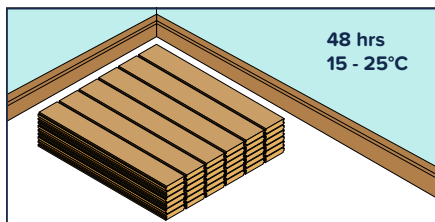
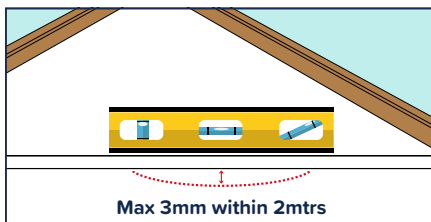


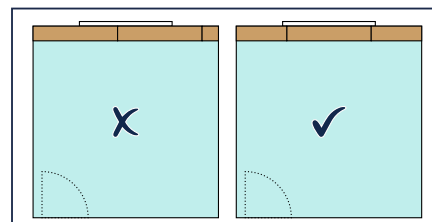
How to install ClickCo Wood Effect Planks



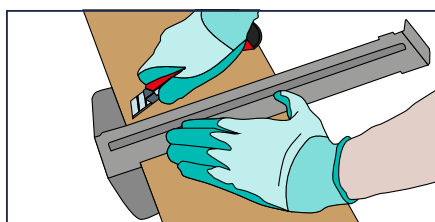
1. Acclimation Requirements - 48 hrs between 15 - 25°C. Check Planks for any damages to the plank or jointing lips. Dispose of damaged planks. Read Instruction manual supplied in the box for preparation and in depth advice.



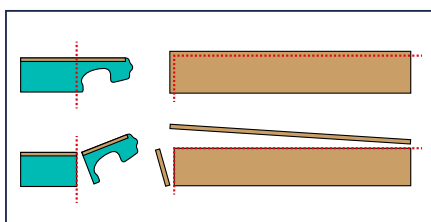
2. Subfloor Flatness Tolerances - Max 3mm within 2m (BS 8203 - SR1). Vacuum the floor to ensure the surface is free from debris. Can be used with In-floor Radiant underfloor heating. Source must be min 13mm below flooring. Max Operating floor temperature 29°C refer to instruction manual.



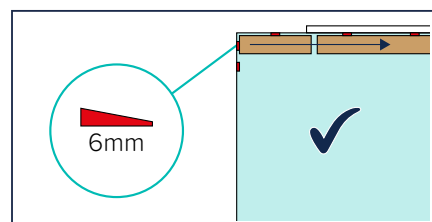
3. Lay your first row of ClickLux planks out next to one another to determine the best fit. To achieve an even look, you may need to cut the first piece to a shorter length. It is advisable to set out your pieces so that the cuts lengths at each end are more than 20cm in length.



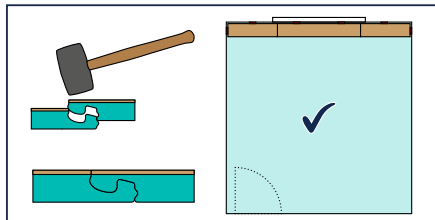
4. To cut your ClickLux planks to size, measure and mark with a pencil. Using a T-square and utility knife, apply pressure and score along the line. Gently flex along the scored edge until it separates into two pieces.



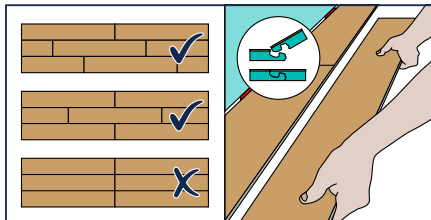
5. To achieve a perfect fit, always fit a cut edge next to walls rather than a locking profile. For pieces that sit in the corner of a room, this will mean cutting both the long and short edges to remove the locking profile.



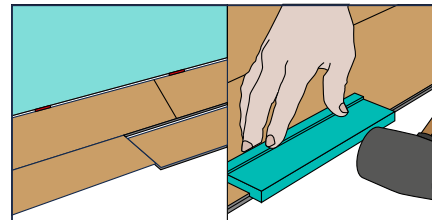
6. Begin installing ClickLux from the left side of your room and always work to the right. Use spacer wedges next to any piece that meets a wall to ensure a 6mm expansion gap is left around the perimeter.



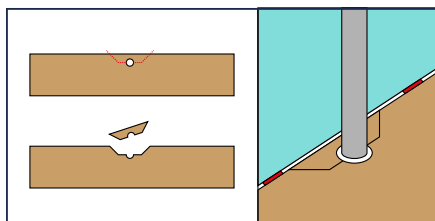
7. To Start the first row, place the planks against the wall and the groove joint facing away from the wall. Align the short edge joints and gently tap into place using a soft rubber mallet. Be sure to align the joints accurately and tap directly in line with the joint to ensure a perfect seal, without damaging the joints. Continue to install further pieces until the first row is complete.



