/Purchaser and Installer should inspect and approve each piece that will be used in the flooring installation. The Installer must use reasonable selectivity and hold out or cut off pieces with defects that fall within manufacturing tolerance levels, whatever the cause.

Provenza Floors™, Inc. will not honor claims due to a lack of on-site flooring inspection and acceptance by the Owner/Purchaser and Installer.

Provenza Floors™, Inc. will not accept responsibility for the installation of flooring with visible manufacturing defects.

Handling and Storage

Once MaxCore™ flooring is delivered to the jobsite, inspected, and accepted by the Owner/Purchaser and Installer, the flooring cartons should be stored on a dry, flat surface with good air circulation in the area where it will be installed. Remove plastic shipping wrap and keep cartons closed. When moving or handling cartons, care should be taken to prevent damage to the laminate flooring inside.

Do not store cartons directly on concrete, in garages, basements, near outside walls or in areas where the temperature is uncontrolled. Damage caused by the improper storage and handling of the laminate flooring product is not covered by the manufacturer warranty.

Acclimation Process

Provenza MaxCore™ Laminate floors require acclimation for a minimum of 72 hours prior to their installation. Product cartons should be placed in the area where they will be installed. Do not stack boxes directly on the concrete subfloor. HVAC systems must be fully operational with a consistent room temperature of 65°– 85° F and relative humidity levels of 35%–55%.

Remove plastic wrap from flooring cartons if present, but do not open the flooring cartons or take out individual planks until acclimation has been achieved and the flooring is ready to be installed. Proper temperature and humidity levels in the installation area are key to the acclimation process.

RADIANT HEAT GUIDELINES

Please be advised that all Provenza MaxCore™ Laminate flooring products **can be used with embedded radiant heat systems**. This includes hydronic water-based systems and electrical resistance systems. It must be noted that the **radiant heat system must be embedded into the subfloor** (typically wood or concrete, or a layer of mortar) and **cannot be in direct contact with the Laminate flooring**.

Direct contact of the radiant heat system with the laminate flooring will cause damage and void all the manufacturer's warranty. Prior to installation, the radiant heating system should be operational with the heating temperature set to 68°F 48 hours before, during, and 72 hours after installation.

The temperature of the radiant heating system may be increased gradually 72 hours after installation, but the surface temperature should never exceed 85° F.

IMPORTANT NOTE: Provenza Floors requires installing a Class 1 impermeable vapor retarder over the slab in all on- and below-grade applications. Do not use asphalt or Felt or Roofing paper (bitumen-type vapor) retarders over radiant heat systems.

Ambient Temperature Requirements

The jobsite should be evaluated for a consistent room temperature of 65°–85° F with relative humidity levels of 35%–55%. These levels must be maintained before, during and after installation for the life of the installed laminate flooring.

It is the responsibility of the homeowner, contractor, or professional installer to ensure that the humidification system is adequate to maintain a humidity level between 35% and 55% at all times, considering the home's size and zoning requirements. They should verify whether the home is equipped with a steam humidifier or a bypass humidifier, as each type is designed for different home sizes and zoning conditions.

To maintain proper indoor humidity levels, the appropriate equipment must be in place to keep the humidity within industry and Provenza-recommended standards **24 hours a day, 7 days a week.**

Proper humidity control is essential for protecting Provenza Hardwood, Hybrid, Laminate & Luxury Vinyl Plank flooring product installations and ensuring full Provenza warranty compliance.

Flooring failures that are a consequence of not maintaining required ambient temperature levels, at all times, are not covered by the manufacturer warranty.

NOTE: *Some product expansion, contraction and/or cupping due to seasonal moisture variation may occur and is not covered by the manufacturer warranty.*

INSTALLATION

Tools and Supplies needed: Expansion Gap Spacers, Ruler, Pencil, Tape Measure, Utility Knife.

