



FierceTurf Monster Rolls Technical Manual

Installation · Maintenance · Warranty

Revised 26Apr2022
Supersedes all previous versions.
Check website for updates.

Manufactured in the U.S.A.

Installation

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	Interior	Exterior
Surfaces	Full Glue Required for Turf and Shock Pad	Full Glue Required for Turf and Shock Pad
Concrete Surface	Approved	Approved
Asphalt Surface	Approved	Approved
Plywood	Approved	No
Compacted Gravel	No	No
Tile	No	No
Resilient Flooring	No	No
Rubber Roofing	No	No

INSTALLATION

I. JOB SITE CONDITIONS

1. Installation should not begin until after all other trades are finished in the area. If the job requires other trades to work in the area after the installation of the floor, the floor should be protected with an appropriate cover.
2. Areas to receive flooring should be weather tight and maintained at a minimum uniform temperature of 65°F (18°C) for 48 hours before, during, and after the installation.
3. Ecore's FierceTurf Monster system is suitable for exterior use. Additional care must be taken when installing it outdoors. Varying temperatures may cause the rubber and turf to expand or contract before the adhesive cures.

II. SUBFLOORS

1. Ecore's FierceTurf Monster system may be installed over concrete and Portland-based patching and leveling materials, and wood.

NOTE: The selected Portland-based patching and self-leveling materials must be moisture resistant and rated to withstand the RH moisture levels on the project.

NOTE: Gypsum-based patching and leveling compounds are not acceptable.

2. **Concrete Floors** – Concrete shall have a minimum compressive strength of 3000 psi. New concrete slabs should cure for a minimum of 28 days. It must be fully cured and permanently dried.
3. **Paved Asphalt Base** – Use a coarse asphalt aggregate mixture; the preferred aggregate size for the adhered system is 3/8" to 1/2". Asphalt may become less stable and soft in hot weather.
 - a. New asphalt should cure for 28 days before installation.
 - b. Avoid asphalt mixtures with a high percentage of fines.
 - c. Excessive asphalt oil may interfere with adhesive bond. Always perform a bond test.
4. **Wood Floors** – Wood subfloors should be double construction with a minimum thickness of one inch. The floor must be rigid and free from movement with 18" of well-ventilated air space below.
5. **Underlayments** – The preferred underlayment panel is American Plywood Association (APA) underlayment grade plywood, minimum thickness of 1/4" with a fully sanded face.

NOTE: Particleboard, chipboard, Masonite, and lauan are not considered to be suitable underlayments.

III. SUBFLOOR REQUIREMENTS AND PREPARATION

1. Subfloors shall be dry, clean, smooth, level, and structurally sound. They should be free of dust, solvent, paint, wax, oil, grease, asphalt, sealers, curing and hardening compounds, alkaline salts, old adhesive residue, and other extraneous materials, according to ASTM F710.
2. Subfloors should be smooth to prevent irregularities, roughness, or other defects from telegraphing through the new flooring. The surface should be flat to the equivalent of 3/16" (4.8 mm) in 10' (3.0 m).
3. Mechanically remove all traces of old adhesives, paint, or other debris by scraping, sanding, or scarifying the substrate. Do not use solvents. All high spots shall be ground level and low spots filled with a Portland-based patching compound.
4. All saw cuts (control joints), cracks, indentations, and other non-moving joints in the concrete must be filled with a Portland-based patching compound.

5. Expansion joints in the concrete are designed to allow for expansion and contraction of the concrete. If a floor covering is installed over an expansion joint, it will likely fail in that area. Use expansion joint covers designed for resilient flooring.
6. Always allow patching materials to dry thoroughly and install according to the manufacturer's instructions. Excessive moisture in patching material may cause bonding problems or a bubbling reaction with the E-Grip III adhesive.

HAZARDS

SILICA WARNING – Concrete, floor patching compounds, toppings, and leveling compounds can contain free crystalline silica. Cutting, sawing, grinding, or drilling can produce respirable crystalline silica (particles 1-10 micrometers). Classified by OSHA as an IA carcinogen, respirable silica is known to cause silicosis and other respiratory diseases. Avoid actions that may cause dust to become airborne. Use local or general ventilation or provide protective equipment to reduce exposure to below the applicable exposure limits.