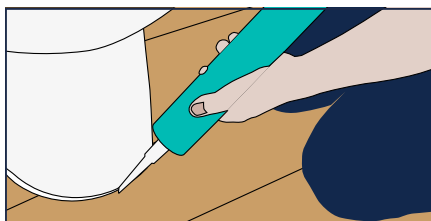
8. To attach the long edges, insert the long tongue side into the long groove side of the previous piece at an angle of around 30°. Gently apply inwards and downwards pressure until the joint closes, ensure that the short end joints are accurately aligned. The Plank can then be pushed / tapped flat to lock the joints into place. Always ensure the joints are staggered by at least a third.



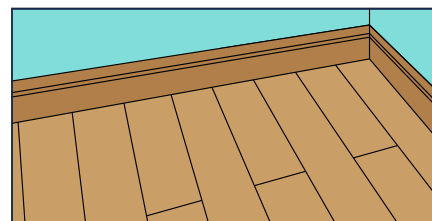
9. Continue to lay the planks along the row. Always connect the short edge first, then lift and angle the long edge into place. As you angle the long edge, the previous plank will lift at the same time. Slide/ Push the long joints together to ensure that there are no gaps before lowering the tile into position. A pull bar / tapping block can be used to ensure the plank joints are tight and seated correctly. The key to a successful install is to ensure the first two / three rows are correctly fitted with the joints aligned, secured and no gaps or broken joints. If you damage a joint, do not re-use the plank as this could lead to failures throughout the installation.



10. ClickLux can be easily fit around pipes by using a hole saw. Use a utility knife and cut a few centimeters away from the hole horizontally then at a 45° angle to the edge. Always leave a 6mm expansion gap around all pipes and objects. Reattach the pieces together using PVA glue and wipe away any excess glue with a damp cloth.



11. For slash areas such as bathrooms, waterproof skirting/scotia/trims can be used. Cut the flooring around your WC base leaving a 6mm expansion joint. 100% Silicone sealant can be used to fill in the gap. Flexible Silicone can be used in small areas such as around sink pedestals but should not be used on large areas as it will restrict the expansion and contraction of the flooring causing the joint edges to fail.



12. Continue to work left to right row by row. Once the floor is complete, remove the spacer wedges. Finish the look with skirting boards around the perimeter to conceal the expansion gaps. The skirting must be fixed to the walls and not the floors. Cut your flooring around heavy objects, furniture and pipework leaving a 6mm expansion joint. All door thresholds must also have 6mm expansion joints incorporated to enable the flooring to expand and contract. Protect SPC Flooring from exposure to direct sunlight via the use of window-treatments or UV-tinting on windows.

RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS



Product Description: Rigid Core Plank and Tile Flooring
Grade Levels: Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

KEY INSTALLATION CONSIDERATIONS

SPC Flooring is intended for interior use only and is suitable for above grade, on grade, and below grade applications. DO NOT install in any outside areas, saunas, seasonal porches, camping trailers, boats, RVs, lanais, rooms that are prone to flooding, or homes that are not temperature-controlled. Do not install kitchen units or kitchen islands on top of the flooring, in order to allow free movement of the flooring.

SPC Flooring is a floating floor and should be allowed to expand and contract freely. It must not be glued, nailed, or fastened to the subfloor in any way. Permanent cabinets, vanities, islands and similar items should be installed first. Then, install SPC Flooring around them, leaving the proper expansion gap. SPC Flooring can be installed under vanities with legs. SPC Flooring can be installed around toilets; leave proper expansion space around flange and use a premium waterproof 100% silicone sealant. Do not anchor toilet through the planks (100% Silicone sealant only to be use around WC base). Maximum static load for the flooring is 17,5 kg/cm². SPC Flooring is a waterproof floating floor, but it should not be used to seal an existing floor from moisture. It cannot inhibit the growth of mold or prevent structural problems associated with, or caused by flooding, excessive moisture, alkalis in the subfloor, or conditions arising from hydrostatic pressure. Regardless of location, always remove standing water, urine and other liquids promptly. Job site moisture issues should be addressed and corrected prior to installation. 100% Silicone sealant only to be use around WC base.

Protect SPC Flooring from exposure to direct sunlight via the use of window-treatments or UV-tinting on windows. SPC Flooring is not recommended for areas subject to heavy rolling loads.

If the flooring is to be installed by a third party, then it is suggested that the homeowner be present during the installation for consultation/direction. The owner and installer should discuss installation and layout to maximize satisfaction. If this is not possible, consultation should occur prior to installation. The owner/installer assumes all responsibility for quality of completed installation.