Provenza MaxCore™ Laminate floors are designed to replicate the look of a real wood product with natural variations in color, texture, and shade. For optimal visual effect, shuffle planks from several cartons and avoid installing similar planks next to others nearby.

For aesthetic purposes, plank flooring is often laid in the direction of the longest wall. It is the responsibility of the installer/owner to choose which direction the flooring will run before installation starts.

Provenza MaxCore™ Laminate floors can be installed in a staggered fashion to achieve an overall random appearance, but other patterns can be implemented, and it is the responsibility of the installer/owner to make this decision before installation starts.

WARNING! Do not install Provenza laminate flooring under fixed cabinets, vanities or fixed furnishings.

Provenza laminate floors **should not** be installed underneath kitchen cabinets, bathroom vanities, or other fixed furnishings. Doing so can restrict the floor's natural ability to expand and contract with changes in temperature and humidity, potentially resulting in buckling, separation, or other forms of structural damage.

Always install cabinets, vanities or other heavy fixtures **BEFORE** the laminate flooring is installed to protect its integrity and performance and allow for normal expansion and contraction due to humidity and changes in temperature.

Provenza MaxCore™ products are not warranted against squeaking, popping, or crackling. Squeaking, popping, or crackling is possible when installed using floated methods.

Starting Installation

Select the installation starting point next to an outside wall. This is usually the straightest and best reference for establishing a straight working line.

Establish the working line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a full plank. You may need to scribe or cut the first row of planks to match the starting wall to establish a straight working line if it is out of square.

Undercut or notch-out door casings to fit the floor thickness by setting a plank piece on the subfloor and using it as a height guide for sawing. Remove door thresholds and base moldings, and replace them after flooring installation.

Place $\frac{3}{8}$ " expansion spacers around the perimeter, including adjacent existing floors or other structures such as hallways, door jams, and thresholds.

For rooms larger than 50-feet, the expansion space should be increased to $\frac{1}{2}$ ".

Seamless Installations

Provenza MaxCore™ laminate floors may be installed **without transitions** in open areas up to a maximum of **55 feet in length and width**. In long narrow corridors, installations may extend up to **100 feet in length and 6 feet in width** provided **the requirements below are strictly met**.

Seamless Installation Requirements:

- A **minimum $\frac{1}{2}$ " expansion gap** must be maintained at all walls, fixed objects, and vertical obstructions.
- All **door jambs and casings must be undercut by at least 1 inch** to allow for proper expansion space.
- The subfloor must be **flat, level, structurally sound, and free of vertical deflection**. (Any deflection or unevenness may result in joint stress, separation, or failure).

The above installation requirements are mandatory, and not recommendations.

Failure to strictly comply with these requirements, as well as Provenza Floors' published installation instructions, **will void all applicable warranties**.

Provenza Floors assumes **no responsibility or liability** for product performance issues, damages, or claims arising from:

- Failure to meet required expansion spacing.
- Improper subfloor preparation or flatness.
- Presence of subfloor deflection or movement.
- Installations exceeding the stated maximum area dimensions.
- Any deviation from Provenza Floors' installation guidelines.

All installation-related risks and responsibilities remain the sole responsibility of the installer, builder, or property owner.

Measure the room at a right angle to the direction of the flooring, calculate the number of planks required to fit, and, if necessary, cut plank widths in the first row to a smaller size. The ending row must be a minimum of 2" wide. You may want to position a few rows before starting installation to confirm your layout decision and working line.

Before starting installation, make sure the subfloor is clean and free of debris.

When laying the flooring, ensure that end joints are staggered from each other in adjoining rows. For optimal results, end joints should be staggered a minimum of 15" for plank lengths of 48" to 60" and a minimum of 22" for plank lengths greater than 72". A cut-off piece can be used for starting the next row provided it is at least 15" long, otherwise discard it and cut a new random length plank of at least 15 – 22" as applicable.

Always begin each row from the same side of the room and ensure that the required expansion gap spacers are placed at ends and edges where planks meet the wall. The tongue side of the plank should face the starting wall.