ASBESTOS WARNING – Resilient flooring, backing, lining felt, paint, or asphaltic “cutback” adhesives can contain asbestos fibers. Avoid actions that cause dust to become airborne. Do not sand, dry sweep, dry scrape, drill, saw, shot blast, or mechanically chip or pulverize. Regulations may require that the material be tested to determine the asbestos content. Consult the document “Recommended Work Practices for Removal of Existing Resilient Floor Coverings” available from the Resilient Floor Covering Institute.

LEAD WARNING – Certain paints can contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Refer to applicable federal, state, and local laws and the publication “Lead Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing” available from the United States Department of Housing and Urban Development.

7. Moisture must be measured using the RH Relative Humidity test method per the ASTM F2170 test standard. Moisture content should not exceed the allowable limit of the selected Ecore adhesive.

E-Grip III – RH limit of 85% – normally selected
 E-Grip 95 – RH limit of 95% – higher RH applications
 E-Grip 99 – RH limit of 99% – highest RH applications

- If RH levels exceed the selected Ecore adhesive's RH limit, stop and correct situation.
- If outside, simply use E-Grip III
- Regardless of the concrete RH, it is OK to use E-Grip III between Shock Pad and Turf.

8. In the event that a moisture mitigation system is required, it must conform to the ASTM F3010 Standard Practice for Two-Component Resin Based Membrane Forming Moisture Mitigation Systems for use Under Resilient Floor Coverings.
9. Perform pH tests on all concrete floors. If greater than the allowable limit of the selected Ecore adhesive, neutralize prior to installation.
10. Adhesive bond tests should be conducted in several locations throughout the area. Glue down 3' x 3' test pieces of the flooring with the recommended adhesive and trowel. Allow to set for 72 hours before attempting to remove. A sufficient amount of force should be required to remove the flooring and, when removed, there should be adhesive residue on the subfloor and on the back of the test pieces.

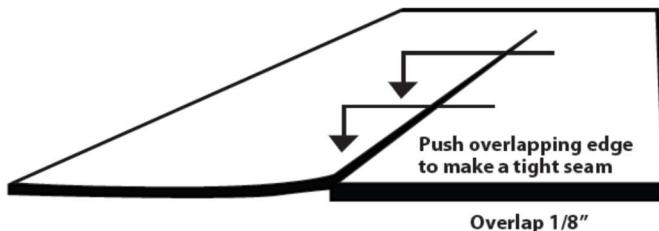
IV. MATERIAL STORAGE AND HANDLING

1. Material should be delivered to the job site in its original, unopened and undamaged packaging with all labels intact. Make sure original wrapping is not damaged before opening.

2. **If the roll is opened and found to be damaged, immediately take photos and call your representative. Do not continue with installation. No labor claim will be honored on material installed with visual defects.**
3. The Turf rolls cannot be unloaded using a lift gate; they are 15 feet long or longer.
4. Customer must have a heavy-duty pole forklift truck to unload turf.
NOTE: Turf will be damaged if dragged on or against rough pavement or surface.
5. White turf may yellow at edges or any areas not covered in original packaging when exposed to warehouse setting atmospheres. Direct sunlight can reverse this. Keep Turf covered in its original packaging materials.
6. **NOTE:** Shipping pallets, cradles, banding, etc. are not intended for storage. After 7 days, remove material from shipping pallets, cradles, etc.
7. Turf and Shock Pad roll material should always be stored laying down on a clean, dry, smooth surface.
8. All material and adhesive must be acclimated at room temperature for a minimum of 48 hours before starting installation.
9. Material is stretched slightly during the manufacturing process. At the job site, the installer should unroll all rolls and allow to relax overnight.

