

INSTALLATION GUIDE

June 2025

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 and follow all recommendations before you begin the installation. Improper installation will void the warranty.

| Check-off each item | Item                                 | Standard                                                          | Why it is critical                                                                                                                                                                                                                                                          |
|---------------------|--------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | Subfloor flatness                    | Subfloor must be flat within 3/16" over a 10' radius.             | A non-flat subfloor can cause gapping, buckling, and damage to the locking system.                                                                                                                                                                                          |
|                     | Subfloor deflection                  | Subfloor must be structurally sound with no up-and-down movement. | Subfloor deflection will cause gapping and joint damage to the locking mechanism.                                                                                                                                                                                           |
|                     | Approved substrate                   | No soft substrates.                                               | Additional soft underlayment is not to be used and will void the warranty. Cushioned vinyl, floating floors, and carpets are not suitable substrates. Vinyl flooring should never be installed over wood that is installed over concrete doing so will void the warranty.   |
|                     | Inspect planks                       | Inspect planks to be installed closely for visible damage.        | Prior to installation, inspect the material in daylight for visible faults/damage, including defects or discrepancies in color or shine; check the edges of the flooring for straightness and any damage. No claims on surface defects will be accepted after installation. |
|                     | Maintain appropriate expansion space | Floating floors must be free to move.                             | Improper expansion can cause cupping, gapping, and damage to the locking system.                                                                                                                                                                                            |

I. GENERAL PREPARATIONS

**TOOLS REQUIRED:** Spacers, rubber mallet, ruler, pencil, tape measure, utility knife, tapping block, 6 mil moisture barrier, square, transition moldings, jamb saw, chalk line, eye protection, level, knee pads (optional), broom or vacuum.

- Prior to installation, inspect the material in daylight for visible faults/damage, including defects or discrepancies in color or shine; 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 following the direction of the main source of light. For the best result, make sure to always work from 2 to 3 cartons at a time, mixing the planks during the installation.
- Check if subfloor/site conditions comply with the specifications described in these instructions. If the subfloor is not within specifications, 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 5-10% of flooring for cutting allowance.
- The environment where the flooring is to be installed is critically important with regard to successful installation and continued performance of the flooring products. The flooring is intended to be installed in interior locations only.
- Additionally, if the flooring is delivered at a moisture content or temperature that aligns with the expected in-use conditions (e.g., normal living conditions) of the facility – within a temperature range of 50-90°F and 35-65% RH - and these conditions are maintained, no on-site acclimation is required.
- The flooring should only be installed in temperature ranges between 50-90°F, it is necessary to maintain a constant temperature 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, make sure that the flooring is not exposed to temperatures less than 0°F or greater than 140°F.
- For floor surfaces exceeding 6400 ft² and/or lengths exceeding 80 ft, use expansion moldings.

II. SUBFLOOR INFORMATION

- All subfloors must be tested at the time of installation to confirm appropriate conditions prior to the installation of flooring. Testing wood and concrete subfloors requires the use of meters, devices and testing materials specific to either wood or concrete subfloors. The use of meters or devices that are not specifically designed for the subfloor in question are unacceptable.
- The flooring can be installed over most existing hard surface floor coverings, provided that the existing floor surface is structurally sound, clean, dry, and smooth. Subfloor variations should not exceed 3/16" in a 10' radius.
- The substrate should not slope more than 1" per 6 ft in any direction.
- Depressions, deep grooves, expansion joints, and other subfloor imperfections must be filled with patching & leveling compound.
- Substrates must be free from excessive moisture or alkali. Remove dirt, paint, varnish, wax, oils, solvents, and any foreign matter and contaminants.
- Do not use products containing petroleum, solvents, or citrus oils to prepare substrates as they can cause staining and expansion of the new flooring.
- Although this floor is waterproof, it is not to be used as a moisture barrier.
- This product is also not to be installed in areas that have a risk of flooding such as saunas or outdoor areas, camping trailers, boats, RVs, rooms that are prone to flooding, or rooms or homes that are not temperature-controlled.
- Existing sheet vinyl floors must not be cushioned and not exceed more than one layer in thickness. Soft underlayment and soft substrates will diminish the product's inherent strength in the clicking mechanism and resisting indentations and could void the warranty.
- Acceptable job site conditions, including subfloor moisture conditions, must be maintained throughout the lifetime of the flooring.