Overage Allowances	Order 10% more flooring than square footage to account for cuttings and waste
Subfloor Slope Tolerances	Slopes cannot exceed more than 30mm per 2mtrs.
Subfloor Flatness Tolerances	Flatness tolerance cannot exceed more than BS 8203 - 3mm in 2mtrs. <i>No abrupt height differences. High spots should be sanded or ground down & low areas should be filled.</i>
Vapour Barrier (0.15mm polyfilm)	0.15mm polyethylene film vapour barrier is recommended if subfloor is concrete. Never install 6 mil poly over wood substrates! NOTE: Cushioned "vapour retarder" underlayments are not a substitute for a 6 mil polyethylene moisture barrier.
Should Underlayment (pad) be used?	If your SPC Flooring includes a pre-attached sound-mitigating pad; do not use any additional sound suppression underlayment or padding, as doing so will void the Verona FLOOR Limited Warranty.
Acclimation Requirements	48 hrs between 15 - 25°C
Transition Requirements	Required when installing SPC Flooring in a room or area that is larger than 15.24m (50 lineal ft.) in any direction
Installation On Stairs or Vertical Surfaces (walls)	Voids Warranty
Installation Over Existing Ceramic Tile Floors	Filling grout lines less than 6 mm (¼") not required (Follow Subfloor Flatness Tolerances)
Glue Down Installation	Voids Warranty
Subfloor RH/MVER Recommendations	85% Relative Humidity / 8 lbs. MVER (Moisture Vapour Emission Rating)
Radiant Heat	Approved - See page 3
Expansion Gap Requirements	6 mm (¼") around perimeter walls & heavy fixed objects such as cabinetry or baths
Required Interior Environmental Conditions	15 - 25 C and between 35% and maximum 65% relative humidity. (MMFA)

Tools for Installation:

- | | |
|-------------------|------------------------|
| Utility Knife | Straight Edge |
| Measuring Tape | ¼" (6mm) Spacer |
| Pencils | Profiled Tapping Block |
| Pull Bar | Eye Protection |
| Soft-Faced Hammer | Broom |

Felt or Nylon Pads
 Optional: Jig Saw, Table Saw, Miter Saw, Circular Saw, Hole Saw, Moisture Meter (wood, concrete, or both)*
 *Tools may be available for rent at your local home improvement store.

RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS



Product Description: Rigid Core Plank and Tile Flooring **Grade Levels:** Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

PRE-INSTALLATION BASICS



Please contact our Customer Service Department at 0113 2444984 if you have any questions or concerns regarding the installation and/or care & maintenance of SPC Flooring, so as to ensure that you do not engage in any actions that might void the Verona FLOOR Limited Warranty.

The installation of SPC Flooring prior to installation, allow the product to acclimate to "the temperature mentioned below", must be between 15° C (59 F) & 25° C (77 F) and between 35% and maximum 65% relative humidity. (MMFA).

Product should be stored horizontally in a dry area away from direct sunlight. Do not leave next to heating or cooling ducts. All work involving water must be completed well in advance of the installation of SPC Flooring. Do not store flooring in uncontrolled environmental conditions. For example, garages and exterior patios are not acceptable areas to store flooring. Flooring stored on a concrete slab should be elevated at least 4" (10.2cm) to allow air circulation under cartons. Ensure that all trades have been completed, including; drywall, plasterwork, plumbing, painting, etc.

Minor shade variations within the same batch number and/or between batch numbers contribute to the natural look of SPC Flooring. To minimize noticeable shade variation, randomly pull planks from three different cartons to ensure good color and shade mixture. If you have multiple batch numbers, ensure the mixture captures planks from across batch numbers. Carefully inspect each plank for visual defects prior to installation. Do not install damaged planks. The batch number is SPC XXXX, as per example below.

Product Name : 4213 5 MM IXPE CLICK 0.30 MM
WEAR 17.18X121.98 SIZE MICRO
BEVEL
Product Code : P.01-S4213-SWE-5-300-17.78X121.92BU 00000121345678
Quantity : 2,167 m²
Pro. Date : 30.07.2021 16:59:23
Batch : SPC 2323



Safety and Health Precautions

Power tools can be dangerous. Operate in strict accordance with manufacturer's operating instructions and safety precautions. Unsafe and improper use can cause serious injuries. Avoid inhalation and exposure to airborne particles by wearing personal protective equipment, including: NIOSH or OSHA approved dust masks, safety goggles and work gloves.

JOB SITE EVALUATION

Prior to installation, the homeowner or installer must ensure that job site conditions (including subfloor/substrate, ambient temperature and relative humidity) will not negatively affect the floor. The manufacturer is not responsible for damages associated with improper installation or poor site conditions.

