



# WARRANTY & INSTALLATION

**THE** **NORWEGIAN**  
PREMIUM LAMINATE FLOORING

October 2024

# IMPORTANT!

IT IS THE RESPONSIBILITY OF THE CUSTOMER OR INSTALLER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. THE MANUFACTURER ACCEPTS NO RESPONSIBILITY FOR LABOUR COSTS INCURRED TO REMOVE ANY INSTALLED PRODUCTS.

## RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by the manufacturer of **The Norwegian**, and is extended to the original purchaser of our product for as long as the original purchaser owns the residence (warranty is non-transferable). The Warranty Program is limited to residential and commercial applications. Does not apply to any outdoor use.

Claims must be filed by the initial buyer at the point of purchase. Notice of claim must be filed within the warranty coverage period and the distributor must be notified of any problems with the flooring within 30 days from the date of the problem occurs. Information such as proof of purchase, original warranty and our Installation Guide will be requested. The distributor reserves the right to inspect the floor and remove samples for technical analysis after the receipt of a written claim. This guarantee is pro-rated based on the amount of time the floor has been installed.

### MANUFACTURING WARRANTY

- The manufacturer warrants to the original purchaser its **The Norwegian** against any manufacturing defects caused by production errors (e.g. dimensional tolerances/off square, surface blemishes/bubbles, delamination, ledging (proud edges).
- Whenever this warranty is applicable, the manufacturer's (or its distributor's) liability is limited to replace, or repair, at the option of the manufacturer or its distributor, the defective products with the same product or similar product with equivalent value due to manufacturing defects, excluding the cost of transportation, storage, and installation. Damage due to improper transportation, storage, installation, extreme sunlight, extreme indoor conditions (extreme temperatures or moisture), or any other cause are not covered. Extreme heat can result in excessive expansion causing buckling, peaking and warping of the planks. Excessive moisture can cause mould and mildew growth or discolouration and/or weakened wood subfloor resulting in rotting or excessive deflection is not covered.
- Under no circumstances will the value of a warranty claim exceed the original purchase price of the product and the manufacturer (or its distributor) accepts no responsibility for labour costs incurred to remove any installed products.

### WEAR WARRANTY (25 YEARS RESIDENTIAL/5 YEARS COMMERCIAL)

- The manufacturer warrants, to the original purchaser, the wear layer will not wear through for 25 years residential or 5 years commercial from the date of the original purchase and used under normal traffic conditions and with proper maintenance. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss changes, indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes or shoes in poor repair, water, wet mopping, erosion, pebbles, sand and other abrasives, however, are not considered wear through and therefore are not covered under the wear warranty.

- If wear-through does occur within the warranty period, the manufacturer (or its distributor), at its option, will repair or replace the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labour costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.
- To be eligible for a wear warranty claim, the wear-through must be readily visible and must cover at least 10% of the total floor surface. Gloss changes and isolated areas of surface wear in high traffic areas (doorways, hallways, etc) are not considered normal wear-through and are not covered by this warranty.

## RADIANT HEAT PERFORMANCE WARRANTY

- The manufacturer warrants that **The Norwegian** can be installed over a radiant-heated subfloor (water-filled tubes through concrete thermal mass). New water radiant heat system must have been tested and in operation for a few weeks prior to installation. **THE SURFACE TEMPERATURE MUST NEVER EXCEED 81° FAHRENHEIT (OR 27.2° CELSIUS)**. Proper temperatures must be maintained throughout the year. When turning on heat for the season, turn up gradually. Heating and ventilation systems should be designed to **maintain stable interior temperatures between of 60-80°F (15.5-26.7°C)** all year round, in order to ensure the best performance of the **The Norwegian**.
- With laminate flooring, it is normal that seasonal effects and in-floor heating system will affect the temperature thus minor movement, changes in dimensions, will occur with laminate flooring.