As installation proceeds, cut the last plank in each row, allowing for the required expansion space, and continue to check that both the long sides and end joints are fully locked, secure, and have not shifted during this process. Continue to check for and clear debris from the subfloor before laying each plank.

During the installation process, the installer/owner should inspect and approve each plank that will be used and avoid placing planks with the same patterns near each other.

The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. Provenza Floors will not honor claims due to a lack of on-site flooring inspection and acceptance by the installer/owner.

REMINDER: Proper jobsite preparation, subfloor conditions, and installation are essential for the longevity of your flooring.

Finishing the Job

Remove expansion spacers from the perimeter. Install or reinstall baseboard and/or quarter-round moldings to cover the expansion space. For bathtubs or showers where standard molding cannot be installed, use flexible caulking in its place.

Install transition pieces such as reducer strips and t-moldings as needed, being careful not to nail or pin them to the flooring underneath. T-moldings are required at all doorways for commercial installations.

Clean and remove all dirt and debris from your new floor by dry dust mopping and vacuuming.

If needed, cover your newly installed floors with rosin paper to protect them while other trades are working. Clean the floor thoroughly before laying the rosin paper to ensure that no debris is trapped underneath.

DO NOT USE plastic film or other non-breathing coverings, as this can cause increased humidity. Overlap rosin paper on long edges and seal with tape to prevent debris from getting underneath. Secure rosin paper at walls by taping to trim, avoiding adhesive tape contact with the flooring surface.

Heavy furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways to avoid damaging it.

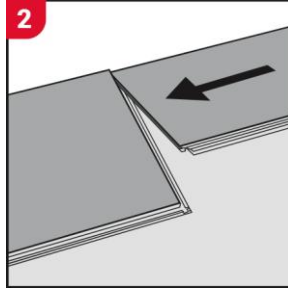


Fold Down General Installation Instructions



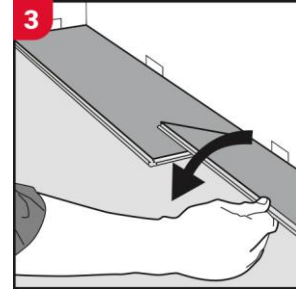
First row, first plank

Starting from the left-hand corner, place 3/8" spacers against walls on each side and place the first plank with the groove side facing out.

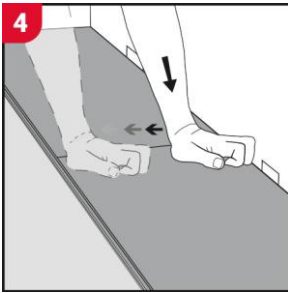


First row, second plank

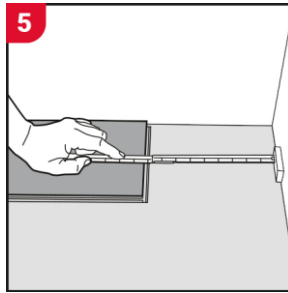
Gently place the second/next plank close to the short end of the first/previous plank.



Starting from the corner closest to the previous plank, fold down towards the center in a single action.

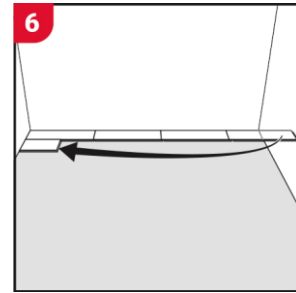


Press down firmly and listen for the click that means it's locked in place. No tapping is required.



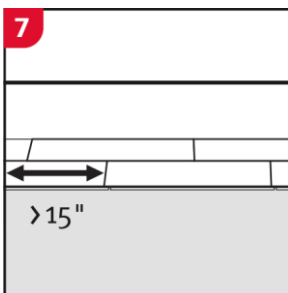
End of row

At the end of the first row, place a 3/8" spacer against the wall and measure the length of the last plank to fit. Cut to size and install.



