

Jacobsen®

Inspired flooring since 1962

Jacobsen Audacity Laminate Flooring & NZ Building Code E3

E3 – Amendment 7 to Acceptable Solution E3/AS1 for Internal Moisture

Amendment 7 to the Acceptable Solution E3/AS1, for Clause E3 Internal Moisture of the New Zealand Building Code came into force on 3 November 2021, with the previous Amendment 6 expiring on this date. Amendment 7 was effective from 5 November 2020, however, was subject to a one-year transition period.

One of the main changes is that Amendment 7 now includes the reclassification of dishwashers and washing machines as Sanitary Appliances and basins and sinks as Sanitary Fixtures. There is a requirement for ensuring flooring solutions which must now have a finish that is both impervious and easily cleaned extending at least 1.5 metres from all sanitary fixtures and appliances.

Independently Tested – Jacobsen Audacity Laminate Flooring is an E3 Alternative Solution

Independently tested in New Zealand by SGS Industrial Certification Services, a 48-hour water spill test showed that there was no noticeable change to the Jacobsen Audacity Laminate Flooring and that there was no water penetration through to the flooring substrate when installed using the following method:

- Substrate Flooring Membrane: Substrate protected by Jacobsen Silent Shield Underlayment with an overlocking sealed joining flap.
- Jacobsen Audacity Laminate is installed on top of the Jacobsen Silent Shield by floating installation method.
- All perimeter edges and penetrations to be sealed with a MS Silicone.

Notes:

- In a kitchen/scullery area the Jacobsen Silent Shield provides a sufficient barrier against moisture penetration to the substrate.
- In a multilevel residential building, a substrate membrane such as Uzin PE460 Epoxy Primer applied under the Jacobsen Silent Shield should be a consideration.
- If required a suitable levelling compound will be recommended by Jacobsen and Uzin.

Installation and Maintenance

Jacobsen.co.nz

Auckland | Wellington | Christchurch | 0800 800 460

Head Office | 41D Morrin Road, Mt Wellington 1072 | PO Box 28042, Remuera 1541, Auckland, New Zealand

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Installation and maintenance are to be carried out following the Jacobsen Audacity Installation and Maintenance guide attached except for the alterations highlighted above.

The following documents are attached:

Jacobsen Audacity Laminate – Installation, Maintenance, Warranty, Datasheet and Jacobsen Silent Shield Datasheet.

Further Information

For further information please contact Jacobsen via phone 0800 800 460

Or refer to the Jacobsen website <https://jacobsen.co.nz/contact/>

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**JACOBSEN
BRINGS YOU**
Audacity
Laminate

Suitable for residential and commercial applications such as:

- > Workplace
- > Living Rooms
- > Rumpus
- > Retail
- > Entrance
- > Kitchen
- > Aged Care
- > Bedroom
- > Bathrooms

Colours

Clean



1763
Castle Point



1778
Longwood



1767
Victorian Oak



1775
Fiordland



1776
American Oak



1779
Helena Bay

Rustic



1798
Riverton



1791
London Fog



1796
Mercury Bay



1797
Foxton



1793
Eden



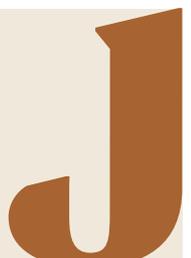
1795
Milford

The information given here is correct at the date of publication however due to Audacity Laminate's commitment to ongoing product improvement, Audacity Laminate reserves the right to modify this information without prior notice. Please note that Audacity Laminate's instructions regarding installation, cleaning and maintenance must be observed. Please refer to jacobsen.co.nz for guidance. Whilst we have made every effort to ensure the colours and wood characteristics displayed are as accurate as possible these images may vary from the actual product.

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Specifications

Range Name	Audacity Laminate	
Size (W x L)	235 x 1830 mm	
Thickness	10 mm	
M ² Per Box	2.15	
PCE per CTN	5	
Locking System	Angle-Snap	
Installation	Floating	
Surface	Waterproof	
Grading	AC4	
Bevel	Pressed Bevel UFH	
Environmental	FSC Certified	
Fire Resistance ISO 9239:1:2010	CHF > 11kW/m ²	
Emissions	ISO 16000	VOC B
VOC Emissions	California 01350	Compliant

Construction



Commercial Wear Layer

for extra durability, scratch and stain resistance

Decorative Paper

providing authentic wood look and feel

High Density Extra Stable Core

35% more stable than standard laminate

Edge Sealer

protecting the core against moisture and humidity

Tight Lock Click System

seals out moisture with 5x more contact points than standard laminate

NOTE: Silent Shield all-in-one moisture barrier and acoustic underlay is available for Jacobsen Audacity Laminate

Finishing Trims



Quarter Round



Reducer



Square Nose



T Molding



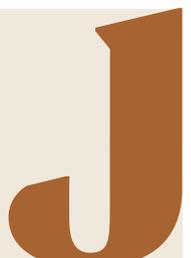
Stair Nose



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INSTALLATION GUIDE

AUDACITY LAMINATE

Thank you for choosing our flooring. When properly installed and cared for, your new flooring will be easy to maintain and will keep its great look for years. Please read all the instructions before you begin the installation. Improper installation will void the warranty.