Moisture

Test all concrete subfloors for moisture content and document the results. Visual checks are not reliable. Moisture must still be checked even though SPC Flooring is waterproof in order to protect surrounding structure.

Perform tests at locations around exterior doorways, near walls containing plumbing, near foundation walls and in the center of the room.

Moisture requirements vary by subfloor; please see the following details that correspond to the appropriate subfloor.

Crawl Spaces

Concrete slab or ground must be dry. Ensure that crawl spaces have open vents year-round to ensure proper air circulation and prevent moisture build-up. The ground in the crawl spaces must be completely covered using 0.15 mm (6 mil) polyethylene. Crawl space clearance between the earth and underside of joists should be no less than 45.7cm (18") and the perimeter vent area should be equal to 1.5% of the total square footage of the crawl space or as mandated by code.

APPROVED SUBFLOORS

Concrete, Plywood, OSB, Particleboard, Chipboard, Hardwood (Solid, Engineered, Parquet), Tile (Ceramic, Terrazzo, Stone, Peel and Stick), Non-Cushion Sheet Vinyl, Metal, VCT.

All subfloor requirements noted below must be met prior to the installation of SPC Flooring.

GENERAL REQUIREMENTS (ALL SUBFLOORS)

- Must be level to within 3mm in a 2mtrs span; no bumps or low spots. Subfloors should not slope more than 3mm per 2mtrs.
- Must be clean: no construction debris, soil, mud or any other objects on or adhering to the floor; if necessary, scrape and sweep away before the installation; no protrusions of nails, debris, or metals should remain.
- Must be free from moisture-related conditions that can damage the installed flooring.
- Be structurally sound without deflection.

CONCRETE SUBFLOORS

- High spots can be removed by grinding; depressions can be filled with patching compound formulated for use in floor installation.
- Cure for at least 90 days (applies to newly-laid concrete slabs).
- Can be either sealed or unsealed.
- Between 7 and 9 alkalinity when performing pH test (ASTM F710)
- Moisture content should meet one of the following criteria:
 - 4% max. when tested using Tramex Concrete Moisture Encounter.
 - Less than 8 pounds per 1000 sq. ft. (3,6 kg per 93 sqm) per 24 hours MVER (Moisture Vapour Emission Rating) when using Calcium Chloride test (ASTM F1869).
 - 85% max. when performing Relative Humidity Testing (ASTM F2170).

WOOD (PLYWOOD, OSB, PARTICLEBOARD, CHIPBOARD, SOLID HARDWOOD, LUAN) SUBFLOORS

- Perform moisture tests using a reliable moisture meter in multiple locations. Moisture readings should never exceed 14% for plywood, OSB, particleboard, chipboard, and solid hardwood subfloors. If moisture readings exceed 14%, it should be corrected at the job site before installing SPC Flooring.

TILE, TERRAZZO, ASBESTOS TILE, RESILIENT TILE, NON-CUSHION SHEET VINYL, AND METAL SUBFLOORS

- Existing floors must be firmly attached to the structural floor.
- Fill in grout lines larger than ¼" (6mm) on ceramic tiles, terrazzo, quarry tiles, and similar floors with a cementitious leveling and patching compound.
- Install over one layer of vinyl only.

RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS



Product Description: Rigid Core Plank and Tile Flooring **Grade Levels:** Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

APPROVED SUBFLOORS cont.

IN-FLOOR RADIANT HEAT

This product can be installed over radiant heat concrete subfloors. Consult with the radiant heat system manufacturer to ensure that the system is compatible with vinyl flooring.

- In-floor hydro systems are acceptable.
- In-floor radiant components must be a minimum of ½" (13mm) below flooring.
- Floor surface temperature should never exceed 85°F (29°C).
- Heating system should be operational for at least two weeks prior to installation to calibrate temperature settings.
- Installation directly over electric heat mat systems is not approved.

NON-APPROVED SUBFLOORS

- Carpeting/Carpet Pad
- Floating Floors
- Parquet Over Concrete
- Eng. Hardwood Over Concrete
- Hardwood Over Concrete
- Cushioned Vinyl Flooring
- Laminated
- Cork
- Sleeper Substrates
- Rubber

Remove the floors noted above and remove old adhesive before installing SPC Flooring.

CAUTION: If you contemplate the removal of a resilient floor covering structure that contains (or is presumed to contain) asbestos, you must review and comply with all applicable regulations. Do not sand, dry sweep, dry scrape, drill, saw, bead blast, or mechanically chip or pulverize existing resilient flooring, backing, lining felt, asphalt "cut-back" adhesive, or other adhesive. These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of bodily harm. Unless positively certain that the product is a non-asbestos containing material, you must presume it contains asbestos. See "Recommended Work Practices for Removal of Resilient Floor Coverings" (rfci.com) for detailed information and instructions on removing all resilient covering structures.