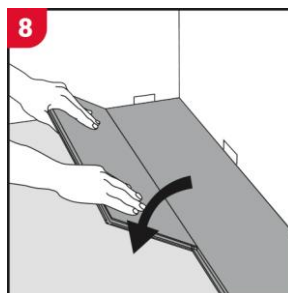
Starting the next row

Place 3/8" spacer against the wall and use either the cut part from the last row, or a new plank measuring at least 15" in length.



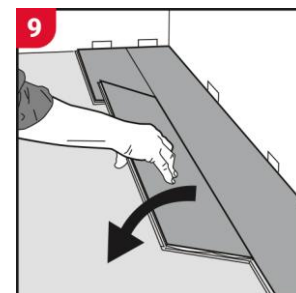
Staggering end joints

The minimum distance between plank end joints in parallel rows must be at least 15" for plank lengths of 48" to 60" and 22" for plank lengths greater than 72".



Second row, first plank

Place the plank at an angle against the plank in the previous row, inserting it into its groove, pressing forward and folding down at the same time.



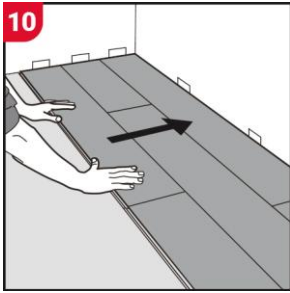
Second row, second plank

Gently place the plank close to the short end of the previous plank and fold down in a single action.





Fold Down General Installation Instructions



After 2-3 rows

As installation proceeds, check that the installed planks are tightly locked and snug against the $\frac{3}{8}$ " expansion gap spacers on each wall. Remove the spacers once the installation process is complete.



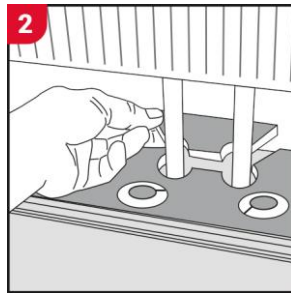
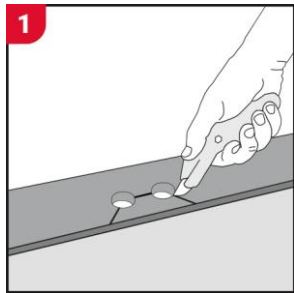
First or last row at uneven walls

The first and last rows may need to be trimmed at uneven walls. Scribe the wall line to the plank row as shown, cut and then continue with installation. The last row plank width must be at least 2" wide.



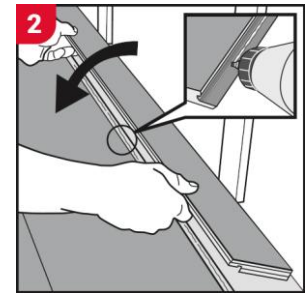
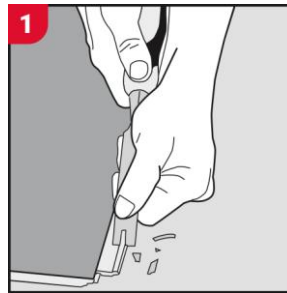
Watch 5G installation video!

provenzafloors.com



Installation around radiator/heating pipes

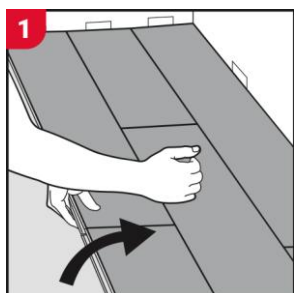
Drill holes two times larger than the diameter of the pipes. Remove a piece of the plank with a utility knife. Position the plank on one side of the pipes and the cut piece on the other side. Glue cut edges together.



When angling is not possible

Remove the vertical locking part of the strip with a chisel. Apply glue on the strip and push the planks together to join them. Ensure that $\frac{3}{8}$ " spacers are between the last plank and the wall to maintain the required expansion gap.