IMPORTANT NOTICE

All wood-based products, even those specifically designed to have increased resistance to moisture, are hygroscopic (they will react to the moisture in the environment) and as a result will expand or contract accordingly. All sources of under floor moisture must be rectified prior to the installation of the floor. Any construction dampness must be completely dry. It is important that you check each plank for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed.

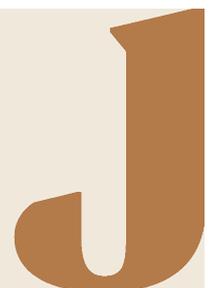
I. Preparations

- Prior to installation, inspect material in daylight for visible faults/damage, including defects or discrepancies in colour or gloss; check the edges of the flooring for straightness and any damage. No claims on surface defects will be accepted after installation.
- It is preferable to lay boards perpendicular to the window, following the direction of the main source of light. For the best result, make sure to always work from 3 to 4 cartons at a time, mixing the planks during the installation.
- Check if subfloor/site conditions comply with the specifications described in these instructions. If you are not satisfied, do not install, and contact your supplier.
- Flooring products can be damaged by rough handling before installation. Exercise care when handling and transporting these products. Store, transport and handle the cartons in a manner to prevent any damage. Store cartons flat, never on edge.
- Flooring products can be heavy and bulky. Always use proper lifting techniques when handling these products. Whenever possible, make use of material-handling equipment such as dollies or material carts. Never lift more than you can safely handle, get assistance.
- Calculate the room surface prior to installation and plan an extra 10% of flooring for cutting allowance.
- The flooring is intended to be installed in interior locations only. It is not to be installed in areas that are exposed to the elements, such as outdoor areas, semi-covered / "alfresco" outdoor areas, porches, etc.
- Keep the boards in room temperature for at least 48 hours in unopened package before you start the installation. Flooring should only be installed in temperature ranges between 18-30 °C and the relative humidity should be maintained between 30-65 % before and during the installation. Portable heaters are not recommended as they may not heat the room and subfloor sufficiently. Kerosene heaters should never be used.
- After installation the room temperature must be between 15-35 °C at 30-65 % relative humidity.
- For floor surfaces exceeding 400 m² and or lengths exceeding 20 m and overlaps to new rooms and floor surface which do not join symmetrically, use transition moldings leaving min 10 mm transition gaps



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INSTALLATION GUIDE

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II. Subfloor Information

- The flooring can be installed over most existing hard surface floor coverings, provided that the existing floor surface is clean, flat, dry, securely fastened, structurally sound and level to 5 mm within 3 m radius.
- The product can be installed on substrates with grout joints or grooves if these are less than 5 mm in width and 4 mm in depth. Depressions, deep grooves, expansion joints and other subfloor imperfections that do not meet this requirement must be filled with approved patching & leveling compound prior to installation.
- Substrates must be free from excessive moisture or alkali. Remove dirt, paint, varnish, wax, oils, solvents, any foreign matter and contaminants.
- The subfloor must be dry. Comply with Mc requirements and tested as per one of below methods:
 - Concrete moisture vapor emissions should not exceed 3.63 kg MVER (moisture vapor emission rate) per 100 m² per 24 hours. This can be measured with the calcium chloride test (ASTM F1869).
 - 90 % RH (ASTM F2170) with a PH limit of 9.
 - Max. 2.5 % moisture content (CM method / ASTM F2659).

Note: It is the floor covering installer's responsibility to make sure these tests have been conducted, and that the results are acceptable prior to installing the floor covering. When moisture tests are conducted, it indicates the conditions only at the time of the test. The floor should not be installed on subfloor with excessive moisture emission.

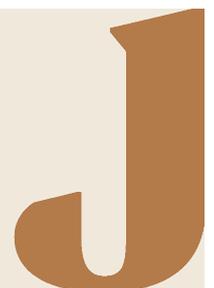
Wood Subfloors

- If this flooring is intended to be installed over an existing wood floor, it is recommended to repair any loose boards or squeaks before you begin the installation.
- Wood subfloors must have no more than 12% Mc (moisture vapor content).
- Basements and crawl spaces must be dry. Use of a 6 mil / 0.15 mm poly-film is required to cover 100% of the crawl space earth.
- Lay the flooring crossways to the existing floorboards.
- All other subfloors - Plywood, OSB, particleboard, chipboard, wafer board, etc. must be structurally sound and must be installed following their manufacturer's recommendations.
- Double-layered APA rated plywood subfloors should be a minimum 25 mm total thickness, with at least 45 cm well ventilated air space beneath.