HELPFUL POINTERS & PREPARING FOR INSTALLATION

- Work area should be well lit. Proper visibility ensures that color is consistent and that visually defective planks are detected and removed. Subfloor must be clean and free of debris and meet the surface tolerance.
- Undercut door jambs and casings using a handsaw laid flat on a piece of scrap flooring. Never undercut metal door casings.
- Make sure the profiled edge of the tapping block is secure and flat against the plank before lightly tapping in place with soft-faced hammer. Never use the tapping block (by itself) to hit against the edge of the planks.
- Carefully remove the existing base, shoe molding or thresholds. They can be reused to cover the ¼" (6mm) expansion gap around the edge of the room.
- The minimum length of the first and last plank is 8" (20.3cm). If the last plank will be less than 8" (20.3cm), adjust the length of the first plank. The remainder of the last plank can be used as a starter plank on the following rows.
- The minimum end-joint stagger is 8" (20.3cm). Keeping this in mind, vary the distances from end joints row-to-row for a more random and realistic installation.

ALL SEASON/THREE-SEASON ROOMS

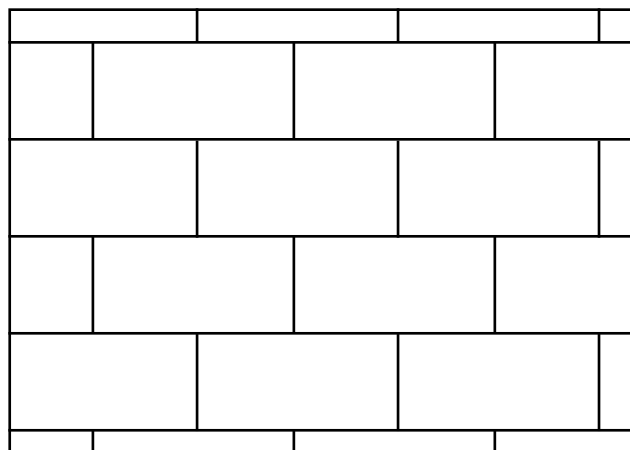
SPC Flooring is permitted in "three-season rooms" only if the installation meets the below criteria

- Maximum room size of 500 Sq. Ft. (46.5 Sq. M.)
- Room must be completely enclosed (roof, floor, walls and windows) and not exposed to any outside elements.
- Installation must occur at room temperature between 50°F and 90°F (10°C and 32°C)
- Allow 3/8" (10mm) expansion space around perimeter and all fixed objects.

AVAILABLE MOLDINGS

Select moldings and transitions are available at your local home improvement store. Follow molding installation instructions for proper installation.

Tile must be installed in a brick pattern, where the seams are staggered.



RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS

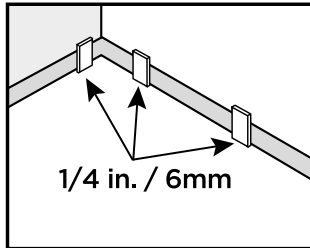


Product Description: Rigid Core Plank and Tile Flooring **Grade Levels:** Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

INSTALLATION

INSTALLING FIRST ROW

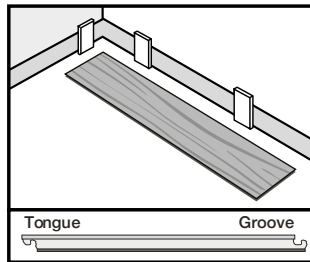
- 1 Setspacers to allow a minimum gap of 1/4" (6mm) around the perimeter of the subfloor for movement or product expansion. Do not remove the spacers until the installation is complete. The expansion gaps should be covered by molding.



- 2 Loose lay the first row of planks in order to obtain a better visual of the installation and to avoid having a plank less than 8" (20.3cm) on the opposite end of the room. If you end up with a plank less than 8" (20.3cm), cut the first plank accordingly to properly balance the room.

Note: To cut a plank, simply measure and mark the plank. Then, use a straight edge and utility knife to score and snap. You will also need to back-cut the under pad on the bottom of the plank. If you have difficulty using this method, you can use a jig saw, circular saw or miter saw.

