

This warranty document applies to all BerryAlloc Parqwood Hydro.

This limited warranty is only applicable to the first installation by the original customer. The limited warranty is not transferrable.

This warranty starts on the original date on which the customer, mentioned on the purchase invoice (supplemented by the Parqwood Hydro production batch number), has bought the floor.

The limited warranty is applicable to all BerryAlloc Parqwood Hydro to the extent that they are purchased after the edition date of this document.

BerryAlloc Parqwood Hydro are guaranteed for a fixed number of years, under normal use conditions, starting on the invoice date:

Product	Class	Residential use ¹⁾	Commercial use ¹⁾
Wood veneer 0,6 mm	33	20 years ²⁾	10 years ²⁾

1) Area of use is defined according to ISO 10874

2) Warranty 10 or 20 years: the value of the product will depreciate depending on purchase date (see tables at the end of the document).

The services presented in this warranty document do not prolong the warranty nor do they start a new warranty period.

This warranty covers defects relating to:

Abnormal deformations or alterations of the Parqwood Hydro may occur, provided that all our storage, implementation, installation and maintenance instructions have been strictly followed, and that the Parqwood Hydro is used under the temperature and humidity conditions specified for residential use.

Provided that:

- The floorboards were checked for visible defects prior to the installation. Floorboards with visible defects are NOT to be installed. Complaints for such defects will not be accepted after the installation. If you discover visual defects, keep the planks and notify your distributor.
- The product was installed in areas that correspond with its intended use, and in accordance with the classification referred to in the installation instructions and on the box.
- The product is installed and used indoors in a climate of 15-25 °C with corresponding relative humidity of 30-65 % RH.
- The product is installed in accordance with the installation instructions of BerryAlloc (please also refer to local rules which may vary by country), which are included in the packaging. If you cannot find the instructions, or if you need a more detailed explanation, you should request them from the distributor/manufacturer, or consult them www.berryalloc.com.
- We strongly recommend using the BerryAlloc accessories, and for commercial applications use the BerryAlloc aluminium floor profiles.

- BerryAlloc Parqwood Hydro (floating installation) is installed with the Excellence Plus underlay or an underlay that would have similar performance with a compressive strength $CS \geq 130$ kPa (according to standard EN 16354:2018) and a thickness between 2 and 3 mm.
- The product is maintained in accordance with the care & maintenance instructions of BerryAlloc.
- The product has not been treated in any way after installation.
- The product (installed as a floating floor) is not installed under very heavy objects or furniture. Never install built-in cupboards on your BerryAlloc Parqwood Hydro. Leave an expansion joint so that the floor can move and finish with a floor profile.

The product warranty does not cover:

- Transport, storage and handling.
- Improper installation.
- Accidents, product misuse or product abuse, such as:
 - o cracks, blows caused by falling/dropped objects or planks cutting;
- Scratches and finish damages caused by sand, grit or other abrasive materials, regardless of whether these are caused by a contractor, service company or the end user.
- Normal wear and tear (aging), natural discoloration of the wood due to sun exposure.
- The difference in appearance if several production batches are mixed during installation.
- Scratches, friction marks and similar marks caused by stiletto heels or inadequate protection of furniture and chair legs.
- Higher traffic than the area of use the Parqwood Hydro is designed for or when fitted in a room with direct access outside without providing adapted rugs in order to get rid of stones or any other abrasive substance.
- Improper maintenance or use of unsuitable cleaning agents for Parqwood Hydro (correct cleaning procedures can be found in the care & maintenance instructions of BerryAlloc).
- Repairs carried out by users or a third party without prior agreement.
- Flooding due to leaking pipes and household appliances, burst water pipes and flooding or standing water (with or without detergents) or trapped water between the floorboards and the subfloor.
- Exposure to extreme temperature variations or defects related to uncontrolled climatic conditions, which would have been non-existent if the air humidity had been regulated by the use of a humidifier or dehumidifier and appropriate ventilation.
- Differences in appearance compared to the samples.
- Strong chemicals with corrosive substances.
- Pet urine.

Limitations and conditions of warranty regarding exposure to moisture and water:

Indoor climate conditions: the warranty does not apply when the product is installed or used in premises with:

- Air humidity outside BerryAlloc recommended range of 30% to 65% RH .
- Lack or insufficient ventilation (mechanical ventilation or equivalent system), especially in damp rooms.

Installation in wet room (bathrooms, toilets, kitchens...) is allowed outside direct water zones, subject to strict compliance with BerryAlloc installation, sealing, and maintenance instructions. The warranty does not cover:

- Installation in areas exposed to direct and permanent water runoff (walk-in showers, areas under water jets, unprotected bathtub or shower tray edges).
- Any use of Parqwood Hydro as flooring in a direct water zone

Water exposure and immersion: the warranty does not cover damage resulting from:

- Prolonged immersion, especially in case of flooding, water damage, or uncontrolled leaks.
- Standing water, even temporarily, whether clear or containing detergents, any accumulation of water likely to infiltrate under the flooring, even if joints have been sealed.

Specific exclusions related to water and excessive humidity: expressly excluded from the warranty:

- Structural or aesthetic damage related to leaks from sanitary appliances, pipes, or household equipment.
- Damage due to direct, repeated, or prolonged exposure to water, consequences of lack of subfloor sealing, peripheral upstands, or joints.
- Aesthetic damage related to significant humidity exposure outside BerryAlloc recommended ranges.

Maintenance and cleaning: the warranty does not apply in case of:

- Use of cleaning products unsuitable for BerryAlloc Parqwood Hydro floors, excessive wet cleaning, or prolonged surface saturation.
- Maintenance not in accordance with BerryAlloc recommendations.
- Prolonged exposure to humidity causing irreversible damage to Parqwood Hydro flooring.

N.B. : Differences in gloss or features visible only at certain angles and under grazing light do not constitute a valid claim.

Cracking on the floor surface may occur due to variations in relative humidity.

What to do in case of an unlikely defect?

You should contact your dealer within 2 weeks of the date upon which the defect first became known. Documents that should be submitted to BerryAlloc when reporting the claim are a filled out claim form (can be obtained by mailing aftersales.berryalloc@bintg.com) accompanied by a copy of the original invoice. BerryAlloc has the right to inspect the floor and the way it was installed, on the spot.

If a product problem covered by the warranty is acknowledged by BerryAlloc, the manufacturer will issue a credit note for the replacement of defective floorboards with floorboards of similar (or equivalent, depending on availability) design. The product warranty does not cover any labour cost associated with replacement of damaged material covered by the warranty. This warranty does not cover any consequential or special incidental charges, damages or losses.

Parqwood hydro. warranty conditions.

This warranty grants you specific legal rights, which may vary from country to country.

Some countries do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages and in such event, the exclusions and limitations set forth above shall be construed and enforced to the fullest extent possible by the laws of any such state. Accordingly, some of the above limitations may not apply to you.

This limited warranty is granted by BerryAlloc NV, having its registered office at Industrielaan 100, 8930 Menen, subscribed in the register of legal entities of Gent (division Kortrijk) under business registration number 0463.120.461.

Residual value:	Residential warranty 15 years
100 %	0 - 5 years
75 %	6 - 10 years
50 %	11 - 15 years
25 %	16 - 20 years

Residual value:	Commercial warranty 10 years
100 %	0 - 2 years
75 %	3 - 4 years
50 %	5 - 7 years
25 %	8 - 10 years