



LAMINATE PRODUCTS LIMITED WARRANTIES





At Pioneer, we take pride in crafting quality flooring products with care, working with skilled American artisans to ensure your floors are not only beautiful but also durable, comfortable, and sustainable. Pioneer offers a broad selection of premium floor coverings, and our products are designed to enhance your home's interior style and reflect your unique tastes. To learn more about our collection, speak with your retailer about other expertly crafted Pioneer products.

Our commitment to excellence is the foundation of our brand. We stand behind every product we make. Thank you for choosing Pioneer, and we hope your new flooring brings warmth and style to your home.

LIMITED WARRANTY

This document provides the details of the warranties that accompany our wood flooring products. Please note that not all warranties are applicable to every product. Specific warranty details for each product line are indicated on the samples displayed by authorized retailers at the time of your purchase.

To streamline any future warranty service, please retain the following documents:

- This warranty guide
- Your original purchase receipt

Keeping these documents on hand ensures that you'll have everything needed if a warranty service claim is required. Pioneer Flooring also advises keeping a few extra planks from your installation to assist with any future repairs.

For further questions about your product warranty, please reach out to your retailer or visit our website.

All warranty information in this guide is valid as of December 2024.

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LIMITED RESIDENTIAL WARRANTY

LIMITED WARRANTIES

Manufacturing Defect Warranty *(All Laminate Products)*

Pioneer assures the original purchaser that the flooring will be free of material and workmanship defects, according to this warranty, for as long as the buyer owns their home.

Terms and Conditions

- This limited warranty applies solely to normal residential use when Pioneer's installation and maintenance guidelines are properly followed.
- It covers only inherent defects that were undetectable before or during installation.
- All planks and accessories should be inspected for defects before and during installation under adequate lighting. Beginning installation implies acceptance of product quality.

Exclusions

- This warranty does not cover damages that occur during shipment or installation.
- Installing any flooring with obvious or visible manufacturing defects voids this warranty.
- Differences in color and gloss that arise from additions to existing flooring or from non-warranty repairs are not covered.
- Flooring exposed to abnormal conditions, misuse, or neglect, such as moisture from plumbing issues, storms, or flooding, or damage from fire, smoke, or similar events, is not covered. Damages due to unreasonable use beyond normal residential expectations are excluded, as well as any mechanical damage.

Wear Resistance Warranty *(All Laminate Products)*

The protective layer of Pioneer flooring will not wear through to the decorative layer under normal use.

Terms and Conditions

- Changes in gloss are not considered wear.
- For beveled-edge products, this warranty does not cover wear within 3/16 of an inch (5 mm) from plank edges.
- Any refinishing voids this wear resistance warranty.
- Wear must be clearly visible and cover at least one square inch.
- Chair mats or pads must be placed under caster chairs to protect the surface.

General Stain Warranty *(All Laminate Products)*

Pioneer guarantees that the flooring will not stain under typical household use.

Terms and Conditions

- This warranty excludes stains from chemicals or industrial products not recommended as cleaning agents.
- Pet stains are also excluded from this warranty.

Fade Resistance Warranty *(All Laminate Products)*

Pioneer warrants that the flooring will resist fading from both sunlight and artificial light exposure for the specified period.

Hardwood Structure Warranty *(All Laminate Products)*

Pioneer ensures that the flooring will resist ply separation under normal residential conditions when installed and maintained according to Pioneer's guidelines.

Terms and Conditions

- Pioneer does not warrant against squeaking, popping, or crackling.
- Hardwood visuals reflect a natural material that may include grain and color variations, mineral streaks, and knots. Installers should use discretion and cut off or set aside any planks with visible blemishes before installation.



PIONEER WARRANTY CHART

WARRANTY CHART

| | WEAR PROTECTION | WET WARRANTY | STEAM MOP | GENERAL STAIN | PET STAIN PROTECTION | PET SCRATCH PROTECTION | FADE RESISTANCE | MFG. DEFECTS | COMMERICAL |
|---------------------|-----------------|--------------|-----------|---------------|----------------------|------------------------|-----------------|--------------|------------------------|
| Woodland Foundation | Lifetime | 10-Year | N/A | Lifetime | 10-Year | 10-Year | Lifetime | Lifetime | 5-Year Light to Medium |
| Heritage Plank | Lifetime | Lifetime | N/A | Lifetime | Lifetime | Lifetime | Lifetime | Lifetime | 5-Year Light to Medium |



WET WARRANTIES

WET WARRANTIES

Waterproof Warranty *(All Laminate Products)*

The Pioneer flooring system is guaranteed to resist damage from typical household spills, pet accidents, and moisture from regular damp or wet mopping.

Terms and Conditions

- Only use a damp or wet mop; the flooring is not designed for steam mopping.
- For additional details, refer to the General Wet Warranty Terms and Conditions.

Water Resistant Warranty *(All Laminate Products)*

Water Resistant provides comprehensive protection from household spills, pet accidents, and damp and wet mopping. Coverage extends to both the flooring and subfloor against moisture for the product's lifetime.