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Concrete Subfloors

- Existing concrete subfloors must be fully cured, at least 60 days old, smooth, permanently dry, clean, and free of all foreign material such as dust, wax, solvents, paint, grease, oils, and old adhesive residue.
- The subfloor must be dry. Comply with Mc requirements and tested as per one of below methods:
 - Concrete moisture vapor emissions should not exceed 3.63 kg MVER (moisture vapor emission rate) per 100 m² per 24 hours. This can be measured with the calcium chloride test (ASTM F1869).
 - 90 % RH (ASTM F2170) with a PH limit of 9.
 - Max. 2.5 % moisture content (CM method / ASTM F2659).
- A minimum 6 mil / 0.15 mm poly-film as a moisture barrier must be used between the concrete subfloor and the flooring.

Do Not Install Over

- Any type of carpet.
- Existing cushion-backed vinyl flooring.
- Any type of floating floor.
- Hardwood flooring / wood subfloors that lay directly on concrete or over dimensional lumber or plywood used over concrete.
- If the floor has a pre-attached underlayment, the use of an additional underlayment could damage the locking mechanism and will void the warranty.

Important Notice

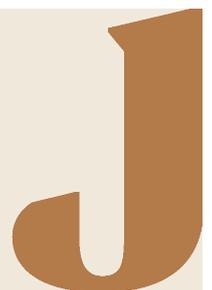
- In-floor Radiant Heat: due to the speed of sudden temperature changes, which has the potential to negatively affect laminate flooring construction, it is not recommended to install over any electrical radiant heating system. Installation over electrical radiant heating systems will not be covered by the manufacturer's warranty. Below instructions are for radiant heating systems using water.
- Maximum operating temperature should never exceed 27 °C. Use of an in-floor temperature sensor is recommended to avoid overheating.
- Turn the heat off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Operate the system at maximum capacity for 48 hours to force any residual moisture from the cementitious topping of the radiant heat system at least 4 days before installation.
- The maximum moisture content of the screed is 1.5 % (CM method).
- Make sure that the temperature in the room is maintained consistent between 18-30 °C and the relative humidity should be maintained between 30-65 % before and during the installation.
- Once the installation is completed, the heating system should be turned on, at the ambient temperature and increased gradually 5 °C degree increments every 12 hours until reaching normal operating conditions.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

Tip: The best idea to maximize the results of your heating system is to have "ON" times with a comfort temperature and "OFF" times with setback temperatures which is normally 4°C lower than your comfort temperature. The setback temperatures are particularly important as these won't let the temperature of your room drop too much, meaning it is much quicker to heat your room back to comfort levels when it's needed.



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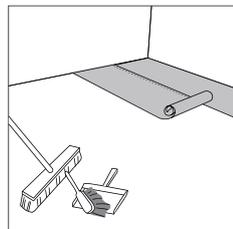
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III. Installation

TOOLS AND SUPPLIES REQUIRED: Foam Underlay (if not pre-attached) / Spacers / Saw / Adhesive Tape / 6 mil/0.15 mm or thicker Poly-film Vapor Barrier / Ruler / Pencil / Tape Measure/ Pull Bar / Construction Adhesive / Wedges / Tapping Block / Rubber Mallet

- Remove baseboard, quarter-round moldings, wall base, appliances and furniture from room. For best results, door trim should be under-cut to allow flooring to move freely without being pinched. After preparation work, sweep and vacuum the entire work area to remove all dust and debris.
 - With a floating floor, you must always ensure you leave a 10 mm gap between walls and fixtures such as pillars, stairs, etc. When installing around pipes, drill the holes 20 mm larger than the diameter of the pipes.
 - Do not install heavy fixed objects such as kitchen cabinets directly over the floor planks. The floating installation requires that the planks can move freely.
 - **UNDERLAY:** If the floor does not have a pre-attached underlayment, an additional underlayment is recommended in order to improve acoustic performance and absorb some irregularities on the substrate. Best results can be expected with an underlayment thickness not more than 3 mm. If the floor has a pre-attached underlayment, the use of an additional underlayment could damage the locking mechanism and will void warranty.
 - Whenever possible, plan the layout so that the joints in the planks do not fall on top of joints or seams in the existing substrate. The end joints of the planks should be staggered a minimum of 20 cm apart. Do not install over expansion joints. Avoid installing pieces shorter than 30 cm at beginning or end of rows.
 - Measure the area to be installed: The board width of the last row shall not be less than 50 mm. If so, adjust the width of the first row to be installed. In narrow hallways, it is recommended to install the floor parallel to the length of the hall.
 - Begin laying in the left-hand corner, with the grooved edge visible and facing outward. Use spacers between the wall and the floorboard in order to keep a 10 mm gap.
1. After thoroughly cleaning the subfloor, you should install a foam underlay (unless your product has a pre-attached pad). Run the foam underlay in the same direction as the flooring planks. The underlay should be butted side-by-side with no overlap. Tape seams together. If you are installing over a concrete subfloor, a min 6 mil / 0.15 mm plastic poly sheeting is to be installed under the foam underlay. NOTE: Many foam underlays already have this plastic sheeting pre-attached.