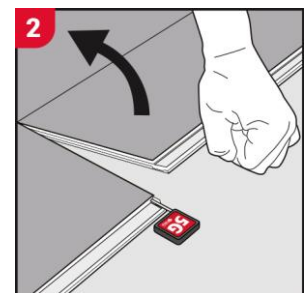
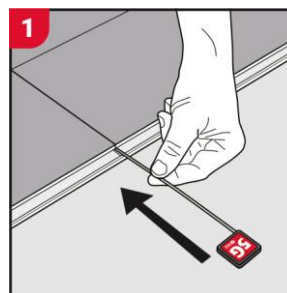
Dismantling planks



Separate the entire row by carefully lifting up and releasing it. Fold up the row and release the whole long side.

Disassemble each plank by sliding the short ends horizontally. **Never fold up the plank as this will damage its locking profile.**

Using the 5G dismantling tool (if available)



Insert the dismantling tool into the gap between the tongue and groove on the short end of the plank. Push it into the short side.

The short side should now be unlocked and the plank can be lifted up and away from adjacent planks. **This tool is not needed to separate planks.**



FLOOR CARE & MAINTENANCE

Provenza MaxCore™ Luxury Laminate floors are durable, but like all interior floor coverings require periodic maintenance to look their best and prevent problems before they occur. The frequency will depend on your lifestyle and traffic on the flooring over time.

Routine/Preventive Care Do's and Don'ts:

- Sweep, dust mop or vacuum (air suction only) regularly to remove loose dirt and grit. Do not use treated dust mops on MaxCore™ Laminate floors.
- Do not use a steam cleaner on MaxCore™ Laminate floors.
- Clean up spills or pet accidents immediately.
- Clean using **Provenza's All Purpose Floor Cleaner**.
- Do not use harsh cleaners or chemicals, or abrasive scrubbing tools.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. MaxCore™ Laminate flooring exposed to excessive heat and light is subject to thermal degradation.
- Maintain consistent room temperature of 65°–85° F and relative humidity levels of 35%–55% at all times.
- Do not expose MaxCore™ floors to temperatures exceeding 110° or temperatures below 32° F.
- Do not expose MaxCore™ floors to acetone or other harsh chemicals such as oil or petroleum-based products. Do not track asphalt-driveway sealer or automobile oil onto MaxCore™ Laminate floors.
- Ensure that chairs or furniture with casters or wheels are easy swiveling with large surface non-staining casters and suitable for resilient floors use. Do not use ball type casters as they can damage the floor.
- Protective mats and chair pads are required under office chairs or furnishings with rolling casters.
- Ensure that frequently moved furniture is protected with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Use floor protectors under furniture.
- Use walk-off mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Protect flooring in the kitchen area with a high-quality rug in areas subject to hot oil spills or splatter.
- Use non-staining mats only. Rubber-backed mats may discolor the floor.
- Do not use electric brooms with hard plastic bottoms without padding as these may damage the flooring.

GENERAL TERMS AND LIMITED WARRANTY COVERAGE

25 YEAR LIMITED RESIDENTIAL WARRANTY

5 YEAR LIMITED COMMERCIAL WARRANTY

(RESIDENTIAL AND COMMERCIAL WARRANTY TERMS ARE IDENTICAL EXCEPT DURATION)

This warranty document covers Provenza MaxCore™ laminate flooring when applied in a residential or light to medium commercial setting. Provenza MaxCore™ floors must be professionally installed pursuant to the installation guidelines as herein stated by a **licensed certified flooring contractor to validate this warranty**. No exclusions or exceptions will be made to this clause.

This warranty covers the cost of material (prorated) for the period of the warranty stated. **PRORATION SHALL COMMENCE FROM THE DATE OF PURCHASE AND NOT THE DATE OF INSTALLATION**. The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring. The manufacturer reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. The manufacturer at its sole discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, destructive testing as part of the inspection will be conducted to properly facilitate a full investigation.

Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.