V. INSTALLATION – ShockPad

1. Make the assumption that the walls you are butting against are not straight or square. Use a chalk line to mark a starting edge for flooring to follow where the first seam will be located.
2. Remove the ShockPad from the shrink wrap and unroll it onto the floor. Cut all rolls at the required length, including enough to allow for shrinkage during acclimation. A few inches is recommended.
3. After proper acclimation and rough cuts are made, you may begin the ShockPad installation.
4. Align the first edge to the chalk line; **it is very important that the first seam is perfectly straight.**
5. Position the second roll with no more than a 1/8" overlap over the first roll at the seam. After adhesive is applied to substrate, the material will be worked back to eliminate the overlap, leaving tight seams and eliminating gaps. **Do not over compress the seam. Over compressed seams will cause peaking.**



6. It may be necessary to trim the edge of the second lineal drop if the rolls do not extend the length or width of the room or field area. Rolls laid end to end with a variance in roll width greater than 1/4" could result in peaked seams.
7. Repeat for each consecutive sheet necessary to complete area or rolls to be installed that day.

VI. FULLY ADHERING ShockPad – FULL SPREAD ADHESIVE

1. After performing the above procedures, begin the full-spread application of E-Grip III adhesive. Do not mix E-Grip III; use right out of pail using a 1/16" sq. notch trowel. Approx. adhesive coverage is 95 sq ft/gal.
2. Fold over the first drop along the wall (half the width of the roll).
3. The open time of the adhesive is 30–40 minutes at 70°F and 50% relative humidity.

NOTE: Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.

4. Lay the flooring into the wet adhesive. Do not allow the material to “flop” into place; this may cause air entrapment and bubbles beneath the flooring.

5. Immediately roll the floor with a 100 lb. roller to ensure proper adhesive transfer. Overlap each roller pass by 50% of previous pass to ensure floor is properly rolled. Roll width first and then length. Roll again within 60 minutes.
6. Fold over the second half of the first roll and first half of the second roll. Spread the adhesive at right angles to the seam and then roll the flooring as above and with a 100-pound flooring roller.
7. Continue for each consecutive drop. Work at a pace to always folding material back into wet adhesive.
8. **Do not allow E-Grip III to cure on your hands or the flooring. Cured adhesive is very difficult to remove. We strongly suggest wearing gloves while using E-Grip III. Immediately wipe off excess adhesive on floor with a rag slightly dampened with mineral spirits. Follow the mineral spirits with a rag dampened with water to remove the mineral spirits.**
9. Use **J-Type Hand Roller** on all seams after the entire floor has been rolled.
10. It may be necessary to weigh down / brick the seams until the adhesive develops a firm set. Keep traffic off the floor for a minimum of 24 hours. Floor should be free from rolling loads for a minimum of 72 hours. Foot traffic & rolling loads can cause permanent indentations or debonding in uncured adhesive.

VII. INSTALLATION - Turf

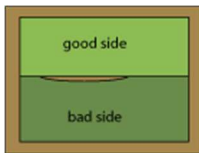
1. After allowing for proper acclimation, allowing the turf to relax 2-4 hours, rough cuts are made (add 2" per 50 lineal feet of turf), and turf is flat against ShockPad, you may begin the turf installation.
NOTE: You may see wrinkles / bubbles in the turf. The adhesive will not "pull" them down to make the turf flat. The turf must be relaxed and flat when laid into wet adhesive. If not, make sure you have sufficient weights to hold any turf wrinkles / bubbles flat BEFORE gluing turf.
2. Turf rolls must either be run perpendicular to the ShockPad layer or have the seams offset by a minimum of 12 inches. Before placing any turf rolls onto the ShockPad, make sure to establish which direction the "grain" will run. (The "grain" is the direction the fibers will lay.) It is standard practice to have the grain leaning towards the most viewed vantage point. The turf always looks better when the fibers are pointing towards you than away from you.
3. Start at one end and set each roll into place (with proper grain direction), ensuring that each roll comes together creating their respective seam. The first goal in laying the turf is to get both rolls that will create the seam as close as possible.
4. Once you have each roll laid out flat, you are now ready to cut your seam.