**Note: Any attempt to repair, replace, or refinish the floor prior to the manufacturer's (or its distributor's) inspection and unauthorized repair actions will void this warranty.**

# WARRANTY EXCLUSIONS

- The warranty does not cover damage arising from negligence, accident, abuse or misuse, indentation, scratches, damage caused by the use of adhesive tape, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, insects and pets, water damage caused by wet subfloor, flooding, leaky plumbing, spills, wet mopping, standing water, poor workmanship by installer, the illusions of bumps and/or dimples created by incorrect subfloor preparation, structural changes in subfloor, settlement and uneven subfloor.
- Failure to follow manufacturer's specific written installation instructions, improper care and maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, unsuitable environment, extreme environmental condition such as exposure to extreme heat, moisture, water saturation, structural changes in subfloor, settlement and or uneven subfloor will void the warranty. Colour changes from exposure to direct sunlight or due to use of rubber-backed mats are not covered by this warranty.
- **The Norwegian** should be installed in normal environment where its interior temperature must be **maintained between of 60-80°F (15.5-26.6°C) all year round**, to ensure the best performance of the **The Norwegian** and prevent possible damage not covered by warranty. Exposure to higher or lower levels of heat may result in excessive expansion and/or contraction of the floor planks resulting in gaps between planks, end/edge peaking, warping, bridging (which is caused by insufficient expansion spacing) and plank deformation or other problems. Problems resulting from exposure to levels of heat other than those specified herein are not covered by this warranty.
- It is the responsibility of the customer or installer to inspect all pieces of flooring for visible defects prior to installation. No warranty will be offered for appearance related claims on the products that are installed.
- Only cleaners and maintenance products specifically designed for laminate flooring are appropriate for use on our products. The use of non-approved cleaners, oil soaps, strong chemicals, ammonia-based cleaners, or any products that leave a residue will void all warranties.
- Manufacturer, distributor or dealer is not responsible for any floor installation failures associated with unaddressed site conditions such as, but not exclusively: vapour transmission, moisture permeation, levels, contaminated concrete or damaged subfloors including any gapping or high/low joints that are caused by a subfloor issues.
- Noises caused by excessive movement or inadequate expansion causing stress on the locking system due to not adhering to installation instructions or excessive movement of the structure/subfloor is not covered by the warranty. Sometimes it is impossible to eliminate the noise completely. Minor squeaking or clicking noises are to be accepted as normal flooring phenomenon.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered products are not covered under this warranty.

# INSTALLATION INSTRUCTION

## IMPORTANT!

### **IMPORTANT NOTICE:**

PRIOR TO AND DURING THE FLOORING INSTALLATION, PLEASE READ THE INSTALLATION INSTRUCTIONS COMPLETELY.

FOLLOW THESE INSTRUCTIONS PRECISELY, IN ORDER TO RETAIN FULL RIGHTS TO CLAIMS UNDER THE GUARANTEE.

### **PREPARATION**

It is the installer's responsibility to verify that the product supplied is the correct product, colour, pattern and quantity. Prior to installation, each plank should be carefully checked in good natural light for any obvious visual defects. Never install defective product. If the product is incorrect or has any visual defects or damage, contact the retailer immediately. Generally, the manufacturer will not be responsible for any visible defects after the flooring has been cut and/or installed.

### **ACCLIMATION**

Please store the unopened boxes 48 hours prior to installation under the same climatic conditions (temperature and humidity), same as normal living conditions. Always store the boxes on a flat and level surface; never store the boxes on their sides or ends. It is important to pre-condition for proper fitting and long-term durability of the flooring is a room temperature of 15 – 26°C / 59 – 78°F and a relative humidity of around 40 – 70%.

### **SUBFLOOR**

The sub-surface that the flooring will be applied to must be furnished in such a way that the flooring can be installed as required by the manufacturer's instructions. Appropriate sub-surfaces are, among others, mineral sub-surfaces (such as floor screed, concrete, asphalt), particle-board sheets and timber floor boards. Subfloor must be firm (with minimal deflection), moisture levels should be less than 12%MC for wood and less than 5%MC for concrete. Floor irregularities measuring more than 2 mm per 1 meter / 0.08" per 40" length must be evened out by a professional (according to DIN 18202). The evenness of the sub-surface can be best ascertained by means of a straightedge or a spirit level.