WOOD SUBFLOORS

- Wood subfloors must be tested in compliance with ASTM D4442. Acceptable results at the TIME OF INSTALLATION must be recorded and documented and are as follows:
  - Ambient conditions at the time of installation must be between 60-80°F and 30-50% RH (relative humidity).
  - A pinless (dielectric) or pin-type (electrical resistance) meter must be used to perform and record one moisture test per 100 ft².
  - Moisture Content of wood subfloors must be between 6-13% MC.
  - Confirm regional requirements as outlined in the NWFA Wood Flooring Installation Guidelines.
- 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.
- Basements and crawl spaces must be dry. Use of a 6-mil poly-film is required to cover 100% of the crawl space earth.
- We recommend laying 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.
- DO NOT install over sleeper construction subfloors or wood subfloors applied directly over concrete.

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 with a pH limit of 9.
- Concrete subfloors must be tested in compliance with ASTM F3311 which includes F2659, F1869 and F2170. Acceptable results at the TIME OF INSTALLATION must be recorded and documented and are as follows:
  - Surface temperatures must be 55-85°F and 10° above ambient Dew Point.
  - Ambient conditions must be between 55-85°F and 35-65% RH (relative humidity).
  - Acceptable testing options:
    - ASTM F2659 - A meter calibrated for concrete qualified by gravimetric testing must be used. Moisture Content must be less than or equal to 4.0% MC.
    - ASTM F1869 - Calcium Chloride testing to determine moisture vapor emissions (MVER) less than 5 lb/24 hr per 1000 f².
    - ASTM F2170 - In-situ probe testing to confirm the Relative Humidity (RH) is less than 80%.
  - If any of these test results are outside of requirements, the following mitigation options can be used:
    - High moisture resistant adhesives. Refer to vendor to confirm compatibility with flooring.
    - Rolled applied moisture mitigation systems.

**NOTE:** THE RESPONSIBILITY OF DETERMINING IF THE EXISTING FLOORING IS SUITABLE TO BE INSTALLED OVER RESTS SOLELY WITH THE INSTALLER/FLOORING CONTRACTOR ON SITE. IF THERE IS ANY DOUBT AS TO SUITABILITY, THE EXISTING FLOORING SHOULD BE REMOVED, OR AN ACCEPTABLE UNDERLAYMENT INSTALLED OVER IT. INSTALLATIONS OVER EXISTING RESILIENT FLOORING MAY BE MORE SUSCEPTIBLE TO INDENTATION.

DO NOT INSTALL OVER

- Any type of carpet.
- Existing cushion-backed vinyl flooring.
- Floating floor of any type, loose lay, and perimeter fastened sheet vinyl.
- Hardwood flooring / wood subfloors that lay directly on concrete or over dimensional lumber or plywood used over concrete.