VIII. CUTTING SEAMS

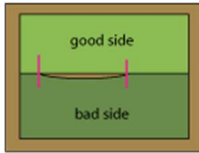
1. To cut from the top, use a row finder (an awl or flathead screwdriver works well). Push the row finder forward to disturb the fibers and create a visual line for you to follow. (Pushing in one direction versus another gives you a better visual, so check before you start cutting.) Once you have pushed the row finder through the entire "channel", cut your seam with your cushion back cutter.
2. To cut from the top, glide row cutter with blades up a couple of times. Drop blade and then cut. Do not angle your cutter; straight 90 deg cuts are required on each side to reduce any gap and premature wear of seams

IX. SETTING AND GLUING SEAMS

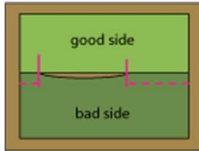
1. Once you cut all your seams, adjust each roll to make sure edges are sitting together properly. One side can touch the other however you don't want any overlapping edges or to force the two edges together to the point where they will create an upside down "V" or "peaked seam". Ideally you want to make sure the seam edges are no more than 1/8" apart.
2. Please note: The seam should look good prior to gluing. Run a seam roller or broom to fluff and manipulate the fibers to give you a better sense as to how the seam will look.
3. Your seam may have gaps in some spots and overlaps in others. Overlaps are better – you can trim the overlapping edge. If you have gaps, create an overlap in that area and trim. See below.



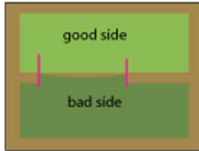
Should you find there is an unacceptable gap between the 2 seam edges. Establish a good side and a bad side.



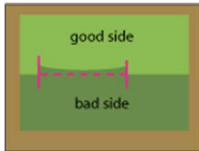
Create "unacceptable marks". To do this use sidewalk chalk to create lines, or marks, across the seam where the unacceptable gap(s) starts and ends. Go ahead flip your seam edge over and transfer those marks to the backing.



Create a "re-cut number". To create such a number...measure the width of the gap in approximate rows then add 4 rows to that number. For example, if your largest gap is approximately 2 rows...then your re-cut number is 6.



Take your "re-cut number" and count that many tufted rows in from the seam edge and recut. Start on one side and cut to the "unacceptable mark". Once at the mark, cut 90 degrees toward the seam edge to remove turf. Repeat process for opposite side of seam edge. At this point you have now created a "tab".



Pull the bad side to the good side and trim the overlapping "tab" you created.



You should now have a perfect seam...!

X. GLUING THE TURF TO THE ShockPad

1. After performing the above procedures, begin the application of E-Grip III adhesive. Do not mix E-Grip III; use right out of pail using a **3/16 x 5/32" V-Notch** trowel. Approx. adhesive coverage of 45 sq ft/gal on ShockPad.

NOTE: You may see wrinkles / bubbles in the turf. The adhesive will not "pull" them down to make the turf flat. The turf must be relaxed and flat when laid into wet adhesive. If not, make sure you have sufficient weights / bricks to hold any turf wrinkles / bubbles flat BEFORE gluing turf.

2. A good way to lay the turf back down is to first study the "lay of the fibers" relative to the seam. Typically, you will have one side of the seam where the fibers will lean away from the seam and the other side will want to lean in toward the seam. You want to install the side that has the fibers laying away from the seam first. Then lay the second side down. This will ensure that when laying the second side you don't trap or push any fibers into the glue.
3. If turf fibers of both edges are leaning in toward the seam, lay both edges at the same time. Start at one end and work your way toward the other end, bringing both edges together like a zipper.
4. Fold over the first drop along the wall (half the width of the roll).
5. Spread the adhesive using the **3/16 x 5/32" V-Notch** trowel. Take care not to spread more E-Grip III than can be covered with turf rolls within 30 minutes. The open time of the adhesive is 30–40 minutes at 70°F and 50% relative humidity.

NOTE: Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.