Terms and Conditions

- "Subfloor damage" includes visible surface damage, such as mold or decay, on concrete or wood subfloors due to topical moisture seepage through joints.
- Subfloor damage must result from moisture leaking through a properly installed joint.
- For more details, see the General Warranty Terms and Conditions.

Steam Mop Warranty *(All Laminate Products)*

A residential steam mop may be used if applied to a microfiber pad, not directly to the floor.

Terms and Conditions

- Ensure the steam temperature is set to wood-floor-appropriate or lowest setting.
- Mop only in the plank length direction.

General Warranty Terms and Conditions

Unless stated otherwise, topical spills refer to common household substances. Wipe up all spills promptly with a clean, dry, or damp cloth. For additional cleaning, use Pioneer-recommended products.

- Warranties require proper care and maintenance; refer to Pioneer's Care and Maintenance section for instructions.
- Installation must meet Pioneer's standards, as outlined in the Installation Guide.
- Full waterproof coverage requires perimeter sealing per installation instructions. Waterproof warranties do not cover damage from unsealed perimeters, including spills, pet accidents, wet mopping, or steam mopping.
- If you choose not to seal the perimeter, any damage outside unsealed areas remains covered.
- Flooring is not intended to withstand flooding, severe plumbing issues, or other accidents (e.g., leaks from appliances). These are not covered as topical spills.
- The flooring is not intended to handle water or moisture from subfloor sources, including hydrostatic pressure or moisture originating outside the installation area.
- Consequential damages, such as mold-related health issues, are not covered by this warranty.
- For residential claims involving subfloor damage, Pioneer will cover reasonable costs for mold remediation using industry methods.
- For wood subfloor damage claims, Pioneer will cover reasonable repair or replacement costs for affected areas only.
- This warranty does not cover the replacement or cleaning of insulation, joists, or structural/electrical components.

PET PROTECTION

Joint Integrity Warranty *(All Laminate Products)*

Pioneer flooring joints are guaranteed to remain intact under regular residential use.

Terms and Conditions

- This warranty covers only defects not visible at the time of installation.
- Applies to joints with gaps over 0.015 inches (0.381 mm).

Pet Protection

Pet Stain Protection *(All Laminate Products)*

Pet stain protection covers all pets and any accident types for the stated period. Pioneer flooring will resist staining from pet vomit, urine, and feces. Refer to the Warranty Chart for product-specific durations.

Pet Scratch Protection *(All Laminate Products)*

The Pet Scratch Protection Warranty ensures that flooring resists scratches from pet nails throughout the entire warranty period. Pioneer will replace scratched planks without issue. Pet scratches are defined as any visible loss of the design layer from standing height in regular lighting. While highly durable, floors are not completely scratch-proof; please exercise caution with heavy or sharp items.

Antimicrobial* Warranty *(All Laminate Products)*

Pioneer's antimicrobial flooring protection effectively guards against common bacteria causing stains, odors, and material degradation. Proper care and cleaning will not affect this protection.

*Antimicrobial flooring is not designed to protect users from disease-causing bacteria.

Terms and Conditions

- Antimicrobial protection is limited to the top surface of the flooring.



COMMERCIAL WARRANTIES

Limited Light to Medium Commercial Warranty

(All Laminate Products)

When installed in light-to-medium commercial settings, Pioneer flooring is protected against manufacturing defects, wear, and stains, following all previously mentioned warranty conditions. Consult the Warranty Chart for specific Commercial Warranty duration.

Light to Medium Commercial Fade Warranty

(All Laminate Products)

The flooring is guaranteed not to fade due to sunlight or artificial lighting exposure.

Terms and Conditions

- Warranties apply exclusively to the original purchaser.
- Coverage is valid only in designated areas (see Application Chart).
- Rolling or heavy traffic areas are not covered, and chair pads are required for caster-wheel chairs.

Light to Medium Commercial Application Chart

| | | |
|------------------------|--------------------|----------------------------|
| Retail | Offices | Multifamily Housing |
| Entryway* | Entryway* | Entryway* |
| Sales Floor | Lobby Hallway | Lobby |
| Showroom | Office | Common Area |
| Checkout | Conference | Hallway |
| Breakroom | Room Meeting | Office |
| Dressing Room | Room | Storage Room |
| Office | Breakroom | Individual Housing |
| Storage Room | | Unit |
| Doctor's Office | Education | Hotels |
| Entryway* | Entryway* | Entryway* |
| Lobby | Lobby Hallway | Lobby |
| Waiting Room | Office | Hallway |
| Hallway | Classroom | Guest Room |
| Nurses' Station | Storage Room | Conference Room |
| Office | Residence Hall | Meeting Room |
| Breakroom | Common Area | Kitchenette |
| Storage Room | | Lounge |
| | Restaurants | Office |
| | Entryway* | |
| | Lobby | |
| | Hallway | |
| | Office | |

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- Limited to the purchaser noted on the purchase documents.
- Only valid for first-quality products bought post-publication of this document.
- Moldings are not covered by these warranties.
- Must be installed following Pioneer's official installation guidelines.
- Floors installed with visible defects or those relocated after initial installation are not covered.
- Warranties are valid only for indoor, climate-controlled, light commercial, or private residences as specified.
- Damage during shipment or installation is excluded.