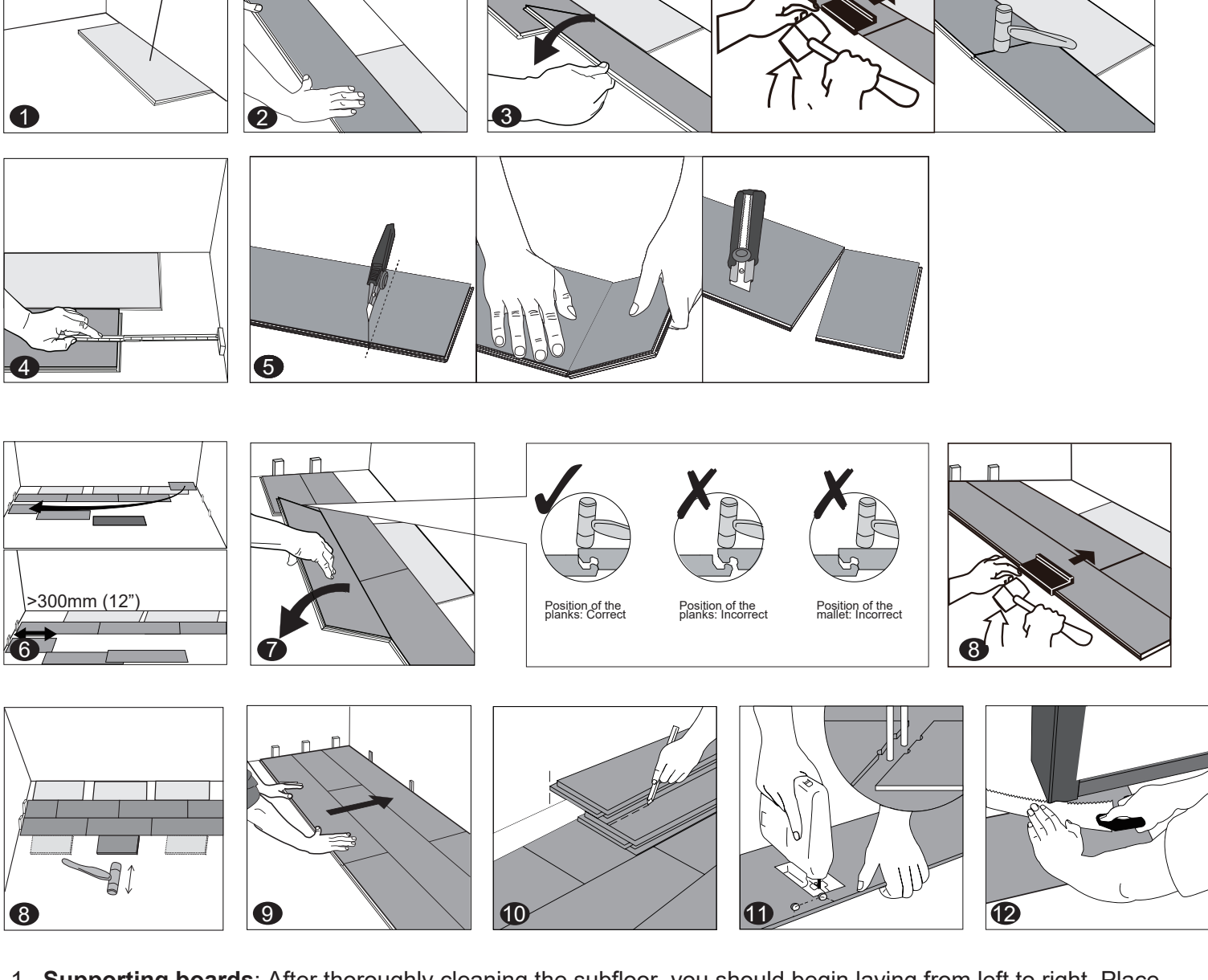
IMPORTANT NOTICE

**In-floor Radiant Heat:** Flooring can be installed over 1/2" embedded radiant heat using the floating method. Maximum operating temperature should never exceed 85°F. The 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.
  - 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.
  - Make sure that the temperature in the room is maintained consistently between 50-90°F before and during the installation.
  - Once the installation is completed, the heating system should be turned on at the ambient temperature and gradually increased in 9°F increments every 12 hours until reaching normal operating conditions.
  - Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Warning:** Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the floors. Using electric heating mats that are not embedded and applied directly underneath the floors could void the warranty for your floor in case of failure. It is best to install the flooring over embedded radiant floor heating systems and adhere to the guidelines listed above.
- Tip:** The best idea to maximize the results of your heating system is to have "ON" times with a comfortable temperature and "OFF" times with setback temperatures which are normally 8°F 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.