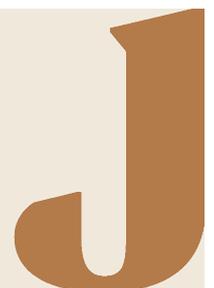


Jacobsen recommends the use of Jacobsen Silent Shield which when installed provide a vapour proof membrane. Jacobsen Silent Shield has pre-taped overlapping joins for ease of installation.

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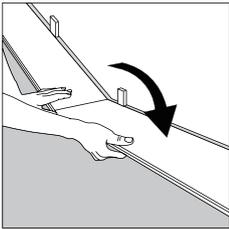


INSTALLATION GUIDE

AUDACITY LAMINATE

2. First row, second plank: Insert the end tongue on the short side of the second plank into the end groove of the first one and rotate downward to assemble. Make sure both planks are perfectly aligned.

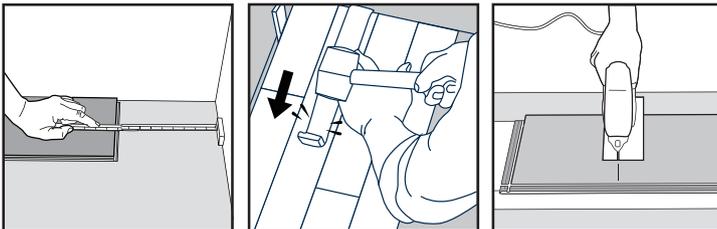
NOTE: If you notice both planks aren't at the same height or are not well locked together, please follow the disassembling instructions at the bottom of the page, disassemble and check if any debris stuck inside the lock is obstructing.



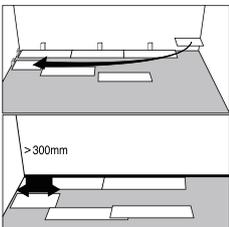
3. At the end of the first row: Leave a gap of 10 mm to the wall to avoid any damage while installing your floor and measure the length of the last plank to fit. Insert the short side and tap it closed, using a pull bar.

Cutting tip: If cutting with a jig saw, the laminate surface should be turned down. If cutting with a hand saw, the laminate surface should be face up.

IMPORTANT: When cutting this product please use a dust mask or other safeguards for personal protection, it is advised to cut in a well-ventilated area.



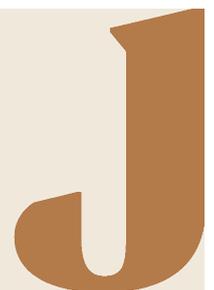
4. Starting second row: Rows can be started with end cuts if the cut plank is at least 30 cm long. If end cut is used for subsequent row a stair step pattern is established. Starting planks of random lengths will create a more aesthetic random stagger. Short end joints must not be closer than 20 cm to each other.



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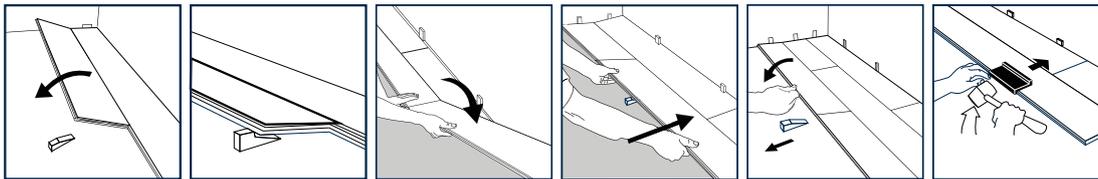


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5. Second row, first and second planks:

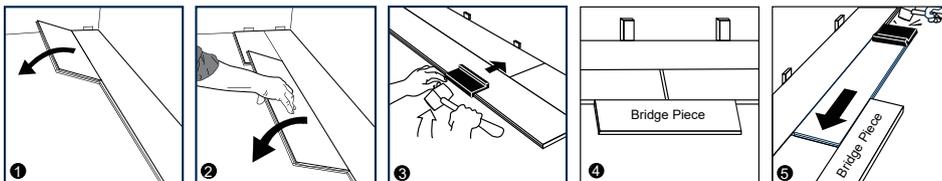
a) Main Method: At a slight angle click the long side of the plank into the previous row, slide it against the spacer on the wall on the left and place an installation wedge under the board. Place the short end of the plank at an angle against the short side of the previously installed floorboard and fold down. Slide down the long side of the board into the locking groove of the adjacent floorboard in the previous row. When the whole row is complete, remove the wedge and fold the row down. Use a tapping block or cutoff to gently tap along the long side until the joint is closed tightly.



b) Alternative Method: At a slight angle, click the long side of the first plank into the previous row and slide it against the spacer on the wall on the left. To complete the row, click the long side of the plank into the previous row at a slight angle and slide it close to the short end of the previous plank. Use a tapping block to gently tap along the long side until the joint is closed tightly, then tap in the short side of the second plank using the tapping block or cutoff into a locked position. Before tapping in the short side of the second plank, in order to make sure that adjacent planks are at the same height and aligned please use a cutoff plank as a bridge as shown on the image below, only then tap them in.

Note: Uneven tapping or use of excessive force may damage the joint.

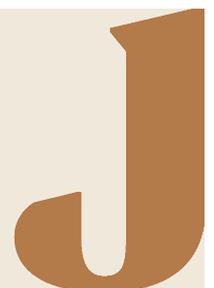
Tip: After finishing the installation of every row, use a tapping block or cutoff and a rubber mallet to gently tap the planks into the click of the previous row to make sure they are tightly clicked together and make sure there is no gap between the long side of the planks installed. Any gapping can compromise the whole installation.



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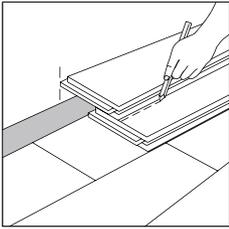
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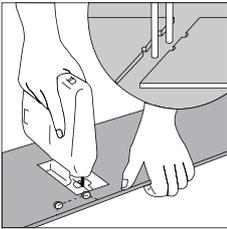
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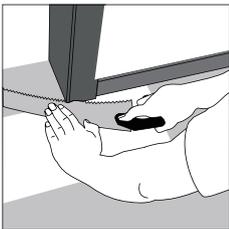
6. To lay the last row: Position a loose board exactly on top of the last row laid. Place another board on top, with the tongue side touching the wall. Draw a line along the edge of this boards, to mark the first board. Cut along the edge of this board to mark the first board. Cut along this line to obtain of the required width. Insert this cut board against the wall. The last row should be at least 2" / 50 mm wide. Using a pull bar and hammer, work evenly along the length of the plank and lightly tap the joint closed. The spacers can then be removed.



7. Holes for pipes: Measure the diameter of the pipe and drill a hole that is 20 mm larger. Saw off a piece as shown in the figure and lay the board in place on the floor. Then lay the sawed-off piece in place.



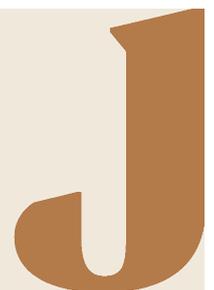
8. Door molding and skirting: Lay a board (with the decorative side down) next to the door molding and saw as shown in the figure. Then slide the floorboard under the molding.



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INSTALLATION GUIDE

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For Bathroom, Laundry Room or Commercial Installations

It is important to seal any cut planks to ensure superior and warranted performance. When a flooring plank is cut to fit (either end cuts or side cuts), a sealant is always required around the perimeter of the installation.

- Once the flooring installation is completed. We recommend the sealing of the floor perimeter in the following areas such as bathrooms, laundries or other areas prone to have excessive amounts of water on the floor. This is to prevent water from being able to get under the flooring at the perimeter. Sealing the perimeter expansion joints by the use of a compressible PE foam with diameter 8 to 10 mm and a flexible, waterproof 100% silicone sealant. Push the PE foam in the expansion joints and apply the flexible sealant to the entire perimeter of the installation. Do not use an acrylic sealant.
- Prior to installing moldings, apply silicone sealant to the portion of the molding or transition that will contact directly with the flooring surface.
- Install moldings and immediately wipe away any excess silicone sealant.
- Apply silicone sealant at connections to doorframes or any other fixed objects.
- Branded and generic flexible silicone tubes are available in any local home center or hardware location.