This warranty states that Provenza MaxCore™ flooring will be free from manufacturing defects for the term stated above. Should a problem attributable as a manufacturing defect develop after the flooring is installed, the manufacturer will verify the validity of the manufacturing defect. Upon determination of a manufacturing defect, the manufacturer will authorize a credit based on the original purchase price paid by the dealer/distributor for the product to the manufacturer.

This Limited Warranty only applies to MaxCore™ Laminate floors that are installed and maintained according to the current Provenza MaxCore™ Luxury Laminate Guidelines.

Pre-Installation

Provenza Floors 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. Provenza Floors will not be responsible for any claim for flooring installed with visual defects. Please refer to Provenza MaxCore™ pre-installation/installation guidelines for more information.

Provenza MaxCore™ products are not warranted against squeaking, popping, or crackling. Squeaking, popping, or crackling is possible when installed using floated methods.

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 **Provenza MaxCore™ Luxury Laminate Guidelines**.

These guidelines are updated periodically and Provenza MaxCore™ Laminate floors must be installed according to the current guidelines at the time of installation.

See [provenzafloors.com](https://www.provenzafloors.com) for the latest **Provenza MaxCore™ Luxury Laminate Guidelines**.

Wear Layer

The Company warrants that its laminate flooring product will not wear-through to the pattern/decor layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic. The wear layer warranty covers the cost of material, which shall be prorated (please see Proration of Residential Warranties as set forth below) for the period of the warranty stated.

The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring.

“Wear-through” is defined as a complete loss of the wear layer that has altered the printed pattern. Gloss change is not considered wear-through and is not covered by this warranty.

Terms of Warranty and Replacement/Repairs

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

Replacement of Provenza MaxCore™ flooring will come from the current running-line products comparable to the warranted product.

Within Two Years

Claims on defects of this product, as covered by this warranty, that are reported in writing within two years of purchase – Provenza Floors will arrange a credit based on the original purchase of the product paid by the retailer/distributor or replace the product **AT ITS SOLE DISCRETION**.

After Year Two

Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Provenza Floors will arrange a credit based on the original purchase of the product paid by the retailer/distributor or replace the product **AT ITS SOLE DISCRETION**.

Labor costs are not included. Refer to the Provenza warranty proration tables for details.

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, Provenza Floors will supply new flooring material of similar color, pattern, and quality to replace the defective area.

IMPORTANT! This warranty is not transferable. It extends only to the original owner-occupied end-use purchaser. Provenza Floors does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Provenza Floors shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

Questions regarding the terms of this Limited Warranty should be directed to **Provenza Floors Customer Service** at (877) 455-7890. Provenza Floors reserves the right to inspect flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

Proration of Warranties

Unless otherwise specified, these limited warranties are prorated, meaning the original warranty value is reduced relative to the length of ownership.

For the 1st and 2nd years, regardless of warranty length, the flooring is covered at full value. Beginning in the 3rd year, the warranty value is decreased based on the remaining years. See proration tables for details.

25-Year Residential Warranty Proration

Based on an industry-standard 25-year lifespan for laminate products, the following warranty proration table applies:

1 st – 2 nd Year	100%
3 rd – 5 th Year	80%
6 th – 8 th Year	70%
9 th – 11 th Year	60%
12 th – 14 th Year	50%
15 th – 17 th Year	40%
18 th – 20 th Year	30%
21 st – 23 rd Year	20%
24 th – 25 th Year	10%
End of 25 th Year	0%

5-Year Commercial Warranty Proration

1 st Year	100%
2 nd Year	70%
3 rd Year	50%
4 th Year	20%
5 th Year	10%
End of 5 th Year	0%

WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable.

Please retain your original flooring purchase receipt. Provenza Floors requires the purchase receipt in order to verify the date of purchase to help resolve problems or potential claims.

The warranties described herein are given to the original retail purchaser only **AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS, AND EXCLUSIONS SET FORTH HEREIN**. These warranties cover only approved product applications as recommended by Provenza Floors™, Inc.