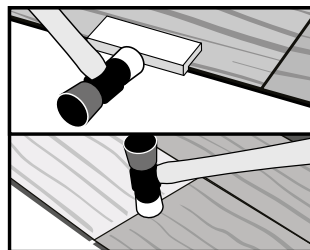
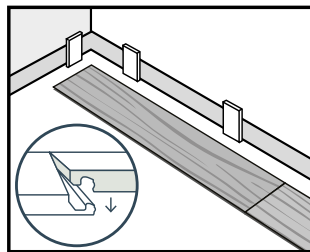
- 3 Installation should start in a left-hand corner and proceed from the wall with the tongue facing the wall. Position the first plank 6" (15.2cm) from the starting wall but not up against the spacers. The entire row will be moved against the spacers in a later step.



- 4 Interlock the next plank at the end joint of the first plank by inserting the tongue into the groove of the adjoining planks.

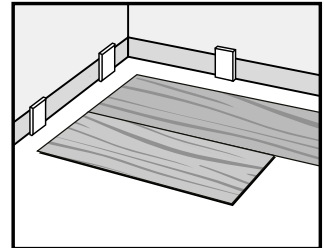
Square the joints by tapping the long edge with the profiled tapping block and soft-faced hammer. Next, lightly tap down on top of the plank at the short joint with the soft-faced hammer. Continue this method to finish the first row.

Cut the last piece of the row to fit, and allow for the 1/4" (6mm) expansion gap (if you have not already done so). Install as above.

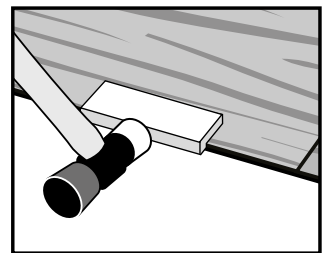


INSTALLING SECOND & REMAINING ROWS

- 5 Cut the first plank of the second row to two-thirds its length or make sure there will be at least an 8" (20.3cm) stagger between end joints. Angle the long tongue edge of the plank into the long groove edge of the first plank. Drop and lock the end joints together.

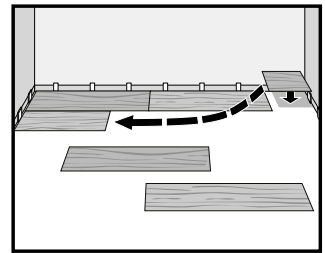


Make sure there are no gaps and, if necessary, tap along the long groove edge using the soft-faced hammer and profiled tapping block to ensure a tight fit.

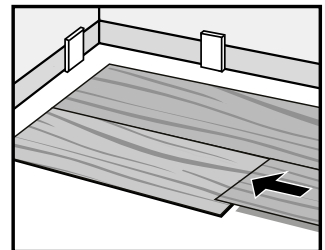


Do not tap the short end into place if the long joint is not properly engaged, as doing so can cause damage to the tongue and groove.

Note: When starting a new row, you can use the cut piece from the previous row, as long as it is more than 8" (20.3cm) and the stagger between seams still is greater than 8" (20.3cm).



- 6 Attach the second plank by connecting the long side to the first row and sliding it up to the short end of the first plank. Check that the long joints of the planks are properly engaged and then press the short joint into place with your fingers.



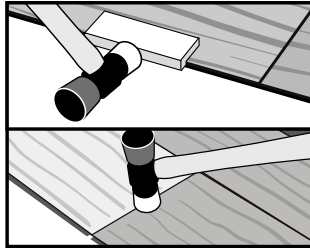
RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS

Product Description: Rigid Core Plank and Tile Flooring **Grade Levels:** Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

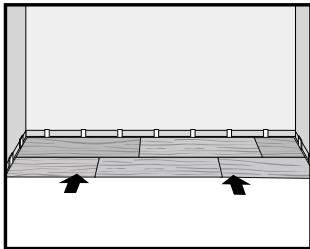
INSTALLATION

INSTALLING SECOND & REMAINING ROW cont.

7 Continue to square the joints by tapping the long edge with the profiled tapping block and soft-faced hammer. Then, lightly tap down on top of the plank at the short joint with the soft-faced hammer. Continue installing the remainder of the row in this fashion.



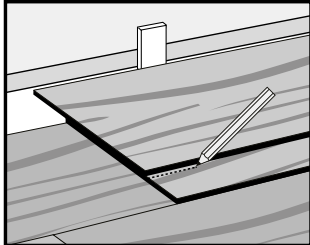
8 After installing the last piece of the second row, slide the entire assembly against the spacers on the starting wall, maintaining the required 1/4" (6mm) expansion gap.



9 Install remaining rows, one row after the other, and maintain the required 8" (20.3cm) stagger throughout the install. Tap and square each plank as in step 7.