6. **Do not allow E-Grip III to cure on your hands or the flooring. Cured adhesive is very difficult to remove. We strongly suggest wearing gloves while using E-Grip III. Immediately wipe off excess adhesive with a rag slightly dampened with mineral spirits. Follow the mineral spirits with a rag dampened with water to remove the mineral spirits.**
7. Lay the turf into the wet adhesive. Do not allow the material to “flop” into place; this may cause air entrapment and bubbles beneath the flooring.
8. Immediately roll the floor with a 100 lb. roller to ensure proper adhesive transfer. Overlap each roller pass by 50% to ensure floor is properly rolled. Roll width first and then length. Roll again within 60 minutes.
9. Fold over the second half of the first roll and first half of the second roll. Spread the adhesive at right angles to the seam. Lay the floor into wet adhesive and roll flooring as above with a 100 lb. roller.
10. Continue the process for each consecutive drop. Work at a pace so that you are always folding material back into wet adhesive.
11. Use **J-Type Hand Roller** on all seams after the entire floor has been rolled.
12. It may be necessary to weigh down / brick the seams / bubbles until the adhesive develops a firm set. Keep traffic off the floor for a minimum of 24 hours. Floor should be free from rolling loads for a minimum of 72 hours. Foot traffic and rolling loads can cause debonding in the uncured adhesive.

MAINTENANCE

I. CLEANING AND MAINTENANCE OF YOUR Fierceturf Monster

1. A proper maintenance program is critical to preserve the appearance and extend the performance of your turf. Our systematic cleaning program utilizes a combination of vacuuming and hot water extraction. The cleaning frequencies are scheduled on a daily, weekly, monthly, or longer cycle basis, and are determined by specific traffic routes in each facility.
2. VACUUMING
 - a. More than 80% of dry soil can be removed from the surface on a daily basis through vacuuming. Therefore, a proper vacuuming program is essential in maintaining commercial fiber surfaces and will reduce cleaning frequency required. Vacuuming not only removes soil, which can permanently damage the surface, it tends to lift crushed pile and restore the appearance.
 - b. The type of vacuum used is important. A heavy-duty commercial grade vacuum with cylinder brush and bar is highly recommended and should be set so brushes are in contact with pile surface. This type of vacuum should have a firm brush and good suction. At least five passes are needed for adequate pickup. Make sure that the vacuum bag is emptied regularly to maintain suction. Check brushes and belts periodically and replace when worn.
 - c. Canister type machines, with wand and power-driven brush, are generally not recommended. Although canister type machines are suitable for very low traffic areas, trash pickup, and hard to reach areas, they are ineffective for pile agitation.
3. CLEANING
 - a. Regardless of the quality of daily maintenance, periodic cleaning is essential to limit the buildup of soil that cannot be removed through vacuuming. Soiling is only visible on the top 1/3 of the fibers. Do not wait until the turf is visibly dirty before cleaning. Because dirt is very abrasive, waiting until the last minute to clean will shorten the life of your floor. Regularly scheduled soil extraction, along with spot cleaning, will extend the life cycle of your turf product.
 - b. There are many different types of cleaning systems on the market. The most effective for deep cleaning is the hot water extraction method, also known as steam cleaning. With this method, hot water, or hot water containing a detergent solution is forced into the pile by high pressure. The water, along with the soil, is then immediately extracted. These hot water extraction systems may be in the form of a portable unit or truck mount unit and should be operated by a knowledgeable fiber surface cleaning professional. While these units remove much of the water, the turf will be damp after cleaning.

- c. For lightly soiled areas requiring only light cleaning, a rectangular microfiber mop with three (3) ounces of Ecore’s E-Cleaner per gallon of water can be used. A wet vacuum can be used to remove excess water from the surface.

4. STAINS AND BLEMISHES

- a. The first rule is promptness. It is always easier to clean up a fresh spill than one that has dried and hardened. Remove any solid or paste-like deposit with a spatula or table knife. Blot up excess liquids with paper towels, a clean cloth, or a dry absorbent, such as kitty litter or fuller’s earth. Dry absorbents can then be vacuumed up afterwards.
- b. Synthetic fibers have high resistance to staining. However, it is important to realize they are only one part of a sophisticated system of various components designed for overall performance. Some cleaning agents which are safe for the face fibers can be harmful to other components of the turf system. Cleaning agents are grouped into **two sets**. One can be used in liberal amounts directly on the turf surface, and the second should only be applied by rubbing a cloth that is lightly soaked in the cleaner to minimize penetration of possible harmful agents below the turf surface.