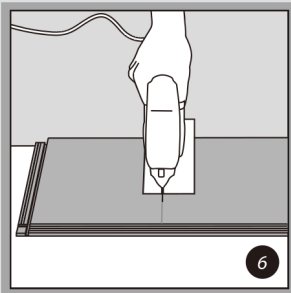
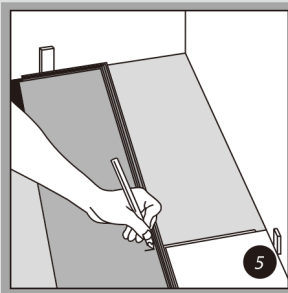
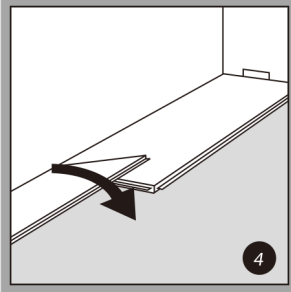
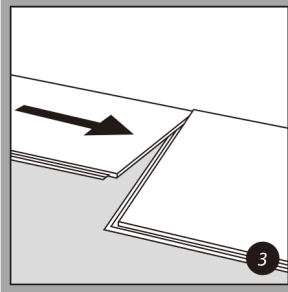
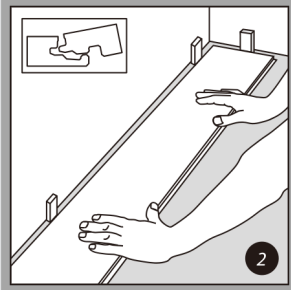
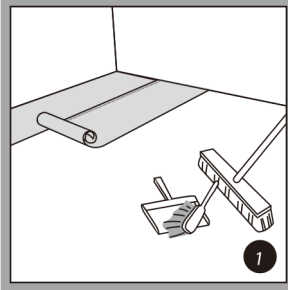
The flooring is a floating installation and should not be affixed to the subfloor (e.g. by screws, glue, nails etc.). The placement of very heavy objects, such as fitted kitchens, also has a fixing effect. It is recommended to install fitted kitchens and cupboards before laying and to lay flooring only up to just behind the plinth panel (tow kick). In the event of failure to comply with these requirements, any claims for damages shall be excluded!

## NECESSARY MATERIALS AND TOOLS

Foam underlayment (MAX 3mm THICK), adhesive tape, spacers, saw, pencil, ruler, tape measure.

## INSTALLATION INSTRUCTION

### STEPS:



The sub-surface must be absolutely even, dry, clean and stable **[1]**. The installation of a minimum 2mm thick underlay (with moisture barrier for concrete is required). Never overlap edges of the underlay. Tape underlay edges with appropriate adhesive tape. Underlay thicker than 3mm is not advised, except for a solid/firm underlay like Cork for example.

For installation over large areas that exceed 12m in length or 8m in width and in all doorways and connecting ways, you must leave a 20mm (10mm each side under overlap of moulding) mid floor expansion gap and use an expansion trim ensuring the floor is not pinned to the substrate.

The use of underfloor heating (hot water/electric) is only possible if expertly laid and operates properly. The supply and installation of the underfloor heating system must be state of the art and it must be commissioned by a specialist company in accordance with the relevant heating criteria. Underfloor heating must be laid and operated across the full area of the room. A temperature of 27°C on the surface adjacent to the underside of the flooring should not be exceeded at any time anywhere over the area.

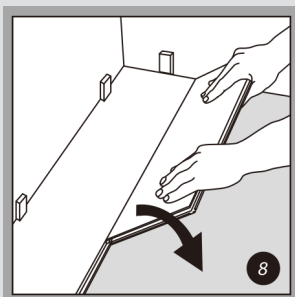
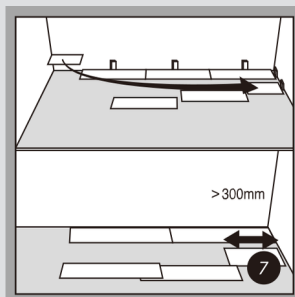
Begin installing the first row from the Right-hand corner of the room with both tongue sides of the panels pointing towards the wall. Place spacers between the edges of the flooring panels and the walls to provide at least a 7mm space for expansion **[2]**.

Connect the second panel to the first by placing the interlocking end of the new panel at an angle and press down to form the joint between the boards **[3 & 4]**. Care must be taken to properly line up the end joint and NEVER force the join while out of alignment.

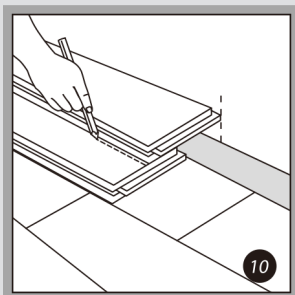
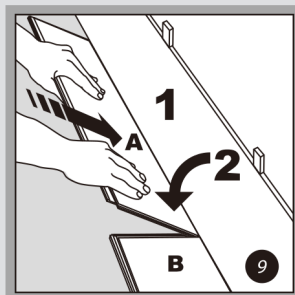
Continue with this method until the end of the first row. Mark the last panel in the first row to the required length (place tongue to tongue) and cut **[5 & 6]**. Again, ensure you leave at least 7mm of space between the wall for expansion.