Special Note: Wet area installation instructions must be adhered to maintain moisture resistance warranty

IV. Finishing the Installation

Replace molding or wall base. Nail the molding to the wall surface, not through the flooring. In areas where the flooring planks may meet other flooring surfaces, the use of a transition molding is required to cover the exposed edge but do not pinch the planks. Leave a 10 mm gap between the planks and the adjoining surface.

V. Maintenance

- Sweep or vacuum daily using soft bristle attachments.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed and use cleaners recommended for laminate flooring. Avoid using too much water.
- Use proper floor protection devices such as felt protectors under furniture.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Do not use scouring powder products, steel wool, abrasive cleaners, bleach or wax to maintain the floor.
- Do not drag or slide heavy objects across the floor.
- Never wax, polish or use soap. Doing so may damage the wear surface, causing it to be slippery or to have unattractive smudges.

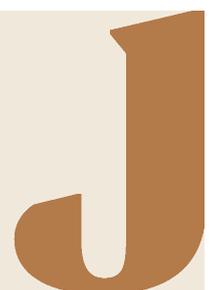
VI. Disassembling

To disassemble, simply lift the planks one by one following the opposite sequence as the installation.



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Maintenance Guide

AUDACITY LAMINATE



1. Cleaning

1.1 After Installation

After installation, the floor may need a thorough clean. Your floor is ready for use when you buy it. Don't use any protective products and adhere to the following steps:

- Remove all coarse dirt with a soft broom and dustpan or vacuum cleaner (as described in 'Regular Cleaning' below).
- Remove any stubborn dirt with a slightly damp micro fibre cloth or mop (as described in 'Damp Cleaning' below).

1.2 Regular Cleaning

- Clean the floor regularly.
- Do not allow for moisture to remain on the floor, excessive wetting is to be avoided and water spillages are dried immediately.
- For general cleaning, use a dust mop or vacuum cleaner with the correct hard surface attachment - never a rotating brush, floor scrubbers, jet mops, buffers or similar products.

1.3 Damp Cleaning

- The floor may be cleaned with a damp microfibre cloth and an appropriate laminate cleaner.
- Avoid using too much water and never pour the bucket of water/solution across the floor. Be sure to squeeze the water out of the mop before mopping and rinse the mop frequently.
- If needed use a pH neutral detergent.
- Do not use any type of steam mops, spray mops, power cleaners or buffers.
- After washing, always wipe dry with a micro fibre cloth until no more moisture is visible on the floor and allow your floor the time to dry.

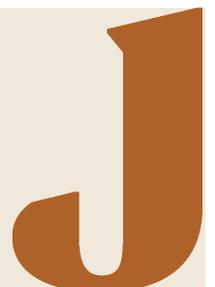
1.4 Stains

- Remove stains immediately with a well-wrung, slightly damp cloth. Worn-in stains are difficult to remove.
- For chocolate, grease, juice and wine stains, use lukewarm water and a non-abrasive cleaner or pH neutral detergent.
- Nail polish, tar, markers, crayon, lipstick, ink and cigarette burns can be removed using nail polish remover or denatured alcohol.
- For candle wax and chewing gum, scrape carefully with a blunt plastic scraper.
- Pet stains (including urine, feces and vomit from domestic cats or dogs) need to be cleaned within 24 hours.

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Maintenance Guide

AUDACITY LAMINATE



2. Protecting

- Never use wax on the floor.
- Never use abrasive agents, as those can affect the gloss layer.
- Place small carpets or rugs on high traffic areas.
- Place doormats at exterior doors, to reduce the amount of dirt coming in.
- Place beige, felt floor protectors under chairs and table legs. Do not use coloured floor protectors.
- Avoid wearing damaged or worn stiletto heels.
- Place a protective mat under chairs with wheels.
- Place a protective dish under flowerpots.
- Do not drag heavy objects across the floor, lift them up to avoid scratches.
- Use floor protectors and furniture legs/castors with a large ground surface to limit the impact of heavy object.
- Maintain a normal indoor relative humidity level between 30% and 65%. Use a humidifier if necessary.
- Minor damage of laminate plank can be repaired with a colour matched finishing putty. If the damaged area is larger than 1/4 of an inch, we would recommend a plank replacement option.

3. Flooring Repair Instructions

A damaged board in the middle of the floor doesn't require disassembling the whole floor. You can fix it by cutting that single damaged board out and replacing it with a new one.

