



HIGH PERFORMANCE FLOORING

AND WALLING

# Term of Warranty

All Altro flooring products are sold with an extensive limited product warranty.

The length of warranty is defined by the manufacturing process, the thickness of the product and the expected traffic conditions for the specific flooring product. For "Terms and Conditions" please see overleaf.

Under normal use and service, Altro flooring products are warranted to be free from defects in materials and workmanship within the specified term after the installation date, when installed and maintained in accordance with Altro's recommendations.

At right are listed the term of warranties for Altro flooring products.

## **15 YEARS**

0.16" (4.0mm)

**Altro Atlas™ 40**

0.10" (2.5mm) / 0.08" (2.0mm)

**Altro Quartz Tile™**



## **12 YEARS**

0.10" (2.5mm)

**Altro Designer™ 25**

**Altro Impressionist™ II (IP25)**

**Altro Maxis™**



## **10 YEARS**

0.12" (3.0mm)

**Altro Stronghold™ 30**



## **7 YEARS**

0.080" (2.0mm)

**Altro Marine™ 20**

**Altro Impressionist™ II (IP20)**

**Altro Walkway™ 20/20 SD**



## **5 YEARS**

0.080" (2.0mm)

**Altro Prismatic Plus™**

**AltroSmooth Ethos™**



# **ALTRO** Warranty Registration

***TO REGISTER YOUR PRODUCT WARRANTY under the terms of Altro's North American Limited Product Warranty, complete the form below and MAIL TO:***

***ALTRO - Marketing Department  
6390 Kestrel Road  
Mississauga, ON Canada L5T 1Z3***

PROJECT ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

AREA TYPE: \_\_\_\_\_

SPECIFYING AUTHORITY/CUSTOMER: \_\_\_\_\_  
\_\_\_\_\_

INSTALLED BY (Flooring Contractor): \_\_\_\_\_  
\_\_\_\_\_

INSTALLATION DATE: \_\_\_\_\_

PRODUCT TYPE: \_\_\_\_\_

ROLL NUMBERS & QUANTITY (sq.yds/m<sup>2</sup>): \_\_\_\_\_  
\_\_\_\_\_

***Please complete the correct return address:***

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE/PROV: \_\_\_\_\_ CODE: \_\_\_\_\_

TEL: \_\_\_\_\_ FAX: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

|                                 |   |
|---------------------------------|---|
| WARRANTY N <sup>o</sup> : _____ | <b>TO BE<br/>COMPLETED<br/>BY ALTRO</b> |
| DATE: _____                     |   |
| SIGNATURE: _____                |   |

# Warranty Terms & Conditions

Altro Limited, Compass Flooring Ltd., Compass Concepts Inc. and Compass Flooring Solutions, Inc. (collectively "Altro") make no warranties, whether express, implied or statutory, other than the warranty that the Altro flooring products sold by Altro are free from defects in materials and workmanship with normal use and service within the specified term after the installation date, when installed and maintained in accordance with Altro's recommendations. **THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY ALTRO AND IS IN LIEU OF ANY OTHER WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NO WAIVER, ALTERATION, ADDITIONS OR MODIFICATIONS OF THE FOREGOING CONDITIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN OFFICER OF ALTRO.** All statements, technical information and recommendations concerning products sold or samples provided by Altro are based upon tests believed to be reliable but do not constitute a warranty. **ALL PRODUCTS ARE SOLD, AND SAMPLES OF PRODUCTS PROVIDED, WITH THE UNDERSTANDING THAT BUYER HAS INDEPENDENTLY DETERMINED THE SUITABILITY OF SUCH PRODUCTS FOR ITS PURPOSES.**

**WHAT TO DO IN CASE OF A PROBLEM:** Buyer must contact the contractor who installed the product upon discovery of a problem with a product. If the contractor is unable to remedy the problem and Buyer believes the problem is covered by the warranty provided herein, or Buyer is dissatisfied with the contractor's response, Buyer must notify Altro in writing by certified mail at the following address of any failure to conform to this warranty within the specified term (see Term of Warranty overleaf) after the installation date and within thirty (30) days after the claimed defect first arises:

## **IN NORTH AMERICA**

**ALTRO**

**6390 Kestrel Road, Mississauga, ON Canada L5T 1Z3**

**Toll-Free: 800-565-4658 Fax: 905-564-0750**

Buyer must retain all information and documents related to the problem until the matter is resolved. After Altro is so notified, Altro reserves the right to have an authorized Altro representative inspect and verify the defect. On receipt of notification, Altro shall correct any product that Altro determines is defective in materials or workmanship by, at its option, repairing the defective product or replacing such product from regular inventory product lines.

# Warranty Terms & Conditions

## **EXCLUSIVE REMEDY**

Correction of nonconformities, in the manner and for a period of time provided above, shall constitute fulfillment of all obligations and liabilities of Altro to Buyer relating in any way to the problem. The remedies set forth in this instrument are exclusive and represent Buyer's sole remedy. Altro shall not be liable for special, indirect, consequential or incidental damages of any kind. Any action for breach pursuant to this warranty must be commenced within one year after the cause of action has occurred.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state or province to province. Some states or provinces do not allow limitations on how long an implied warranty lasts and they do not allow the exclusion or limitations of incidental or consequential damages so the above limitations or exclusions may not apply to you.

**WHAT IS NOT COVERED** - These limited warranties do not cover:

- (i) any problems with Altro flooring products classified as irregulars, seconds or remnants sold "as is";
- (ii) problems due to improper installation or maintenance, or misapplication of maintenance materials, which are not in accordance with Altro's written instructions;
- (iii) damage in use due to cuts, rolling loads, gouges, punctures, stains, scratches, scuffs, cigarettes or other burning agents, discoloration caused by adhesives, maintenance materials or tracking residue from other surfaces, or any other improper misuse of or negligence or accident in connection with the product;
- (iv) problems due to moisture, alkali or hydrostatic pressure in the subfloor;
- (v) materials installed with visible defects or color variation and not disclosed by Buyer on installation;
- (vi) problems due to subfloor failures or irregularities;
- (vii) premature wear caused by defective, worn or dysfunctional casters or other mechanical applications; or
- (viii) labor or other costs resulting from removal and/or replacement of a product.



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e-mail: [info@altrofloors.com](mailto:info@altrofloors.com)

Western USA  
 South San Francisco, CA  
**800.941.1696**

Eastern USA  
 Bethlehem, PA  
**800.377.5597**

Canada  
 Mississauga, Ontario  
**800.565.4658**



Altro and  **ALTRO** are registered in the United States Patent and Trade Mark Office, and the Canadian Register of Trade Marks.  
, Altro Atlas 40, Altro Stronghold 30, Altro Designer 25, Altro Maxis, Altro Impressionist II, Altro Walkway 20, Altro Walkway 20SD, Altro Marine 20, Altro Prismatic Plus, AltroSmooth Ethos and Altro Quartz Tile are all Trade Marks of Altro Limited.

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