## STEPS:

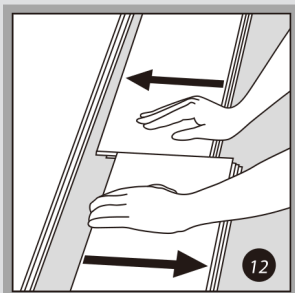
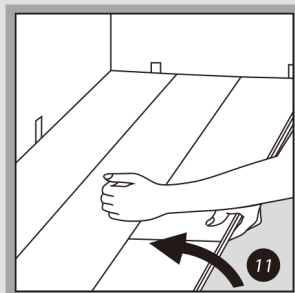


The second row is started by using the off cut from the previous row if it's greater than 300mm (12 inches), at an angle place the tongue edge to the groove edge of the first row (don't forget to allow for expansion at the beginning of the second row) [7&8]. Once located, the new panel of the second row can be lowered to the sub floor locking the newly formed joint [8].

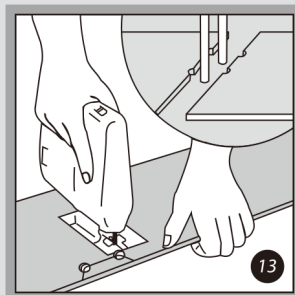


The second panel is located in the groove of the first row in the same way, and once located the second panel can be slid towards the first panel of this row. When they meet the new panel can be lowered to the sub floor to lock it into position, apply pressure to the head joint to complete the joint [9].

Continue installing, being certain to maintain a random pattern repeat, assisted by offsetting end joins by at least 300mm (12 inches). Maintain the appropriate expansion gap against all fixed vertical surfaces.



To lay the last row: position a loose board exactly on top of the last row laid. Place another board on top with the tongue touching the wall or skirting. Draw a line along the edge of this board to mark the first board [10]. Cut along this line to obtain the required piece. Install the cut board. The last row (possibly the first row) plank width should be no less than 75mm (3 inches) on the long seam. Remember to allow for the appropriate expansion gap to the wall.



How to disengage: Always start by disengaging the long side. Grab the planks with both hands and gently lift the row at the same time until the planks disengage [11]. Place the planks gently on the floor. To disengage on the short side, slide the planks in the opposite direction [12]. Press the planks gently while sliding. Continue sliding until the planks are fully separated. Do not lift planks to disengage side joints.

## Holes for pipes:

Measure the diameter of the pipe and drill a hole that is 3/8" (10 mm) larger. Saw off a piece and lay the plank in place on the floor [13]. Wooden doorframes should be shortened enough that a panel with footfall sound insulation including a 2-3mm gap can fit underneath [14].

Install wall mouldings and door transition mouldings last. Be sure that all mouldings are fastened directly to the wall or subfloor; do not place any fasteners through the floating flooring. Care must be taken when fitting wall mouldings that they do not push down on the floor. This will affect the floors ability to expand and contract and may lead to product failure. Ensure adequate expansion completely around each room to accommodate the natural movement of the flooring.

## CARE AND MAINTENANCE

- Laminate flooring is one of the toughest and hardest wearing floor coverings and is very simple to care for ensuring it retains its beautiful look, a simple routine of dry mopping, vacuuming and sweeping will keep loose dirt and grit off its surface and prevent scratching from occurring.
- Footmarks, dirt and stains can be removed with a thoroughly wrung out mop. Never use a wet mop or spray/steam mop causing excessive amounts of water in cleaning laminate floors. More stubborn stains and marks can be removed with a suitable cleanser spray or with acetone (not at the bevel edges).
- Never use abrasive cleaners or scourers when cleaning a laminate floor. The use of mats covering entrances from outside areas will prevent one of the biggest causes of surface scratches when dirt and grit is brought in underneath footwear.
- 
- Always lift furniture items. They should never be dragged across laminate floors and the use of felt pads placed underneath will prevent surface damage during smaller movements and daily use at the point of contact with the floor's surface. Keep the felt pads clean and free of grit that gets stuck in them.
- Following these instructions will help maintain the value of your floor and retain the full warranty claims.