- 1. The **first group** is a warm, mild solution of granular household detergent or any low sudsing detergent for fine fabrics. Use approximately one teaspoon to one pint of water. This will handle most waterborne stains including:

Coffee	Cola	Tea	Blood
Ketchup	Milk	Ice Cream	Urine
Mustard	Cocoa	Butter	Dye
Fruit Juices	Vegetable Juices	Glue	Latex Paint

- a. A three (3) percent solution of ammonia in water may be used in lieu of household detergent for more stubborn stains.
 - b. Do not use cleaners that contain chlorine bleaches or caustic cleaners (pH above 9), or highly acidic cleanses (pH below 5). Use only neutral cleaners such as Ecore’s E-Cleaner.
 - c. Rinse area thoroughly with clean warm water to remove any traces of soap or ammonia.
 - d. Blot up or wet vacuum excessive liquid.
- 2. The **second group** of cleaners must be applied sparingly, and care taken to avoid penetration beneath the turf. They include mineral spirits or a grease spot remover like perchlorethylene (dry cleaning solution), sold by most variety stores and supermarkets. In general, cleaners in this category should handle most oil-based stains including:

Asphalt	Motor oil & grease	Chewing gum	Lipstick
Tar	Suntan oil	Crayon	Nail polish
Shoe polish	Cooking oil	Ballpoint ink	Floor wax

Caution: Mineral spirits and other petroleum-based solvents are flammable. Do not smoke or permit open flames near where these are being used. Be sure the area is well ventilated where solvent cleaners are used and remember to use sparingly.

- 5. Animal waste - Neutralize with mixture of white distilled vinegar in an equal amount of water. Flush thoroughly with water after application. Vacuum up excess solution with a wet vacuum.
- 6. Chewing gum - In addition to dry cleaning fluid, chewing gum can be removed by freezing. Aerosol packs of refrigerant are available from most carpet cleaning suppliers for this purpose, and dry ice can be used. After freezing, scrape with a knife.
- 7. Fungus or mold spots - A one (1) percent solution of hydrogen peroxide in water can be sponged on to the affected area. Flush thoroughly with clean water after application.

II. Periodic brushing and vacuuming

1. Matting of fibers may occur in high traffic areas, especially if fibers have become soiled. A high suction vacuum with beater bar brush may be used to clean and maintain overall turf appearance.
2. Periodic “cross brushing” or “fluffing up” the turf fibers helps maintain its aesthetic appearance. “Cross brushing” is brushing against the grain, nap, or sweep of the turf fibers, and the fibers are “fluffed up”. Only use brush with synthetic bristles. **Metal or wire bristles will damage the turf fibers.**

III. Do not abuse

1. Lighted cigarettes cannot ignite the turf, but they can damage it by fusing the tips of the fibers together.
2. Furniture and equipment with sharp or jagged edges may puncture or tear the turf
3. Sprinkler systems water or hard water can leave mineral deposits or discolor the turf.
4. Protect turf from reflected sunlight windows as this may fuse the fibers together.

Minor problems can become major problems quickly if not corrected. Any problem should be reported promptly to your dealer. Proper care and maintenance program can enhance the aging, usefulness, and aesthetics of your turf.

Warranty

All Ecore FierceTurf Monster flooring and ShockPad is guaranteed to be free from manufacturing defects on both material and workmanship. If such a defect is discovered, the customer must notify Ecore either through the contracting installer, distributor, or directly. If found to be defective within 10 years under normal non-abusive conditions, at the discretion of Ecore, the sole remedy against the seller will be to repair, to replace, or to issue a credit not exceeding the selling price of the defective goods.

Ecore FierceTurf Monster warranty shall not cover dissatisfaction due to improper installation, normal wear, damage from improper maintenance or usage, or general misuse, including and without limitation: burns, cuts, tears, scratches, scuffs, damage from rolling loads, damage from cleaning products not recommended by Ecore, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring.

