

Pinnacle 2 Tile

INSTALLATION AND MAINTENANCE MANUAL

Manufactured in the U.S.A. by:

ecore

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Check website for updates.

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INSTALLATION

I. PRECAUTIONARY MEASURES

- A. All tiles must be acclimated for a minimum of 48 hours before installation.
- B. Installation should begin from the center of the room working toward the perimeter walls. This will ensure the installation is square and consistent tile sizes are used around the perimeter. Do not place cut pieces around the perimeter less than 12". Design should be laid out prior to beginning and adjustments made accordingly.
- C. All tiles are marked on the bottom with arrows. Failure to install directionally will result in an out of square installation and visual inconsistencies.
- D. Subfloor 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" in 10 feet.
- E. All high spots should be ground level and low spots filled with an approved Portland based patching compound.
- F. All saw cuts (control joints), cracks, indentations, and other non-moving joints in the concrete must be filled with an approved cementitious based patching compound.
- G. Expansion joints in the concrete are designed to allow for expansion and contraction of the concrete. Expansion joint covers designed for resilient floor coverings should be used.

II. REQUIRED TOOLS AND MATERIALS

Tape measure	100 lb three section flooring roller
Chalk line	Push broom or vacuum
Metal straight edge	Carpet tractor / seam roller
Utility knife with heavy-duty blades	Non-Marking rubber mallet
Framing square	E-Releasable Adhesive
Marking tool, paint pens or chalk	

III. JOB SITE CONDITIONS

- A. This product is intended for indoor use only. Do not use where the flooring will be exposed to fuels, oils, solvents, or other chemicals.
- B. 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.
- C. Surface should be smooth to prevent irregularities, roughness, or other defects from telegraphing through the new flooring. Substrate should be smooth to allow tabs to interlock properly during installation and during use.

IV. WOOD SUBFLOORS

- A. Pinnacle 2 tiles may be installed over concrete, approved Portland based self-leveling materials, such as Ardex K-15 or equivalent, and wood. Gypsum based patching and leveling compounds are not acceptable.

INSTALLATION

- B. Wood Subfloors: Wood subfloors should be double construction with a minimum thickness of 1". The floor must be rigid, free from movement, and have at least 18" of well-ventilated air space below.
- C. Underlayments: The preferred underlayment panel is APA underlayment grade plywood, minimum thickness of 1/4", with a fully sanded face.

Note: Particle board, chip board, Masonite, and lauan are not considered suitable underlayments.

V. CONCRETE SUBFLOOR REQUIREMENTS AND PREPARATION

- A. Concrete shall have a minimum compressive strength of 3000 psi. It must be fully cured and permanently dry.
- B. When using E-Releasable adhesive, maximum moisture vapor emission of the concrete must not exceed 8 lbs. "diminishing" per 1000 sq. ft. in a 24 hour period as measured by the calcium chloride moisture emission test conducted in accordance with the ASTM F1869 standard.
- C. Moisture can also be measured using the RH Relative Humidity test method per the ASTM F2170 standard. Moisture content should not exceed 90% RH "diminishing". If levels are higher using either test method, than one of ECORE's recommended vapor retardants must be used. If the emissions exceed the limitations, the installation should not proceed until the problem has been corrected.

For moisture remediation, ECORE International recommends the following two vapor retardants.

1. ARDEX MC Rapid, Plus or Ultra – 724-203-5000, www.ardex.com
2. Bostik Durabond D-250 – 888-592-8558, www.bostik-us.com

- D. Be sure that the subfloor is dry, clean, smooth, level, and structurally sound. It should be free of dust, solvent, paint, wax, oil, grease, sealers, curing and hardening compounds, alkaline salts, adhesive residue, rust, and other extraneous material.
- E. Subfloor 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" in 10 feet.
- F. 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 an approved cementitious based patching compound.
- G. All saw cuts (control joints), cracks, indentations, and other non-moving joints in the concrete must be filled with an approved cementitious based patching compound.
- H. Expansion joints in the concrete are designed to allow for expansion and contraction of the concrete. Expansion joint covers designed for resilient floor coverings should be used.
- I. Always allow patching materials to dry thoroughly and install according to the manufacturer's instructions. Excessive moisture in patching material may cause bonding problems with the adhesive.
- J. It is essential that pH tests be taken on all concrete floors. If the pH is greater than 9, it must be neutralized prior to beginning the installation.