III. INSTALLATIO

- Remove trim molding, wall base, appliances, and furniture from the room. For the best results, door jambs must be undercut to allow the 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 1/4" gap between walls and fixtures such as pillars, stairs, etc. These gaps will be covered with trim moldings after the floor is installed.
- **NOTE:** DO NOT FILL IN THE EXPANSION GAPS WITH SILICONE. FOR INSTALLATION IN BATHROOMS AND OTHER WET ROOMS, SEE THE "INSTALLATION IN WET AREAS" SECTION.
- 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 8" apart. Do not install over the expansion joints. Avoid installing pieces shorter than 12" at the beginning or end of rows.
- Do not install your kitchen cabinets directly over your floor. Built-in cabinets, kitchen cabinets, islands, and similar heavy items must be installed first. Only then can the flooring be installed, leaving an appropriate expansion gap around it. This gap will be covered with trim moldings after the floor is installed. The quality of the floor can only be guaranteed if it is allowed to move freely. It must not be nailed, adhered, or fastened to the subfloor in any way.
- Decide the installation direction. It is recommended to install the boards perpendicular to the window following the direction of the main source of light.
- Measure the area to be installed: The board width of the last row shall not be less than 2". 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.
- **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 of 0.04" / 1 mm maximum thickness with a high density (>8.4 lb/ft³), high compressive strength (≥200 kPa according to EN 16354, ASTM D3575-20, Suffix D), and <10% thickness change (according to ASTM D3575-20, Suffix B) that supports the click system during daily use. Thicker underlayments, underlayments with a low density and inadequate compressive strength could damage the locking mechanism and will void the warranty.
- If the floor HAS a pre-attached underlayment, the use of an additional underlayment could damage the locking mechanism and will VOID warranty.



1. **Supporting boards:** After thoroughly cleaning the subfloor, you should begin laying from left to right. Place supporting boards by the wall. You should place one supporting board per each short seam of the first row. Supporting boards will be removed in further installation.
2. **First row, first plank:** Position the first plank so that the grooved edge is facing you. Place the floorboard 1/4" from the left wall. Use spacers between the wall and the floorboard.
3. **First row, second plank:** Drop the plank and gently tap down the end with a rubber mallet so it firmly locks into the previous plank until both are at the same height. Make sure both planks are perfectly aligned. It is crucial that after the short edges of the two connecting planks are correctly aligned and the rubber mallet contacts the plank in the area directly above the short edge, allowing for correct locking.  
Note: Tapping the area close to the short edge, but not directly above it, may result in permanent damage to the joint. Continue installing the first row until you reach the wall on the right.

**IMPORTANT:** 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. Failure to properly line up the end joint and attempting to force it in while out of alignment could result in permanent damage to the end joint.

4. **First row, last plank:** At the end of the first row, leave an expansion gap of 1/4" to the wall and measure the length of the last plank to fit.
5. **To cut the plank:** Use a simple utility knife and ruler, and with the top side facing up, score heavily and several times on the same axis. The knife will not go through the surface but make a deep cut. You can then snap one half of the plank using your other hand to hold down the second placing it very close to the cut. The plank will split naturally.
6. **Second row, first plank:** Start the second row with the leftover cut part of the last plank of the previous row. This small plank should measure at least 12". Otherwise, cut a new plank in half and use it to begin the second row. The end joints of each adjoining row should not be closer than 8" to each other. Whenever practical, use the piece cut from the preceding row to start the next row.
7. **Second row, second plank:** Click the long side of the plank into the previous row and place it tight to the short end of the previous plank with an angle of 25-30°. Drop the plank and gently tap on the end with a rubber mallet so it firmly locks into the previous plank until both are at the same height. Make sure both planks are perfectly aligned.
8. **After finishing the installation of every row:** Use a tapping block and a small hammer or 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.
9. **After completing the installation of the third row:** Remove the supporting boards and slide the connected panels toward the wall. Make sure to place spacers between the flooring and wall. After the first 3 rows of planks are installed, they should be checked with a string line to ensure that rows are still running straight. If they are not, it could be that the starting wall has some irregularities that caused bowing in the installation. If so, the starting row of planks may have to be scribed and re-trimmed to account for any unevenness in the wall. This can be done without having to disassemble the beginning rows.
10. **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 board, to mark the first board. Cut along the edge of this board to mark the first board. Cut along this line to obtain the required width. Insert this cut board against the wall. The last row should be at least 2" wide. The spacers can then be removed.
11. **Holes for pipes:** Measure the diameter of the pipe and drill a hole that is 1/2" 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.
12. **Door molding:** 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.

INSTALLATION IN WET AREAS

**IMPORTANT:** This product is not warranted for installation in wet areas with running water and areas with built-in drains, e.g., pool or shower areas.

- Use a T-molding to separate the wet area from the rest of the installation.
- Apply silicone sealant to connections to doorframes or any other fixed objects.

