

ProVent[®] Warranty Coverage

With this the manufacturer PEPI RER SIA, Latvia (further in the text called the Manufacturer) of ProVent[®] confirms that this product is recommended for a use with laminate and parquet (engineered flooring) starting with 7mm thickness. ProVent[®] may be used under all kinds of floating flooring that are suitable for the use with a 2 or 3mm polyethylene foam underlay of a $\Rightarrow 20 \text{ kg/m}^3$ density. The laying of ProVent[®] should be performed in accordance with the installation instruction which is included on the roll label of ProVent[®] or can be found at our website: www.provent.lv

ProVent[®] may be laid sooner than non-ventilated underlays. The conditions for the earliest recommended installation of ProVent[®] under the flooring are*:

- 1) Concrete strength $\geq 70\%$ (normally 5 days after laying concrete);
- 2) Concrete humidity $\leq 97\%$ RH or $\leq 6.5\%$ CM;
- 3) Air humidity $\leq 60\%$ RH;
- 4) Do not seal the floor skirtings with silicone because this may slow down the air exchange.

* The listed conditions ensure the declared performance of ProVent. However they may be in a conflict with the building regulations in different territories. Due to this there could be legal implications that we are unaware of, and thus cannot be responsible for.

The warranty time, when installed under common laminate and/or parquet, at least as long as the warranty time of the common laminate and/or parquet.. Stringent condition for this long warranty time is that during storage and use ProVent[®] is protected against direct contact with sunlight or other light which contains UV radiation.

The warranty coverage of ProVent[®] is covering the cost of actual damage done to the flooring material and the additional costs in accordance to the conditions of general liability insurance and the product liability insurance.

The declared quality of ProVent[®] has been confirmed by the sales experience of the Manufacturer with more than 30 million square metres sold (as at October 2022) since 2007 without a single claim where ProVent[®] was proven a cause of damage. The Manufacturer has tested the compatibility of ProVent[®] with different brands of parquet and laminate including a vast comparative testing of ProVent[®] against the other most used underlays (tested under the same conditions). The results of testing showed clearly that the range of vertical movement of the flooring above ProVent[®] was just the same as it was with, for example, 2mm foam underlay of 30 kg/m^3 density. This range of movement (less than 0.5mm on average) cannot be seen or felt under normal conditions and it cannot lead to any problems.

Basing on the above mentioned tests and experiences the Manufacturer considers it absolutely proved that ProVent[®] cannot be the reason for any problems with a quality of flooring that is correctly installed. Such problems, according to the industry statistics, appear mainly due to wrong installation practices (85%) and a



poor quality of the flooring (10%).

In the case of a formal claim (a theoretical non-compliance with a chosen flooring material) against ProVent® on the behalf of a flooring manufacturer, we recommend our customers to demand from the respective flooring manufacturer or its distributor a documented proof. We consider this demand to be fair because the compliance of ProVent® is being proved with numerous test reports, including the description of their methodology, are publicly available at www.provent.lv (the English version, "Test Reports" chapter) or may be obtained directly from the Manufacturer. This way all the tests can be repeated and their results can be verified by any interested party.

Complaints Examination Procedures:

The Manufacturer will treat properly any valid complaint about ProVent®. All complaints in relation to the quality and appearance of ProVent®, including its compliance with the declared properties, that are received BEFORE the installation of ProVent® under the flooring will be processed in accordance with the written and verbal agreements between the Manufacturer and particular customer.

All complaints about ProVent® that are submitted AFTER the installation of ProVent® under the flooring will be processed by the Manufacturer's insurance company. The liability of ProVent® has been insured by the insurance company and it will investigate a claim in order to find the actual reason for the declared flooring problem and expose the responsible party. If it was established that ProVent® was the reason for particular problem, the insurance company would cover the damage in accordance to the conditions of general liability insurance and the product liability insurance.

To initiate the insurance case, the claiming party will have to submit a written claim report to the Manufacturer or the particular reseller of ProVent®. The claiming party should describe the damage/problem and estimate the total amount of damages. The claim report should justify the evidence against ProVent® as the likely (supposed) cause of problem. The claim report may include photos, investigation reports issued by experts, etc. Since the installation is the most likely reason of problems with flooring, the claim report should name the installer and describe the installation process.

The claim report and its attachments will be forwarded to the Manufacturer's insurance company. The insurance company will process the evidence and, if needed, hire an independent expert to execute a detailed investigation of the case. The Manufacturer will use the results of the tests and the research work to challenge the claim.

The claiming party will have to present their best arguments. However, any formal compliance demands from a particular flooring manufacturer (like specific values of density, compressibility or thickness of the underlay) will not be consider by the insurance investigation as the crucial argument against ProVent®. Instead, the insurance company will establish the actual reason of the problem and will make the responsible party pay.