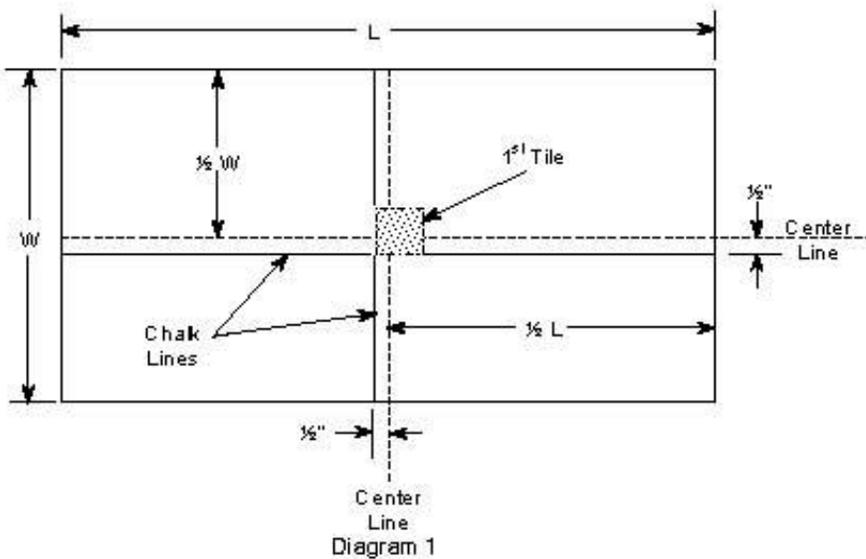
INSTALLATION

VI. MATERIAL STORAGE AND HANDLING

- A. Store the material in its original, unopened packaging with all labels intact.
- B. Material should be stored in a clean, dry, and conditioned environment.
- C. Prior to installation, allow tiles to remain in the area to be installed at a minimum uniform room temperature of 65° F for 48 hours prior to installation. Make sure tiles are laid flat.
- D. Inspect all materials for visual defects before beginning the installation. Verify the material delivered is the correct style, color, and amount. Any discrepancies must be reported immediately before beginning the installation.
- E. Ensure job site and subfloor conditions are met.

V. WALL-TO-WALL LAYOUT

- A. It is customary to begin tile installations from the center of the room.
- B. Measure the width of the area to be covered.
- C. Mark the center of the area at two points, one at each end.
- D. Snap a chalk line, line #1, through these two points.
- E. Determine the center point of the chalk line.
- F. Using a carpenter’s square or another method, snap a second chalk line, line perpendicular (at 90°) to the first line. The lines should intersect at their centers.
- G. The area to be covered is now divided into quarters. Begin the installation at the center of the area, where the two lines intersect. See Diagram 1.



- H. Tiles must be installed in the same direction. Directional markings stamped on the bottom of the tiles must point in the same direction. It may be necessary to offset the centerline to ensure that perimeter tiles are no less than 12”.

INSTALLATION

- I. Lay whole tiles from left to right along chalk line #1 up to the wall on the opposite side of chalk line #2. The last tile will likely have to be cut to fit against the wall.
- J. Cut the last piece to fit against the wall using a metal straight edge and a sharp utility knife. Do not compression fit the tile against the wall. Allow a 1/4" around the perimeter to avoid compressing tiles.

MAINTENANCE

A proper maintenance program is critical to preserve the appearance and extend the performance of your Pinnacle 2 products. ECORE has developed a carefully planned systematic cleaning program which, if followed closely, will maintain the Pinnacle 2 tile at its maximum appearance level throughout the life of the product. Our systematic cleaning program utilizes a combination of walk-off areas, vacuuming, spot cleaning, dry compound extraction, 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. Color, correct construction, anticipated spills, amount of foot traffic per day, and proximity to other environmental soil sources, are all factors to be considered when developing your maintenance program. Each cleaning regimen should be tailored to your individual needs.

Develop a Plan

A maintenance plan should be developed prior to and implemented immediately after your Pinnacle 2 installation. Forecasting and mapping probable traffic patterns is necessary to establish a comprehensive and workable program. To begin your system, first secure a floor plan of your building. Floor plans are the single most important maintenance planning tool used by a facility manager and are essential for a number of reasons.

