



**LIFETIME WARRANTY  
MATRIX Engineered Underlayment™**

**Manufacturing Specifications**

MATRIX Engineered Underlayment™ is manufactured and finished to the following specifications:

**WOOD SPECIES:** 100% Premium Hardwood

**FACE:** Fully Sanded. No open knots or open defects. Knots over 1/4 inch in diameter are plugged, no synthetic patches on face.

**CORE:** 100% solid. Ultrasonically testing for voids and delamination.

**BACK:** No open knots or open defects larger than 3/4 inch. Larger knots are plugged or filled with synthetic patch and sanded.

**GLUE:** Exterior grade phenolic glue. E(1) exposure rating. Passes boil test.

**DIMENSIONAL TOLERANCES:** Height variation:  $\pm 1/32$  inch (.75mm).

**SQUARENESS VARIATION:** Adjoining sides are square within  $\pm 1/32$  inch (.75mm).

**Performance Warranty**

When installed correctly and in accordance with TRAXX printed installation instructions and recommendations, TRAXX Corporation warrants MATRIX Engineered Underlayment™ against defects for the life of the installation. Your MATRIX Warranty provides the following assurances:

**MATRIX Engineered Underlayment™:**

- 1) Will provide a durable subsurface for the installation of decorative flooring materials including sheet vinyl, vinyl tile, ceramic tile (applies to MATRIX 9MM only), wood, laminates and carpet;
- 2) Will hold the decorative flooring firmly in place when the flooring is installed in accordance with the flooring manufacturer's instructions and recommendations;
- 3) Will not split or crack when installed;
- 4) Will not delaminate during the life of the installation;
- 5) Will not discolor the installed decorative flooring.

If, during the lifetime of the warranted installation, MATRIX Engineered Underlayment™ fails to perform as provided above, TRAXX Corporation will, at its option, either:

- 1) Replace the underlayment panels found to be defective;
- 2) Refund the full purchase price of the defective panels;
- 3) Reimburse the reasonable cost of the decorative flooring, including the reasonable cost of installation, of any flooring directly damaged by MATRIX Engineered Underlayment™. Reimbursement is limited to the replacement of panels, adhesive, fasteners, decorative flooring and labor directly affecting the damaged area.

**Limitations**

MATRIX Engineered Underlayment™ is not warranted under the following conditions:

- 1) Poor workmanship or failure to follow installation instructions;
- 2) Misuse, abuse or damage to the underlayment panel after delivery;
- 3) Damage to the underlayment panel due to ruptures, cuts, tears or other defects in the flooring material installed over MATRIX Engineered Underlayment™
- 4) Faulty subflooring or subflooring installation;
- 5) Faulty construction or damage caused by faulty plumbing;
- 6) Fire, flood, earthquake or other natural disaster.

It is the responsibility of the installer/contractor to inspect each panel for visible defects before installation. This MATRIX warranty provides for the refund of the full purchase price of any unused panels not meeting the above specification. The installation of any panels with obvious visible defects will be considered acceptance of the condition by the installer/contractor and will void this warranty.

TRAXX Corporation's sole liability for damages under this warranty is limited to replacement or reimbursement as stipulated above. No other warranty exists, express or implied, including merchantability and fitness of purpose. Under no circumstance shall TRAXX Corporation be held liable for damages direct, indirect or consequential related to the use of MATRIX Engineered Underlayment™. This warranty extends only to the original purchaser. Prior to the acceptance of any warranty claim, claimant must demonstrate compliance with MATRIX Engineered Underlayment™ installation instructions, compliance with the flooring manufacturer's installation instructions, failure of the MATRIX Underlayment product and damage to the installed decorative flooring. For purposes of this warranty, it is understood that the term life of the installation refers to the original floor installed over the underlayment. Subsequent installations over the underlayment or over the original flooring are not covered and void this warranty in its entirety.

**Claims**

Warranty claims must be submitted in writing and must include the following:

- 1) Date of original purchase as evidenced by purchase receipt or dated contract;
- 2) Location of purchase; location and date of installation;
- 3) Contractor name, contact information and contractor's license number;
- 4) Name and contact information of claimant;
- 5) Description of underlayment failure and flooring damage.

Purchaser agrees to provide TRAXX Corporation a 30-day period from the date of its receipt of a warranty claim to physically inspect the unaltered, un-repaired, unchanged flooring at the location where the failure occurred. Warranty claims made for underlayment failure wherein the flooring has been altered in any way prior to inspection by a TRAXX Corporation representative are not covered.

**Warranty claims should be submitted to:**

TRAXX Corporation  
Warranty Claims  
1201 E. Lexington Avenue  
Pomona, CA 91766  
T (909) 623-8032 • F (909) 623-8074