Pioneer is not liable for damage from abnormal use, such as:

- Wet maintenance with improper cleaners, abrasive products, or waxes.
- Scratching or damage from beater bars, floor scrubbers, steam mops (unless permitted), buffers, or similar devices.
- Impacts, gouges, or cuts during installation or daily use.
- Extreme events like flooding, appliance leaks, or mechanical failures.

CARE AND MAINTENANCE

Pioneer floors are designed for easy care, but routine maintenance preserves their beauty and performance. Adhering to these guidelines will maintain warranty coverage.

Preventative Maintenance

Exterior Mats:

- Place moisture-absorbing and dirt-scraping mats at all entrances. Alternate sets for easy cleaning.

Interior Mats:

- Absorbent, breathable mats inside entryways prevent grit and moisture from dulling the floor.

Furniture Protection:

- Use felt or plastic protectors (1-inch minimum) and rubber casters with chair pads.

Pet Care:

- Keep pet nails trimmed.

Direct Sunlight:

- Minimize exposure by using window treatments.

Day-to-Day Cleaning

Regular Cleaning:

- Sweep, dust mop, or use a hard-surface vacuum without a beater bar.

Microfiber Mop:

- Dust mop with a microfiber head; replace or launder regularly without fabric softeners.

Spot and Spill Removal

- Use a microfiber cloth with a Pioneer-recommended cleaner, if needed, working from outside the spill or stain toward the center.

Avoid Standing Moisture

- Clean spills immediately and do not allow liquids to remain on the surface.

Products and Tools to Avoid

- Avoid oil soaps, abrasive cleaners, and household detergents.
- Do not use power rotary brushes, scrubbers, or other similar tools on the flooring.

Occasional Cleaning

- Damp or wet mop only if the flooring is covered by a relevant Wet Warranty; otherwise, use water sparingly.
- For added cleaning, use a solution of 1 cup vinegar or 1/3 cup non-sudsing ammonia per gallon of water.

These guidelines, along with regular upkeep, will ensure the floor's longevity and beauty, protecting your investment.

PRORATION

Warranties are prorated, meaning coverage diminishes with time:

Lifetime Warranty Proration

| Based on an industry standard of 33-year lifespan | | |
|---|---------------|-----------------|
| 1st-3rd Year 100% | 13th Year 67% | 23rd Year 33% |
| 4th Year 96% | 14th Year 64% | 24th Year 30% |
| 5th Year 93% | 15th Year 60% | 25th Year 27% |
| 6th Year 90% | 16th Year 57% | 26th Year 23% |
| 7th Year 87% | 17th Year 53% | 27th Year 20% |
| 8th Year 84% | 18th Year 50% | 28th Year 17% |
| 9th Year 80% | 19th Year 47% | 29th Year 14% |
| 10th Year 77% | 20th Year 44% | 30th Year 10% |
| 11th Year 74% | 21st Year 40% | 31st Year 7% |
| 12th Year 70% | 22nd Year 36% | 32nd Year 4% |
| | | *33rd+ Years 0% |

*End of 33rd year

15-year Proration

| Based on an industry standard of 33-year lifespan | | | |
|---|--------------|---------------|------------------|
| 1st Year 100% | 5th Year 83% | 9th Year 50% | 13th Year 16% |
| 2nd Year 100% | 6th Year 75% | 10th Year 41% | 14th Year 8% |
| 3rd Year 100% | 7th Year 66% | 11th Year 33% | **15th+ Years 0% |
| 4th Year 91% | 8th Year 58% | 12th Year 25% | |

**End of 15rd year

FILING A CLAIM

FILING A CLAIM

Pioneer flooring products are built for long-term durability. However, if a claim is necessary, please follow the steps below:

Claim Notification

Notify the distributor or retailer in writing. Proof of purchase, such as the original dated sales receipt, is required for eligibility.

Visual Defects

- Claims for visible defects in uninstalled planks must be filed within 30 days.
- Written notification to the distributor or retailer is required within this period. After 30 days, claims for visible defects will not be accepted.

All Other Defects

- Claims for non-visible defects may be submitted any time within the product's warranty duration.

Replacement or Repairs

- Replacement materials may slightly differ due to natural aging.
- Pioneer will either repair or replace defective planks as per the warranty's timeframe and proration terms.
- Approved claims will include repair or replacement instructions from Pioneer, which must be completed within 90 days to retain warranty coverage.

ADDITIONAL WARRANTY TERMS

- Reasonable labor costs for repair or replacement may be covered if the original product was professionally installed.

Exclusive Remedies

- Repair, replacement, or refund (if applicable) are the only remedies available under this warranty.

Implied Warranties

- All implied warranties (such as merchantability or fitness for purpose) are excluded. Specific state laws may influence these exclusions.

Implied Warranties

- Pioneer is not liable for incidental, consequential, or special damages under this warranty. Some states may have restrictions on limitations of implied warranties, so certain exclusions may not apply. The warranty provides specific legal rights that may vary by state.