Floor plans can be used to:

- Lower maintenance costs by streamlining the maintenance plan.
- Identify the location of soil, especially unusually heavy soil at exterior entrances or high traffic areas.
- Anticipate the cost of labor and equipment.
- More effectively communicate maintenance needs with staff members.

Breakdown your floor's plan into three key areas:

- Light traffic (less than 500 walk-ons per day)
- Moderate traffic (500-1,000 walk-ons per day)
- Heavy traffic (more than 1,000 walk-ons per day)

Color code the different traffic areas for easy reference.

A typical system would include:

- Amount of traffic estimated Walk-ons
- Vacuum frequency/clean frequency:
 - **Moderate** Less than 500 1-2 times per week, twice yearly.
 - **Heavy** 500-1,000 every 2-3 days, quarterly.
 - **Extra Heavy** more than 1,000 daily,
 - Monthly

Areas of heavy soiling would include: entry areas, areas adjoining hard surfaces, doorways, elevators, stairways, areas in front of vending machines, areas in front of copiers, aisles between desks, corridors, areas near drinking fountains, areas near pencil sharpeners, cafeteria lines, entrances, and break areas. Exact frequencies should be tailored to usage patterns of specific areas of an installation. Discuss this with your maintenance staff, explaining the frequency of cleaning you would expect in each area.

IMPLEMENTING THE PLAN

A systematic cleaning program means scheduled maintenance, preventative maintenance, and priority cleaning for heavy traffic areas, intermediate cleaning for moderate traffic areas, and periodic cleaning for low traffic areas.

PREVENTATIVE

Once the maintenance plan has been determined, preventative maintenance measures can be taken to reduce progressive buildup or the destructive effect of soil.

MAINTENANCE

WALK-OFF MATS

Walk-off mats should be placed at all entry ways and major transition areas, both inside and outside of doorways, to trap and reduce soil and moisture tracking. Removing soil from shoes at entrances will reduce the spread of soil to other areas within the interiors and can reduce the overall maintenance costs. ECORE recommends walk-off mats extending ten to twelve feet, depending on the amount of traffic flow. These mats must be kept clean to prevent the mat itself from becoming a source of soil.

VACUUMING

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. **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. 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.

SPOT REMOVAL

The single most difficult problem in fiber surface maintenance is that of spots, which are usually the result of spills. Immediate removal of spots and spills will help retain the appearance of your fiber surface and will reduce the probability of a permanent stain. By blotting up liquids or scraping off solids, the subsequent removal will be greatly simplified. Foods, beverages, and other sticky spills, if left unattended, will retain soil and can be tracked elsewhere. Do not depend on periodic shampooing to remove stains. Under no circumstances should the fiber surface remain wet or should any spill remain for more than 24 hours. Spot removal kits are retailed widely and can be quite effective if used properly. However, because ECORE has no control over the quality of these products, nor do we know when the chemical makeup has changed, we can only make suggestions as to their use. The thing to remember when using spot removal kits is **“more is not better.”** Too much cleaner will be hard to remove and can contribute to re-soiling. Some spot cleaners can actually change or remove the color from the fiber surface. Before using any spot remover, test the product on an inconspicuous area, watching for color or texture disturbance. If no change is detected, then follow the package directions for spot removal. If a change occurs, do not use the product!

Large stains can often be effectively dissolved with water or a detergent solution and can be quickly removed with a wet vacuum; minimizing the chance of spreading. Repeated applications are often necessary to remove heavily concentrated spills. If detergent solution is used, thoroughly rinse area since soap residue will actually attract soil. After drying, the stain will continue reappearing as it wicks up from the base of the pile. Simply repeat the procedures until the stain has been completely removed. Be patient. Over-wetting the fiber surface can cause the stain to spread. Pretest any spot removal agent in an inconspicuous area to make certain the solution will not damage fibers or dyes.

Act Quickly! Most spills can be removed if treated quickly.

MAINTANENCE

REMOVAL PROCEDURES

Respond quickly! The best method for preventing spots from setting is by removing them as soon as possible. The longer the delay, the higher the probability of a spill becoming a permanent stain.

BLOT LIQUIDS

Liquid spills should be removed with an absorbent cloth or cellulose sponge. Always blot liquids from the outside to the center to prevent the spot from spreading. Avoid rubbing which can spread the stain and cause pile distortion. Place the cloth on the spill and put a book, or other heavy object, on the cloth. Periodically remove the cloth, flush with water, and reapply a clean cloth. Repeat this procedure, making certain that the substance continues being transferred to the cloth. Continue until stain is removed.