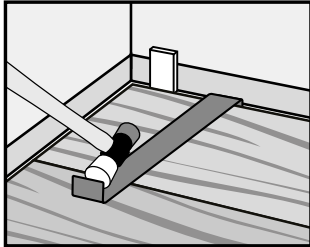
INSTALLING THE LAST ROW

10 Most often the entire length of the last row will need to be cut so that it is narrow enough to fit the remaining space. Cut the first plank of the last row to length (if necessary to follow stagger pattern). Place directly on top of the previously installed row. Then, take another plank and place it against the wall on top of the plank to be cut for width. Mark the plank (length-wise), cut to size. Remember to allow for the 1/4" (6mm) expansion gap against fixed objects.



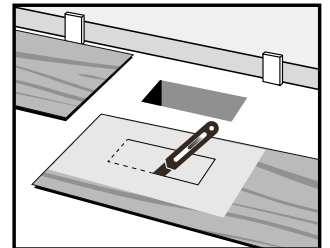
11 Install the plank with the cut side always facing the wall. Use a pull bar to lock the long edges together. Do not use the pull bar on the short edges.

Continue to cut and install remainder of the planks in the last row.

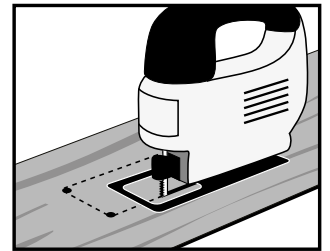


FITTING AROUND IRREGULARLY SHAPED OBJECTS

Make a template to fit around pipes or irregular shaped objects. Place the pattern upon the plank and trace. Cut along the trace lines using a utility knife or jig saw, and lay plank. Alternatively, a hole saw can be used when cutting planks that are to fit around pipes.



Note: Be sure to leave a minimum of 1/4" (6mm) expansion space around all fixed objects, cabinetry, and metal door jambs.



FINISHING THE JOB

Remove spacers. Cover expansion spaces with quarter round or other trim, being sure not to trap or pin down the floor. Nails should go into wall, not the floor.

Remember, the use of coordinating T-Molds is required when installing SPC Flooring in a room or area that is larger than 50 lineal feet (15.24 meters) in any direction, so that the floor is separated into sections that are no larger than 50ft. x 50ft. (15.24 meters x 15.24 meters) per section.

Save and protect any leftover planks. Do not discard, as they are color-matched (by dye-lot) to your floor. They can be used for replacement in the event you need to replace a plank in the future.

RIGID CORE PLANK AND TILE FLOORING INSTALLATION INSTRUCTIONS

Product Description: Rigid Core Plank and Tile Flooring **Grade Levels:** Above Grade / On Grade / Below Grade
Installation Method: Floating - Drop and Lock

CARE & MAINTENANCE

DAILY MAINTENANCE

- Regularly sweep, dust, damp mop, or vacuum (without beater bar) your floor to remove any particles that could cause abrasions or scratches to appear on your floor.
- Use a damp mop to remove spots and soil. Use any pH neutral floor cleaner.
- For lightly soiled areas, clean with distilled water.
- When the cleaning cloth/mop becomes soiled, rinse or replace it with a clean one. Following up with a clean, dry cloth will remove residual streak-marks and spots.
- Avoid spills of acidic products (juice, soft drinks, wine, etc.) on the floor. Clean spots immediately.
- Promptly remove any standing water, pet urine or other liquids.
- Avoid spills of paints, dyes, or harsh chemicals.
- **DO NOT** use a steam cleaner.
- **DO NOT** vacuum with a beater bar or power rotary brush head.
- **DO NOT** use any cleaning agents containing wax, oil or polish. Leftover residue will form a dull film.
- **DO NOT** use steel wool or scouring pad, as they will scratch the floor.
- **DO NOT** use any dust cleaners, as they may cause your floor to become slick or damage the finish.
- **DO NOT** use vinegar.
- **DO NOT** use any All-Purpose or Multi-Purpose cleaners.
- **DO NOT** use wet sweeper pads. Dry sweeper pads can be used.

FLOOR REPAIR

- Use a melamine pad to remove scuffs.
- Deep scratches may require the replacement of planks.

WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

Claims under this Limited Warranty must be made to the point of sale along with the original receipt / invoice.

PREVENTATIVE MAINTENANCE

- Protect your floor when using a dolly to move furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.
- Use flat floor protectors (nylon or felt) on all furniture legs. Periodically clean protectors to remove grit that may become embedded and cause scratching.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- Use protective mats beneath rolling chairs and keep furniture casters clean.
- Use NON-RUBBER backed mats that are labeled "colour fast" by the manufacturer. Non-staining, vinyl-backed mats or woven rugs should be used at all entrances to avoid discoloration from asphalt driveways and to prevent dirt and grit from being tracked onto your floor. Rubber and latex-backed mats use a chemical (antioxidant) to keep the backing from becoming brittle; it is this chemical that can permanently stain your floor.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters. Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have been engineered for hard surface floors. Such casters should be a minimum of 1" (2.5cm) wide and at least 2" (5.1cm) in diameter.
- Keep pets' nails trimmed.
- Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.