Regarding All Warranty Coverage

This warranty is not transferable to a New Home Buyer / Model Home Buyer and extends only to the original Owner/Purchaser. All pre-installation preparation, installation, floor care, and maintenance must be in accordance with Provenza Floors™, Inc. requirements.

Warranty Exclusions

This Limited Warranty does not cover the following:

- Damage due to improper job site preparation and/or subfloor conditions, installation or maintenance.
- Damage caused by failure to properly align and lock end joints during installation.
- Damage caused by pet accidents.
- Damage caused by excess moisture in the concrete subfloor.
- Damage caused by fire or burns, accidents, intentional abuse, flooding, construction, or installation.
- Damage caused by the vacuum cleaner beater bar.
- Damage or indentations caused by improper rolling loads, caster wheels, chairs, or other furniture without proper floor protectors, and cuts from sharp objects.

- Surface scratches or scuffing.
- Damage and/or flooring failure due to seamless installations exceeding maximum area dimensions.
- Gouging from sharp objects such as, but not limited to, knives or scissors.
- Broken or improperly maintained caster wheels with sharp edges that result in gouging or scratching.
- Broken or improperly maintained furniture, table or chair feet with sharp or damaged edges/surfaces that result in gouging or scratching.
- Severe impact from falling objects.
- Scratching, gouging, or damage from heavy appliance movement or heavy furniture movement.
- Debris tracked in on shoes from the outside, such as, but not limited to, rocks, that result in gouging or scratching.
- Changes in color or sheen due to exposure to sunlight or the use of rubber-backed mats.
- Exterior or non-flooring applications.
- Squeaking, popping, or crackling is possible when installed using floated methods.
- Color and gloss differences resulting from material added to an existing installation at a later date or from non-warranty repairs are excluded from coverage.
- Gloss change and/or loss of gloss is not considered “wear-through” and is not covered by this warranty. “Wear-through” is defined as a complete loss of the wear layer that has altered the printed pattern.
- Minor shading, color, or texture differences between floor samples, printed color photographs or illustrations and the delivered product.
- Damage due to use of adhesives or tape; exposure to acetone or other harmful chemicals; punctures, cuts, indentations; failure to use protective mats under heavy and/or rolling furniture, *including but not limited to* desks, desk chairs, exercise equipment.
- Flooring sold as irregulars or trial grade materials or “as is”.
- Product installed in locations subject to heavy static loads, heavy rolling fixtures, and/or furniture, *including but not limited to*, areas of recreational, hospital, or rehabilitative activities.
- Product installed in commercial food preparation areas and underneath food preparation tables.
- Improper use of the flooring product to seal an existing floor from moisture. *MaxCore™ Laminate floors are not intended for use as a moisture barrier.*
- This Limited Warranty is void if the required product acclimation process was not completed in accordance with MaxCore™ Luxury Laminate Guidelines, including maintenance of proper temperature and humidity levels once the flooring is installed.
- Only installation techniques described in this Provenza MaxCore™ Laminate Installation Guide are warranted.
- Provenza Floors does not warrant Provenza MaxCore™ Laminate installations involving custom cutting, such as 45-degree mitered corners and serpentine edges.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or re-installation of the affected material, and any other incidental or consequential damages.

Provenza MaxCore™ products are not warranted against squeaking, popping, or crackling. Squeaking, popping, or crackling is possible when installed using floated methods.

Warranty Exclusion – Wheelchair Use and ADA Compliance

This warranty does not cover damage resulting from the movement or use of manual or motorized wheelchairs, including but not limited to dents, scuffing, gouging, or similar surface damage. While our products are manufactured in compliance with applicable ADA accessibility standards, laminate flooring is not designed or warranted to withstand certain movements associated with manual or motorized wheelchairs. Customers are advised that laminate floors are not suitable for floating installations where **frequent wheelchair traffic** or similar mobility equipment use is expected.