For semi-solids, gently scrape up excess contaminants with a rounded spoon. Break up solids and vacuum until completely removed.

All dry spills should be vacuum cleaned to lift and remove as much of the substance as possible. Pouring liquid onto a dry spill may create additional problems.

DRIED STAINS

Mix 1 teaspoon of mild liquid dishwashing detergent to one cup of lukewarm water and apply to the spot.

Using a soft bristle brush to help break up stain, work from the outside of the spot toward the center. Flush with water and then extract the water and detergent with a white cloth or wet/dry vacuum. Repeat the process until spot is satisfactorily removed.

IDENTIFY STAIN ORIGIN

Try to determine the composition of the stain and follow instructions as in the chart (page 11). Proper identification is imperative to successful stain removal. If the stain cannot be identified, treat it as an "undetermined stain". Most undetermined stains can be removed by using one of two solutions: a mixture of 1 teaspoon of mild liquid dishwashing detergent with one cup of warm water, or dry cleaning solvent fluid. Try detergent solution first. If spot is reduced, repeat this procedure. If not, dampen a cloth with dry cleaning fluid and with a blotting motion apply it to stain. If stain is reduced, repeat procedure and then follow with detergent and water. Be careful not to over wet with dry cleaning fluid since this could cause delamination of the backings.

Note: ECORE recommends using clear or white liquid dishwashing detergent.

KOOL-AID OR HAWAIIAN PUNCH

Because the dyes used in these beverages have characteristics similar to those used to dye nylon, an old stain is very difficult to remove.

This is the recommended procedure for removal of fresh stains:

Apply detergent solution to the spot and blot, not rub, with a white towel. Continue with this solution until the color no longer transfers to the towel. Next, apply the vinegar solution and continue as in step one until no more color transfers to the towel. Rinse the area with warm water. If spot re-appears after drying, repeat the previous steps.

If spot still persists, call a professional cleaner.

DESCRIPTION OF PROCEDURES

VOLATILE DRY SOLVENT (dry cleaning fluid) Exercise caution when using a volatile dry solvent. ECORE recommends a nonflammable spot removal solution. Do not pour solvent directly onto the tile surface, or allow solvent to reach the backing, as volatile dry solvents may deteriorate the fusion process and destroy the bond that holds the Pinnacle 2 components together.

MAINTENANCE

NONVOLATILE DRY SOLVENTS

Many nonvolatile dry solvents contain amyl acetate or ethyl acetate, which can leave residues that may cause rapid soiling. These ingredients are also used in many paint, oil, and grease removers. When using a solvent that contains amyl acetate or ethyl acetate, always rinse the area thoroughly with a dry cleaning solvent. Many nail polish removers contain a nonvolatile dry solvent and can be an effective cleaning solution. They also contain alcohol, which assists in rinsing residues.

DETERGENT SOLUTION

Use a gentle detergent, such as Dawn or Joy. ECORE recommends one teaspoon of non-concentrated detergent to one cup of water. Never use a stronger concentration, as residues may cause rapid soiling. Never use a laundry detergent of any type. Laundry detergents may contain optical brighteners (fluorescent dyes) that dye the fiber. Do not use automatic dishwashing detergents, as many contain bleaching agents that destroy dyes and some fibers. Use lukewarm tap water to thoroughly rinse the solutions from the fibers.

VINEGAR SOLUTION

White vinegar is a 5% acetic acid solution and is used to lower the alkalinity caused by detergent solutions or alkaline spills. Mix one cup of white vinegar to two cups of water.

AMMONIA SOLUTION

Mix two tablespoons of household ammonia per one cup of water.

CLEANING

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 fiber tufts; do not wait until the Pinnacle 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 Pinnacle 2 product.

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 most of the water, the Pinnacle 2 will be damp after cleaning.

VERY IMPORTANT: Adequate time is needed for drying. During this time, the floor should not be walked on, as the moisture will remove any soil from soles of shoes.