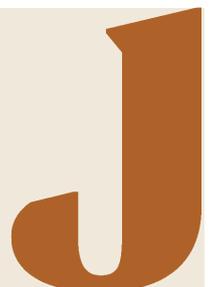
1. Things you will need:

- Pencil
- Straightedge
- Plunge saw
- Chisel
- Screwdriver
- Utility blade
- Premium wood adhesive
- Weights (approximately 40kg)

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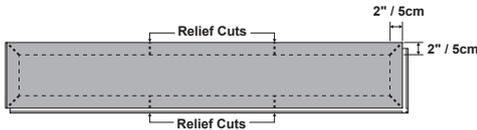
Maintenance Guide

AUDACITY LAMINATE

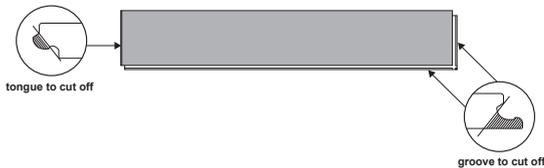


2. Instructions:

- Mark damaged board 3.81cm from ends and sides. Drill 4.76mm holes in corners and relief cuts.



- Set saw depth to board thickness. Cut along lines and remove centre section. Make relief cuts using drilled holes as a visible stop.
- Carefully lift and pull centre length cut first, then work into corners to remove end pieces last.
- Vacuum the area from any debris and dust.
- Using a saw, prepare replacement board by removing the bottom groove on both ends (see drawing below) as well as the tongue on the short end.

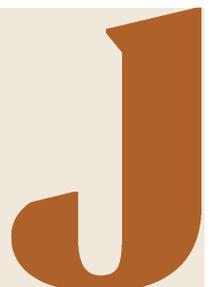


- Apply a thin bead of glue to the tongues of the remaining planks on the floor surrounding the plank being replaced.
- Hold the board at a 45-degree angle. Slip the tongue that is still present into the groove at one end of the hole. Gently lower the board into place in the hole. Be sure not to get any excess glue on the surface of the planks. If some glue does get on the surface, wipe it off and clean immediately following glue manufacturer's instructions.
- Weigh the board down by evenly spreading out 40kg of weight. Allow the glue to dry at least 48 hours or more if specified by the glue's manufacturer's instructions.

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5 Year Limited Commercial Warranty

AUDACITY LAMINATE

Scope of Application

This warranty pertains to our water-resistant laminate flooring, purchased from an authorized dealer and installed and used in commercial areas. Commercial environments have been outlined below and does not include areas with heavy commercial traffic:

Examples of commercial use	Recommended applications
Medical Clinic, Retirement Centres, Doctor's Offices, Hospice, Assisted Living	All non-required "clean room" areas - Corridors, Patient Rooms, Lobby, Waiting Rooms, Cafeteria, Exam Rooms, Common Areas
Professional Offices (i.e. Accountants, Lawyers etc.) and Banks	Offices, Hallways, Lobby, Reception Areas, Break Rooms, Conference Rooms
Boutiques, Retail Stores, Art Galleries, Book-Stores, Coffee Shops, Gift Shops, Jewellery Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
Apartments, Condos, Military Housing	Any room in these segments will be suitable, including common areas excluding bathrooms.
Hotels, Motels, Restaurants	Guest Rooms, Lobby, Hallways, Elevators
Day-Care, School, Universities, Libraries	Dorms, Common Areas, Cafeterias, Classrooms, Auditoriums, Libraries (excluding Gymnasiums)

2. Warranties

2.1 Wear Warranty

We warrant to the original purchaser that the wear layer on our flooring:

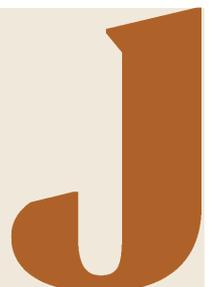
- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level is not considered wear.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- Will not stain from normal household use.
- In its original manufactured condition, will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and all conditions are fulfilled.

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5 Year Limited Commercial Warranty

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2.2 Structural Warranty

We warrant the original purchaser that our flooring:

- Will not delaminate
- In its original manufactured condition, will be free from manufacturing defects.

This is starting from the date of purchase, but only if no exclusions are applicable and all conditions are fulfilled.

2.3 Installation Over a Radiant-Heated Subfloor Warranty

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable and all conditions are fulfilled. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- The radiant-heating system has to be a water resistant pipe radiant heating system (this means, for example, that we do not warrant installation over electrical radiant-heating systems).
- The radiant heating system must incorporate electronic temperature controls.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant-heat system. Then, set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant-heat be applied in a gradual manner after installing the flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Maximum operating temperature should never exceed 27°C.

3. Pet Warranty

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces and vomit. Stain resistance means the ability of your floor to resist (i.e. minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

4. 72 Hours Watersafe Moisture Resistance Warranty

This warranty is only for Residential Use. When properly installed, the floor will not be damaged by topical, localized spills resulting from normal household use, such as wet shoes, liquid spills, dripping while exiting a bath tub or shower, provided they are removed within 72 hours. However, flooding is NOT covered by the warranty, which means standing water must be avoided at all times.