This **Limited Warranty** is provided in lieu of all other warranties, whether express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose.

General Terms and Conditions

- This warranty is limited to the original Owner/Purchaser.
- This warranty does not apply to **rental units** or **vacation rental properties**, including but not limited to **Airbnb, Vrbo**, and similar short-term or long-term rental arrangements. Such properties are expressly excluded from coverage under this warranty.
- The liability of the manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of Provenza Floors, Inc.
- New or replacement laminate flooring required to settle a claim is not guaranteed to match the existing installed laminate flooring or retailer display samples.
- Manufacturer is not responsible for matching the laminate flooring to other laminate products, such as cabinets, stair railings, trim, and moldings.
- No other warranties expressed or implied are made, including merchantability or fitness for any particular purpose.
- Under no circumstances shall Provenza Floors, Inc. be liable for loss or damage associated with special, indirect, incidental or consequential damages.
- No installer, retailer, agent or employee of Provenza Floors, Inc. has the authority to increase or alter the obligations or limitations of this warranty.

Manufacturer Inspection Rights and Claims

Provenza Floors™, Inc. shall be allowed a reasonable time to inspect any Provenza MaxCore™ Laminate flooring product claimed to be defective.

Claims submitted to Provenza Floors™, Inc. must be supported with the original sales receipt.

In the event of litigation, all controversies shall be submitted to the **American Arbitration Association**. Venue shall be the County of Orange, State of California.

In the event of any dispute, claim, question, or disagreement arising from or relating to this agreement or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement.

To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

If they do not reach such a solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by arbitration administered by the **American Arbitration Association** in accordance with the provisions of its **Commercial Arbitration Rules**.

CUSTOMER SERVICE & CLAIMS

Internet Sales Policy

The Provenza Floors Manufacturer Warranty applies only when the Provenza MaxCore™ Laminate flooring purchase is made directly through an Authorized Provenza Floors Retailer.

Provenza Floors products purchased online are not covered by the manufacturer warranty.

Any Provenza flooring sale that has been misrepresented by the retailer/seller, including but not limited to, returns, off-color, or manufacturer defect resale, is not covered by the manufacturer warranty. ANY REPRESENTATIONS MADE BY ANY RETAILER OR DISTRIBUTOR WHICH IS IN CONTRADICTION OR NOT COVERED BY THIS LIMITED WARRANTY SHALL NOT BE HONORED BY THE MANUFACTURER.

Claims Process

Claims must be filed by the Provenza Retailer where the flooring was purchased 90 days FROM THE DATE THAT THE DEFECT WAS DISCOVERED OR SHOULD HAVE BEEN DISCOVERED. The claim documentation and original floor purchase receipt should be sent to:

Provenza Floors Warranty Department
15541 Mosher Avenue, Tustin CA 92780

Provenza Floors reserves the right to have a Provenza Floors representative inspect the floor, remove samples for technical analysis and request proof that pre-installation, installation and floor care and maintenance are in accordance with Provenza Floors™, Inc. requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Provenza Floors™, Inc. will repair, refinish or replace the product at its sole discretion.

If you have questions or concerns regarding your Provenza MaxCore™ Luxury Laminate flooring, please contact Provenza Floors customer support at: (877) 455-7890.

Save Your Original Receipt!

Save your original purchase receipt to protect your flooring warranty! Document your purchase and save this information for future reference.

Make sure that you save the following information for your records:

- ✓ Date of Purchase
- ✓ Product Color Name
- ✓ Product SKU
- ✓ Authorized Retailer Name, Address & Business Phone



**Scan for full
installation
instructions!**
provenzafloors.com



**Scan for
installation
video!**
provenzafloors.com



PROVENZAFLOORS.COM | CORPORATE OFFICE: (877) 455-7890

Note: This document supersedes all previously distributed Provenza MaxCore™ Luxury Laminate 5G Fold Down Installation, Floor Care & Warranty Guidelines and is subject to change without notice. Revision date: 5/5/2026