We're confident in the quality of our flooring products. As a matter of fact, we are that confident in it that we offer up to 20 years warranty for domestic use and up to 5 years for commercial use as standard!

This limited warranty covers manufacturer's faults only and is not an insurance policy. It is limited in liability to the cost of replacing the flooring only and this may be covered through replacing the product or issuing a refund of the original amount that was paid to us.

If you read the warranty closely, you should have all the information you need in order to take care of your floor. If you have any questions, we highly recommend contacting your point of sale before proceeding with an installation.

It is imperative that you follow the manufacturer's installation and maintenance instructions by the book. Don't get caught out by ignoring the small print in those installation instructions because this will more than likely invalidate your warranty. Please note different flooring products have different fitting requirements so please make sure you familiarise yourself with what is needed to get the best out of your new floor and maximise its lifespan. Flooring products are warranted by the manufacturer and are only valid against manufacturing defects, which means that if you damage your flooring both before, during and/or after installation this will void your warranty. If it comes becomes apparent that you have done something against the manufacturer's guidelines, then you will not be covered even if the issue develops much later down the line.

What's not included?

- Problems with the floor which occur because the manufacturer's installation and maintenance guidelines, have not, in our opinion, been followed.
- Flooring which has been installed despite being obviously defective before installation. Any fitter (both DIYer or Professional Trades Person) who buys our products have a duty of care to check that flooring is suitable before installing.
- Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation.
- It is the sole responsibility of the flooring installer/fitter to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards and/or manufacturing instructions for installing.
- This warranty does not cover damage caused by settling or uneven subfloors outside the specified requirement of our installation instructions.
- Damage due to moisture including, but not limited to, leaking pipes, incorrect maintenance, excessive moisture in subfloor or humidity, or similar damage caused by conditions that are too moist.
- Fixed items such as kitchen cabinets, islands, toilets, or baths should be fitted prior to installation of flooring and not on top of the new flooring as the boards will buckle and will not be covered by this warranty. Please note this is not an exhaustive list and other fixed items if fitted on top of the flooring may impact the expansion and contraction of the flooring.
- Damage to surrounding structure, walls, subfloor, fixtures, furniture, mouldings, trims, heating elements or anything that is not the floor plank or tile.
- Issues caused by improper maintenance or inadequate care.

- Damage caused by negligence, or improper use for example caused by dragging furniture over the floor or surface damage caused by falling objects.
- Damage resulting from lack of/or improper furniture protection. We recommend protective felt pads are fitted to table and chair legs and that wheels and castors are housed inside felt backed holders.
- Damage from exposure to extreme heat or sunlight. Windows and patio door coverings should be used to avoid damage from prolonged exposure to sunlight or heat.
- Warranty liability excludes any consequential or incidental occurrences that may arise from any claim and is strictly limited to the replacement of the affected flooring. By this we mean we will not pay for any loss, expense, inconvenience or damage other than to the affected flooring itself. We are not obliged to pay more than the cost of the original purchase price paid to us for the materials supplied.
- Any usage other than interior residential or interior commercial.
- If underfloor heating is compatible with the flooring and is installed, flooring may be exposed to a maximum temperature as per the installation instructions and the subfloor must be flat and stable.
- Shading, colour or texture differences between samples and/or photographs of the delivered product may differ. All images are for illustrations purposes only and goods should be thoroughly examined prior to fitting.
- Minor shade variations within the same batch number and/or between batch numbers contribute to the natural look of flooring. To minimise noticeable shade variation, randomly pull flooring from three different boxes to ensure good colour and shade mixture. If you have multiple batch numbers, ensure the mixture captures flooring across all batch numbers.
- Goods sold as seconds or graded products are exempt from this additional warranty cover.

How do I claim on my warranty?

Should you feel that you have to make a claim, simply get in touch with your point of sale who will instigate a warranty claim for you.

In the event of a claim where a manufacturing fault can't be identified, it may be possible for us to appoint a 3rd party inspector to commission an independent inspection report of the flooring in situ at your (the customer's) expense. All applicable charges for such an inspection are to be paid for by the customer in full, prior to the visit. If it is deemed (by said inspector) that a manufacturing issue is present, then we will reimburse the full inspection fee back to the customer.

This warranty shall apply only to the original owner/purchaser of the floor and no 3rd party rights are included.

Original proof of purchase receipt/invoice is needed in all claims.

No other expressed warranties are given.

Please note the terms of this warranty is in addition to and does not affect your statutory rights.