***The maximum water temperature should not exceed 150° Fahrenheit.**

OTHER CLEANING METHODS

Semi-dry cleaning methods, such as the Whittaker GLS machine with the Crystal Dry Chemistry, can be a very effective interim cleaning method between hot water extractions. Drying times of less than two hours are possible due to the low application rates (1 gal./1000 sq. ft.) of the chemistry. The Crystal Dry is brushed through the pile with a twin cylinder brush machine. The combined effect of the chemistry and brushing action loosens the soil and lifts the face pile. Once dry, the soil is more easily removed from the lifted pile during the next routine vacuuming. The Whittaker GLS/Crystal Dry System also makes an excellent spot cleaning tool.

MAINTENANCE

Because of the minimal amount of moisture in this method, the surface is usable within a few hours after cleaning. The dry foam method utilizes a special machine to generate detergent foam, which is brushed into the pile by rotating cylindrical brushes. The agitation loosens the soil, which is removed by wet vacuum pickup. The disadvantage to dry foam cleaning is that the detergent is difficult to remove, which contributes to re-soiling. Some dry foam machines have their own extraction capabilities while others require an additional wet vacuuming step to remove suspended soil and cleaning agents.

The bonnet method may cause pile distortion and is generally used for traffic lane cleaning. The surface is sprayed with a detergent solution and the machine “buffs” the surface face using a special pad or bonnet which is changed as they become soiled. Bonnet and rotary brush methods may actually damage the fiber and lead to accelerated soiling due to accumulated soap residue. For this reason, this method is not recommended.

The rotary brush method is a unit with a brush that rotates much like that of a hard surface waxer. A detergent solution is applied to the surface and agitated to loosen soil. The solution is then vacuumed. However, because the soil is only suspended for a few seconds, the effectiveness is minimal. The strong agitation can cause severe distortion, particularly on cut pile construction. For these reasons, this method is also not recommended.

Basically, the rotary brush and bonnet methods are modified hard surface cleaning methods.

IMPORTANT NOTES

Many people are under the misconception that after the Pinnacle 2 is cleaned for the first time, something is removed that will cause the fiber surface to quickly re-soil. What actually happens is that too much detergent is left in the fibers. If excessive amounts of detergent are used, the fiber surface will feel “sticky” to the touch after it has dried. This dried detergent will then capture dirt particles from anything it comes in contact with. When using any cleaning system it is essential to remove all of the detergent solution.

Another concern should be overly saturating the floor with water. Leaving excess water in the floor will “relocate” the dirt to the Pinnacle 2 backing where it cannot be seen. Several days later the soil, which was not actually removed, will “wick” back up the tufts. This is what happens when a spot disappears after cleaning but reappears several days later.

Every Pinnacle 2 installation may require a different cleaning prescription. With proper installation and maintenance, your Pinnacle 2 products should provide many years of beauty, comfort, and performance.

For further information on maintenance, consult The Carpet and Rug Institute Commercial Carpet Maintenance Manual.

MAINTENANCE

Stain Removal Chart

Acetone or ethyl alcohol	Absorb
Asphalt	Volatile solvent, detergent
Beer	Liquid detergent, white vinegar
Berry Stain	Liquid detergent, ammonia
Bleach	Liquid detergent, water
Blood (dried)	Warm detergent, ammonia (3-6%), water
Blood (wet)	Liquid detergent, water
Butter	Volatile solvent
Calcium Chloride (powder/liquid)	Vacuum or absorb, then liquid detergent
Carbon (black)	Vacuum, then liquid detergent
Catsup or mustard	Liquid detergent
Chewing gum	Volatile detergent
Chocolate	Liquid detergent, ammonia, water
Coffee	Detergent, white vinegar, volatile solvent
Cola	Liquid detergent
Crayon (red)	Paint, oil, or grease remover
Crème de Menthe	Liquid detergent
Egg (raw)	Liquid detergent
Ether	Liquid detergent
Food Dye	Liquid detergent, water
Furniture dye or polish	Paint, oil or grease remover/detergent
Gelatin	Detergent, ammonia warm water
Grape juice	Liquid detergent, water
Gravy	Liquid detergent
Grease (car)	Volatile solvent
Ink (permanent/India/ballpoint)	Paint remover, volatile solvent, detergent
Ink (washable)	Liquid detergent, water
Iodine	Alcohol, sodium thiosulfate and ammonia, detergent, water
Iron rust	Oxalic or citric acids, water
Linseed Oil	Volatile solvent
Lipstick	Paint, Oil, or grease remover
Mascara	Paint, remover, volatile solvent, detergent, water
Mildew	Detergent, ammonia, warm water
Milk	Liquid detergent
Nail Polish	Absorb, use amyl acetate, volatile solvent
Oil	Volatile solvent
Orange drink	Liquid detergent, water
Paint (latex, dried)	Paint, oil or grease remover
Paint (latex), wet	Liquid detergent, water
Paint (oil or lacquer)	Paint, oil or grease remover
Rubber cement	Volatile solvent, detergent, water
Shoe Polish (liquid)	Volatile solvent, detergent, water
Shoe polish (wax)	Heated iron onto towel, volatile solvent
Tea	Liquid detergent
Tomato juice	Liquid detergent
Urine	Liquid detergent, white vinegar
Vomit	Liquid detergent, ammonia, white vinegar, water
Water color	Liquid detergent, water, white vinegar
Wax (candle)	Heated iron onto towel, volatile solvent
Wine	Liquid detergent/ammonia (3-6%), water, white vinegar

