



# WARRANTY

## FIRST STEP UNDERLAYMENT LIMITED WARRANTY

Roberts First Step Premium Underlayment has been designed to meet the general requirements of Laminate and Engineered Wood Flooring Manufacturers' for a floating floor underlayment, when used in normal household and light commercial conditions, for a time period equivalent to the warranted life of the floating floor under which First Step Underlayment is installed. The general characteristics of First Step Underlayment are: 1) Cushioning/Leveling Properties, 2) Protection against Moisture Vapor, and 3) Sound Dampening. Roberts is so confident about the quality of our First Step Underlayment that we are committed to honor the warranties of all laminate/wood flooring brands.

This limited warranty is extended by Roberts Consolidated Industries, Inc. ("Roberts" or "Seller") only to the first purchaser or first end user ("Purchaser" or "User") of Roberts First Step Underlayment, and applies to defects in material and workmanship under normal conditions for the life of the flooring, provided that First Step is used in accordance with all the conditions of warranty set forth. In the event that any Laminate or Engineered Wood Floating Floor fails due to Roberts First Step Underlayment, Roberts will pay for: the replacement of the effected floor or entire room flooring if the flooring cannot be matched, the underlayment under the laminate floor, and the labor to both remove and re-install the floor. Warranty is void if First Step is not installed in accordance with Roberts' Installation Instructions and the Laminate or Engineered Wood Flooring Manufacturer's installation instructions for sub-floors. The Purchaser or User is responsible for obtaining and compensating an independent inspection to determine the cause of the defect and providing Roberts a written report outlining the findings in written notice. Roberts also reserves the right to inspect the goods and installation to determine, to its satisfaction, that any deficiencies actually exist and were not caused by improper installation, accident, misuse, neglect, alteration, unauthorized repair, or improper testing. Roberts shall have a reasonable time to perform any repair or replacement. The labor provided shall be limited to normal working hours. Any labor required to move furniture, equipment, or other objects to repair or replace the product shall be borne by the Purchaser or User.

Roberts Consolidated Industries, Inc. (Roberts) guarantees that all First Step Underlayment produced and shipped shall be void of defects in manufacturing, materials and workmanship. This warranty is limited to the original Purchaser or User and is not transferable.

### NOT COVERED BY THE WARRANTY:

Roberts does not warrant and is not responsible for defects or failures caused in whole or in part by any of the following: flood, fire, natural disaster, owner negligence or neglect, frozen or broken water pipes or similar events in which the resulting damage is subject to an insurance claim, structural failures, acts of nature, acts of war, workmanship not in accordance with Roberts' written instructions or standard industry practice and procedures, damages that the user was capable of preventing, seismic action, vapor emissions above 4.5 lb per 1,000 sq ft per 24 hours, a pH in excess of 9, dimensional stability of flooring material, discoloration, tears, rips, water leakage, maintenance procedures or any other condition beyond the control of Roberts.

It is recommended that all concrete sub-floors be tested with a calcium chloride test kit prior to installation of the First Step Underlayment. Moisture levels that exceed 4.5lbs per 1000 square feet per 24 hours when tested with a calcium chloride kit will void this warranty.

**ROBERTS DOES NOT WARRANT PRODUCTS INCORPORATED OR UTILIZED IN THE INSTALLATION OF THE LAMINATE OR ENGINEERED WOOD FLOATING FLOOR WHICH WERE NOT FURNISHED OR INSTALLED IN ACCORDANCE WITH ROBERTS' INSTALLATION INSTRUCTIONS. This limited warranty excludes all other express or implied warranties including the warranties of merchantability or fitness for a particular use or purpose.** Any implied warranties arising by operation of law are limited to one year. Roberts will not be liable for any incidental or consequential damages. Some states do not allow these limitations or exclusions, therefore they may not apply. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. No Roberts' employee or any other person is authorized to modify this warranty or make any warranty in addition to the warranty set forth in this certificate.