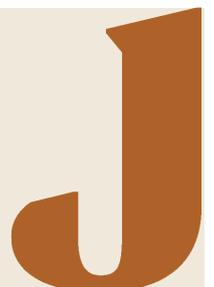
5. Exclusions and Conditions

- Damage arising by not following relevant installation, care, maintenance and use instructions of the present warranty and the installation instructions provided.
- Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is no sufficient perimeter expansion zone), improper care, improper maintenance, or improper use.
- Damage arising because the flooring is exposed to extreme cold (below 15°C) or extreme heat (above 35°C).
- Damage caused by exposure to excessive moisture (for example, excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as a result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).

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- Damage caused by normal household spills, which are not removed promptly within 72 hours.
- Normal wear and tear of the flooring.
- Normal changes in colour, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by an act of God (for example, a natural disaster).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal castor wheels.
- Differences in aspect, colour, gloss, grain pattern and tone with the reference flooring sample in, for example, the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to 'abrasives' such as; pebbles, grit, sand, high heeled shoes, furniture etc.
- Indentations.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by walking on with spike, or stiletto-heeled, shoes.
- Damage caused by sliding or rolling heavy objects on the floor. A solid, protective covering must be laid (must use at least 6.35mm hard board) on your floor and gently 'walk' the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches on the floor.
- Damage caused by non-compliant castors on furniture. Barrel-type castor wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard, narrow, furniture rollers. They must be replaced with wide, rubber rollers.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than 25 m². This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold "as is".

It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers, or can reasonably be supposed to know/discover (for example, when the defect is visible), that the flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered, or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such case, we only warrant the part of the flooring which has not been installed yet.

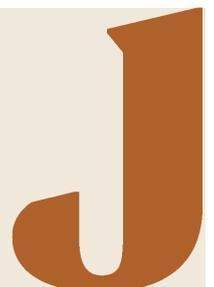
We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you.

We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean, for example, loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

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5 Year Limited Commercial Warranty

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We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction. We will always respect these other rights.

No implied warranties extend beyond the term of this written warranty.

6. What You Should Do if Any of the Above Listed Problems Occur

You should notify the original dealer of the defect within 30 calendar days after you discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, our warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as, but not limited to; adhesive, molding, underlay, moisture barrier etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.

7. What We Will Do

If we honour a claim under this warranty, we will - at our sole discretion - repair or refinish the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to perform the repair or replacement.

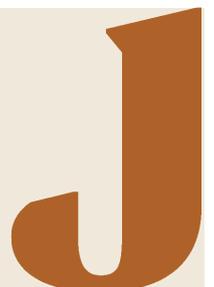
This repair, replacement or refund will be a pro-rated percentage cost of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty.

This warranty is limited to the designs, colours, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, colour, structure and style that is similar to the original and has a similar value. We will always try to take into account the wish of a customer.

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Features, Benefits and Technical Information

Silent Shield Features	Property	Standard	Test Value	Unit
2mm Silent Shield is very comfortable and levels out moderately rough structural floors	 Thickness - Conformability	ISO 1923	2	mm
As a high density acoustic foam, Silent Shield is excellent in reducing the drum sound of floating floors	 Drum Sound Performance	Internal	AA	-
Meets the BCA requirements for impact sound isolation. Building Code of Australia (BCA) requires: L'n,w+C	 Impact Sound Transmission	ISO 717/2	18dB	DeltaLw
Improves the floor performance in meeting the properties as defined by NALFA for residential, light commercial and commercial floors	 Impact Resistance, Large ball	EN 13329 / EN 438-2	1700	mm
Has 3 times the minimum strength advisable to prevent potential damage of the T&G when punctual load is applied	 Compressive Strength at 0.5mm deflection	ISO 844 / EN 13163	60	kPa
Does not flatten out under long term static loads of up to 1.5 tonnes per square metre	 Compressive Creep (10 years, max. 10%) max. load	EN 1606 En 13163	15	kPa
Excellent performance parameter in case of heated and non-heated floors	 Thermal Resistance at 10°C	ISO 8301	0.054	m²K/W
100% closed cell material does not absorb any significant amount of water	 Water Absorption	Internal	< 1	Vol. %
Reduces vapour transmission but is not a waterproof membrane	 Water Vapour Transmission (Permeance)	ASTM E96 - 2000	0.015	ug/Ns

All floors must be tested for excessive slab moisture prior to installation. If moisture level is above 70% RH then an effective waterproof membrane must be applied. This applies for engineered timber, bamboo and laminate flooring.

Dimensions 1000mm width x 30 lineal metre roll