I. Items under warranty:

1. Subject to the terms and conditions set forth herein, Ecore warrants to purchaser that the products will maintain their UV stability and tensile strength under normal conditions for the warranty period. For purposes of this warranty, a product shall be deemed to have maintained its UV stability and tensile strength if the original tensile strength and pile height of the product does not decrease by more than fifty percent as a result of ultraviolet degradation within the applicable warranty period.
2. Ecore warrants that FierceTurf Monster product will not wear more than 50% of its surface pile height from normal abrasive wear for 10 years from the date of installation. Abrasive wear is meant fiber loss from the wear layer through normal abrasion, not crushing or flattening of the fiber surface pile, or abnormal usage of the fiber surface.

II. Limitations – This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage not arising from a defect to Ecore product; the warranty does not cover tears, burns, cuts, installation on stairs, etc.
2. Differential fading due to light exposure, shading, pile crush, dye lot differences, and soiling.
3. Any condition that would have had a visible defect upon inspection prior to installation.
4. Damage from any use for which the product was not designed.
5. The exact matching of shade or color.
6. Any express or implied promise made by any salesperson or representative.
7. Tears, burns, cuts, or damage due to improper installation, improper use, or improper cleaning agents or maintenance methods.
8. Labor costs for installation of original or replacement material.
9. Sale of “remnants”, “seconds”, “off goods” or other irregular (non-first quality) flooring materials. With respect to “seconds”, “off goods”, or “remnants”, such are sold “as is,” and Ecore makes no warranties whatsoever, express or implied with respect thereto, including warranties of merchantability or fitness for a particular purpose.
10. Problems caused by moisture, hydrostatic pressure, or alkali in the sub-floor.
11. Problems caused by uses, maintenance, and installation that are contrary to Ecore specifications, recommendations, or instructions.
12. Material installed with obvious defects.
13. Material that is not installed and maintained as recommended by Ecore.
14. Damage to flooring products from pallet jack and tow-motor or vehicular traffic.
15. Environments where the product will be exposed to animal fats, vegetable oils, grease, or petroleum-based materials. (i.e.: commercial kitchens or auto repair facilities.)
16. Premature wear and deterioration from spikes or natural grass cleats.
17. Differences in color between products and photography.
18. Sled use on material with lines and logos

III. Obligations of Owner

1. The Owner must submit notice of all claims under this limited warranty to Ecore within the specified warranty period.
2. Claims must be submitted in writing and delivered to:
Ecore
Attention: Claims
715 Fountain Ave.
Lancaster, Pa. 178601
3. All areas in which flooring is to be replaced under the terms of this limited warranty must be cleared of all equipment, furnishings, partitions, and the like that have been installed over the flooring subsequent to the original product installation, at the owner’s expense.

III. Warranty Remedies

1. After receipt of proper written notice of the claim, Ecore will designate a representative to inspect that product with the owner’s representative, and Ecore will meet all warranty obligations.
2. Subject to any monetary adjustment, as may be agreed to upon in writing by Ecore, and subject to the above warranty limitations and owner obligation, Ecore shall repair or, in its sole discretion, replace any affected products. These affected products must contain a defect covered by the above limited warranty and will be covered at no expense to the owner, excluding labor.

3. Products which have been repaired or replaced by manufacturer shall have a remaining warranty of the balance of the original warranty period.
4. Any replacement will be made with a comparable product selected by Ecore from the then-current Ecore product line. However, Ecore's obligation shall not include the reimbursing of any indirect costs or consequential damages incurred. By way of example, and not limitation, damages arising from interruption of use of the spaces affected, nor expenses in removing furniture, equipment, etc. from the affected area will be included in our obligation.

These warranties are in lieu of any other warranty expressed or implied. Ecore shall not be liable for any incidental or consequential damages which may result from a defect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. These warranties give you specific rights, and you may also have rights which may vary from state to state. To know the legal rights in your state, consult your local or state Consumer Affairs Office or your State Attorney General. For latest warranty information, please see www.ecoreintl.com.



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866-795-2732 – www.ecoreintl.com

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