WARRANTY

This limited seven year warranty applies only to purchasers of Pinnacle 2 products for indoor commercial installations. Provided that the Pinnacle 2 has been installed and maintained in the specified commercial location, in strict accordance with Pinnacle 2 instructions and procedures, and the owner meets its obligation hereunder, ECORE (subject to the following limitations and remedies) warrants to the designated owner the following.

I. Items Under Warranty:

1. **WEAR** – ECORE warrants that Pinnacle 2 products will not wear more than 10% of its surface pile weight from abrasive wear for 7 years from the date of installation. Abrasive wear is fiber loss from the wear layer through normal abrasion, not crushing or flattening of the fiber surface pile in any area, nor due to abnormal usage of the fiber surface.
2. **STATIC PROTECTION** – ECORE warrants that Pinnacle 2 products will not give static discharges in excess of 3.5 KV for the lifetime of the product, when tested in accordance with the AAATCC Test Method #134-1979.
3. **EDGE RAVEL** – ECORE warrants that Pinnacle 2 products will not edge ravel along seams for 7 years from the installation of the product.
4. **DELAMINATION** – ECORE warrants that Pinnacle 2 products will not delaminate for the 7 year warranty period, when maintained according to our published procedures. ECORE requires the use of chair pads in areas subjected to rolling loads like desk chairs, wheel chairs, or where other chair pivoting action is present.
5. **DIMENSIONAL STABILITY** – ECORE warrants that Pinnacle 2 products will maintain dimensional stability and will not severely dome or curl for the 7 year warranty of the product, when installed per our recommendations.
6. It should be noted that slight positive drape is normal and part of the design for ease of installation and prevention of edge curl.

II. Limitations – This warranty does not include:

1. Disfigurement or damage caused by abnormal use or any damage to the Pinnacle 2 not arising out of a defect to our product. For example, the warranty does not cover tears, burns, cuts, installation on stairs or damage resulting from improper cleaning methods, or damage in transit.
2. Abuse by any athletic equipment, such as roller skates, ski boots, or golf shoes.
3. Differential fading due to light exposure, shading, pile crush, dye lot differences and soiling.
4. Any condition that would have had a visible defect upon inspection, prior to installation.
5. Any condition that doesn't fall under ordinary wear, or from any use for which the product was not designed.

WARRANTY

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 International
Attention: Claims
715 Fountain Avenue
Lancaster, PA 17601

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 owners expense.

IV. Warranty Remedies

1. After receipt of proper written notice of the claim, ECORE will designate a representative to inspect that product, with the owners 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 designated Pinnacle 2 products sold by it containing a defect covered by the above limited warranty.
3. Any replacement will be made with a comparable product selected by ECORE from the then-current ECORE product offering. However, ECORE's obligation shall not include the reimbursing of any indirect costs or consequential damages, however incurred. For example, damages arising from interruption of use of the spaces affected, nor expenses in removing furniture from the affected area will be included in our obligation.
4. The remedies provided in connection with the Pinnacle 2 warranty are expressly in lieu of any other remedies provided under any other expressed or implied warranty, INCLUDING ANY WARRANTY BY MODEL OR SAMPLE AND ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, and of any other obligation on the part of ECORE.



877-258-0843 – www.ecorecommercialflooring.com

Manufactured in the U.S.A. by:

The word "ecore" in a blue, lowercase, sans-serif font.

715 Fountain Ave – Lancaster, PA 17601

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