



altro

# Altro product warranty

Altro makes no warranties, whether express, implied or statutory, other than the warranty that the Altro 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.

All purchases of *Altro Whiterock* are subject to the terms and conditions of sale of Altro as amended by the terms of this warranty. Any claim made under this warranty shall be investigated by Altro.

## Terms of warranty

### All flooring products

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.

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.

### Altro Whiterock

All Altro warrants that, in the event that any portion of the *Altro Whiterock* system requires replacement, due to a defect in the product, anywhere within North America, the defective product(s) will be replaced free of charge provided that:

- The warranty term (in years) does not exceed what is posted on the chart on the following page.
- It has been installed, in an indoor setting, by a professional installer that has completed the Altro Whiterock Installation Clinic.
- The installer conducted a material inspection prior to installing and no defects were found.
- The instructions detailed in the Altro Whiterock Installation

Guide were followed, including but not limited to the use of the proper Altro branded adhesives for the application type and all system accessories outlined within.

- It has been subjected to normal wear and shows no signs of physical or chemical abuse.
- It has been maintained as directed in the Maintenance guide for [Altro] walls.
- It has not been installed in direct sunlight
- 3rd party accessories, adhesives and similar products were not used in conjunction with the *Altro Whiterock* system.

### Altro Tegulis

All Subject to the specific limitations set forth below, Altro warrants that the Altro Tegulis will not rust, rot, corrode, or require painting or refinishing (normal pigmentation and UV degradation excepted) under normal conditions of use for a period of five (5) years from the date of purchase. Provided that:

- It has been installed following the instructions detailed in the Altro Tegulis Installation Guide.
- It has been subjected to only normal wear and to no physical or chemical abuse.
- The registration form has been submitted to Altro fully completed within three months of installation.
- The limited warranty applies only to panels stored, applied, installed, and used in accordance with Altro's recommendations and specific installation instructions.
- Limited warranty does not include labor costs or miscellaneous costs for removal and/or replacement.

### Altro Puraguard

Subject to the specific limitations set forth below, Altro warrants that the product will not rust, rot, corrode, or require painting or refinishing (normal pigmentation and UV degradation excepted) under normal conditions of use for a period of five (5) years from the date of purchase. Provided that:

- It has been installed following the instructions detailed in the Altro Puraguard Installation Guide.
- It has been subjected to only normal wear and to no physical or chemical abuse.
- The registration form has been submitted to Altro fully completed within three months of installation.
- The limited warranty applies only to panels stored, applied, installed, and used in accordance with Altro's recommendations and specific installation instructions.
- Limited warranty does not include labor costs or miscellaneous costs for removal and/or replacement.

## Altro Fortis Titanium 15

Subject to the specific limitations set forth below, Altro warrants that the product will not rust, rot, corrode, or require painting or refinishing (normal pigmentation and UV degradation excepted) under normal conditions of use for a period of twenty (20) years from the date of purchase. Provided that:

- It has been installed following the instructions detailed in the Altro Fortis Titanium 15 Installation Guide.
- It has been subjected to only normal wear and to no physical or chemical abuse.
- The registration form has been submitted to Altro fully completed within three months of installation.
- The limited warranty applies only to panels stored, applied, installed, and used in accordance with Altro's recommendations and specific installation instructions.
- Limited warranty does not include labor costs or miscellaneous costs for removal and/or replacement.

## Exclusive remedy

Correction of non-conformities, 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.

Nothing in this warranty affects your statutory rights as a customer.

**All warranties must be submitted within 90 days of installation.**

## 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 of any failure to conform to this warranty within the specified term (see Term of Warranty chart) after the installation date and within thirty (30) days after the claimed defect first arises.

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 submittal

To register your product warranty under the terms of Altro's North American Limited Product Warranty, complete the form online at <https://www.altro.com/us/technical/technical-information/warranty>

**Altro will return completed warranty registration numbers via email unless another method has been requested.**

Term of warranty (in years)	
Wall cladding	
Altro Whiterock™	20 years
Altro Whiterock™ Matte	20 years
Altro Whiterock Chameleon	20 years
Altro Whiterock™ wall designs	10 years
Altro Whiterock Digidclad™	10 years
Altro Whiterock™ Whiteboard	10 years
Altro Whiterock™ Pop Art	Matte 5 years Gloss+ 10 years
Altro Tegulis™	5 years
Altro Fortis Titanium™ 15	20 years
Altro Puraguard™	5 years
Altro Puresentials™	10 years
Safety flooring	
Altro Stronghold™ 30 / adhesive-free	12 years
Altro Classic™ 25	12 years
Altro Atlas™ 40	15 years
Altro Aquarius™	10 years
Altro Marine™ 20	10 years
Slip-resistant flooring	
Altro Reliance™ 25	15 years
Altro Walkway™ 20	10 years
Altro XpressLay™	10 years
Altro Illustra™ / adhesive-free	10 years
Altro Promenade™	10 years
Smooth flooring	
Altro Symphonia™	10 years
Altro Orchestra™	10 years
Altro Operetta™	10 years
Altro Serenade™	10 years
Altro Wood™ / adhesive-free	10 years
Altro Wood™ Comfort	10 years
Altro Wood™ Acoustic	10 years
Altro Ollero™	10 years
Altro Cantata™	10 years
Altro Lavencia™ (standard range)	20 years
Altro Quartz Tile™	15 years
Altro Dolce Tile™	10 years
Altro Dolce™ Essentials	10 years

## Send defect claims to

**Altro USA, Inc.**  
80 Industrial Way  
Suite 1  
Wilmington, MA 01887 USA

**Altro Canada**  
6221 Kennedy Road  
Unit 1  
Mississauga, ON L5T 2S8 Canada