

Warranty Information

WhisperStep Closed Cell Waterproof Impact Sound Absorbing Pad is warranted to remain resilient and functional under normal residential and light commercial use conditions for the manufacturer's life of the original primary floor-covering product. WhisperStep is warranted for above grade, on grade and below grade installations, provided moisture content of concrete slab is within industry tolerance. (see note*)

WhisperStep testing includes 4' x 4' samples to hold a gallon of water over a period of three weeks without leaking. Water or moisture will not penetrate closed cell membranes unless ripped, torn or punctured. This warranty is null and void if the pad has been penetrated, punctured, ripped or torn during or before the installation process. Any punctures must be properly mended and taped prior to installation of (primary) laminate flooring.

When WhisperStep is properly installed, damaging water pressure rise from concrete will be contained and diverted to perimeter wall areas for dissipation/evaporation by dehumidifiers, air conditioning, etc. basically eliminating damage to primary laminate floor covering. Side wall areas must be properly installed.

WhisperStep underlayment must be turned 3/16" up against the side wall areas, or sealed areas to prevent water rise from flowing back between the membrane and damaging the laminate floor covering. All seams, joints and tears must be taped with a Polyethylene (PE) Tape.

WhisperStep believes the information given on it's underlayment here-in is true, accurate and is given in good faith to the best of our knowledge and ability. This release of information supersedes all previous literature or information including written, verbal or implied warranties relating to the product here-in. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. This warranty does not extend to any defect caused by damage in transit or while in possession of purchasers due to abuse or misuse and consumer failure to provide reasonable and necessary care and proper maintenance on primary flooring product. Certified Flooring installers must be used. Acts of God or flooding by any mechanical devices, appliances or plumbing are not covered by this warranty. Water can not penetrate this pad, however, any flooding of a large magnitude can create enough liquid to rise over the perimeter of the pad and cause damage to the (primary) floor.

This pad is created with the intention of preventing moisture from reaching the primary floor from the substrate by creating a block or seal of sorts and therefore does not cover damage caused by topical spills which are generally covered by the manufacturer of the primary floor. Please check with each individual manufacturer of laminate for their particular warranty.

WhisperStep underlay is compatible with most radiant heat systems. It is recommended that temperature is kept at or below 82° F. Check with system manufacturers requirements regarding specifics.

* Where concrete slabs are subject to excessive moisture, a calcium chloride moisture test is recommended. Emission of vapor over 3 lbs. per 1,000 square feet in 24 hours requires additional protection. A concrete sealant will usually suffice. Polyethylene sheeting may also be used, with a 6 mil minimum thickness.

** WhisperStep is not manufactured by Stepco Flooring. All warranty claims will be handled by the manufacturer.