

Installation and Warranty Instructions



I. Pre-Installation Information:

1. Check the packaging box for completeness and integrity (if damaged, please report before unboxing).
2. Follow the video instructions for installation.
3. Allow the floating floor to conform to the installation area's environment by placing it indoors with doors closed for 48 hours.
4. Ideal temperature ranges from 17 to 23 degrees Celsius (62 to 73 degrees Fahrenheit), with a relative humidity of 45% to 60%.
5. Humidity must not drop below 30%, as this could lead to gaps.

II. Laying and Laying Requirements:

1. Inspect the floor's levelness before installation; use filler to level any unevenness or indentations.
2. Smooth the surface with a scraper and use a leveler to ensure evenness.
3. Vacuum clean the floor to eliminate dust and debris.
4. Leave an 8 to 10mm gap along the walls prior to installation, Install the flooring according to the video's locking mechanism guidelines.
5. For installation areas where the length or width is 50 feet, provide at least a 1/4-inch expansion gap. If the dimensions fall between 50 and 85 feet, increase the gap to 1/2 inch. The maximum span without partitioning must not exceed 85 feet. If it does, use separation strips to create sufficient expansion space.
6. In areas with extremely heavy furniture or loads weighing 2800 pounds (363 kg), isolate these sections using compatible T-shaped separation strips, leaving an expansion gap of more than 1/2 inch.

III. Maintenance and Care:

1. before maintenance, remove all metal objects and prohibit any stepping onto the floor, until the surface is dry. Avoid using oils, silicones, acetone, strong alkaline cleaners, multi-surface cleaners, vinegar/ammonia/citrus oil solutions, detergent powders, strong solvents, or abrasive-treated mops, as they can damage the flooring.
2. Clean the floor with a mop or vacuum cleaner (without heating function) to remove dirt or grit. For stubborn stains, moisten a microfiber mop or spray mop with a pH-neutral cleaner for 5 to 10 minutes, and then clean the floor. After cleaning, rinse with clean water, vacuum away the residue, and allow the floor to dry completely before permitting normal usage.

IV. Warranty Terms:

The standard warranty period is 30 years for residential use and 12 years for commercial use. This limited warranty does not cover or apply to any defects caused or resulting from:

1. Non-compliance with applicable product requirements and technical data. Any products where site conditions, substrate conditions, installation methods, repair procedures, and/or usage conditions do not strictly adhere to related technical data sheets, installation instructions, repair documents, technical bulletins, and any other relevant technical documentation.
2. Failure to follow applicable industry standards. Substrate preparation must be carried out in accordance with all relevant ACI, ASTM, NWFA, and RFCI guidelines. Use of unapproved installation materials, methods, or tools, including but not limited to recommended padding types, repair products, and all accessories.
3. Seam failures, cracking, warping, delamination, curling, or other phenomena caused by excessive heat sources such as prolonged direct sunlight, radiators, self-cleaning ovens, and high-temperature equipment.
4. Surface discoloration or fading due to excessive UV/IR exposure.
5. Stains caused by carpet dyes, fertilizers, coal, tar, driveway sealants, oils, permanent markers, or similar contaminants.
6. Any restriction on the natural expansion and contraction of the flooring.
7. Substrate failure, movement, or defects, including improper use, leading to poor leveling or damage.
8. Heavy static loads (>500 lbs) or sharp-pointed loads >250psi, such as pedestrians wearing high-heeled shoes, cleats, or roller skates, falling objects, improper floor protectors, and furniture legs/shelves causing damage to the flooring.
9. Heavy rolling loads (>250psi), such as electric wheelchairs, hospital beds, and metal-wheeled rolling loads, hard H-type wheels, or any other type of wheels that do not make sufficient planar contact with the floor covering.
10. Damage, deformation, or excessive wear caused by Roll chair casters or resilient floor chair mats in areas without polycarbonate protection.
11. All damage caused by mechanical problems, intentional abuse, misuse, negligence, structural damage, earthquake, flooding, fires, other emergencies, natural disasters, or any circumstances beyond the reasonable control of the manufacturer.
12. Health issues or property losses resulting from organic growth caused by all types of water and potential organic substances beneath the floor covering, which may lead to organic growth such as mold, mildew, and fungi.
13. Normal variations in tone, color, gloss/sheen, or embossed textures, including differences between installed flooring and physical sample boards or printed marketing materials.
14. Excessive wear due to improper maintenance, dirt, grit, and/or abrasive particles.
15. Excessive moisture and alkalinity in the subfloor.
16. Localized water overflows caused by pipe ruptures or leaks, structural leaks, sink overflows, flooding, weather conditions, or other water emergencies.
17. No guarantee is made regarding slip resistance.

V. Warranty Claims:

All claims must be reported within thirty (30) days of discovering a defect or issue. If the

manufacturer determines the product is covered under this limited warranty, they will elect to replace the non-conforming product at their discretion.

VI. Warranty Disclaimer:

The warranties specified in this agreement are exclusive and supersede all other expressed or implied warranties or statements arising by law or custom, including implied warranties of merchant ability and fitness for a particular purpose. No agent, sales representative, dealer, distributor, contractor, installer, architect, or designer has the authority to increase or alter the Seller's obligations under this warranty. This limited warranty does not grant you specific legal rights; you may have other rights, which vary by state/province.