IV. FINISHING THE INSTALLATION

- Protect all exposed edges of the flooring by installing wall molding and/or transition strips. Allowing slight clearance between the molding and the planks. Make sure that no plank will be secured in any way to the subfloor.
- At doorways and at other 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 1/4" between the planks and the adjoining surface.

V. MAINTENANCE

- When possible, use appropriate window coverings, such as drapes, window treatments, or UV-tinting on windows, to protect the product from direct sunlight as long-term exposure to intense heat.
- Sweep or vacuum daily using soft bristle attachments. Do not use a vacuum equipped with a beater bar.
- Do not buff or sand the surface.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed and use neutral cleaners recommended for vinyl flooring.
- The use of residential steam mops and spray mops on this product is allowed. Use at the lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 30 seconds). Refer to the mop's manufacturer instructions for proper usage.
- Use proper floor protection devices such as felt protectors under furniture. Equip wheeled-type office chairs and other rolling furniture with wide-surface, casters at least 2" in diameter.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with latex or rubber backing since these backings can cause permanent discoloration.
- Do not use abrasive cleaners, bleach, or wax to maintain the floor.
- For stubborn spills use low odor mineral spirits or denatured alcohol applied to a clean cloth. Never pour chemicals directly on the floor.
- Do not drag or slide heavy objects across the floor.

VI. DISASSEMBLING



Separate the whole row by lifting it up delicately at an angle.  
To separate the planks, leave them flat on the ground and slide them apart. If planks do not separate easy, you can slightly lift up the planks (5°) when sliding them apart.

# Lena Cove

## Luxury Vinyl Plank 6.5mm

# LIMITED LIFETIME RESIDENTIAL USE LIMITED WARRANTY

### 1. SCOPE OF APPLICATION

This Residential Use Limited Warranty is offered by the manufacturer and is Worldwide applicable. This warranty applies to our rigid core vinyl and thermoplastic flooring, purchased from authorized dealer and installed and used residentially. Residential use is defined as normal household use.

### 2. WARRANTIES

#### 2.1. LIMITED LIFETIME WEAR WARRANTY

The manufacturer 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.
- In its original manufactured conditions, will be free from manufacturing defects.

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

#### 2.2. LIMITED LIFETIME STAIN WARRANTY

The manufacturer warrant the original purchaser that our flooring:

- Will not stain from normal household consumable items such as food or drink.
- Will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is immediately cleaned upon discovery. Stain resistance means the ability of the floor to resist (i.e. minimize or withstand) permanent stains for the warranty period.
- Will be resistant to damage from normal household spills.

#### 2.3. LIMITED LIFETIME STRUCTURAL WARRANTY

The manufacturer warrant the original purchaser that our flooring:

- Will not delaminate.
- 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 only if all conditions are fulfilled.

#### 2.4. LIMITED LIFETIME FADE WARRANTY

The manufacturer warrant the original purchaser that our flooring:

- Will not fade as a result of direct sunlight or household lighting.

#### 2.5. LIMITED LIFETIME INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

The manufacturer warrant to the original purchaser starting from the date of purchase, the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled:

- In-floor Radiant Heat: flooring can be installed over 1/2" / 12 mm embedded radiant heat using the floating method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- 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.
- Concrete moisture vapor emissions should not exceed 8 lb / 3.63 kg (ASTM F1869) / 90 % RH (ASTM F2170) with a PH limit of 9 / max 2.5 % moisture content (CM method).
- Please respect the temperature range in the room before and during the installation as specified in the installation manual, or your warranty will be void.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F / 30°C.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

#### 2.6. LIMITED LIFETIME WATERPROOF WARRANTY

The manufacturer warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

### 3. EXCLUSIONS AND CONDITIONS

#### 3.1. GENERAL 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 not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
- Damage caused by the use of underlayment for flooring with a pre-attached pad or using improper underlayment for flooring without a pre-attached pad.
- Damage arising because the flooring is exposed to extreme cold or extreme heat as specified in the provided installation manual.
- 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 the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills which are not removed promptly.
- Normal wear and tear of the flooring.
- Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- 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 caster wheels.
- 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 do due 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 1/4" / 6 mm) hard board) on your floor and gently "walk" the item a cross it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster 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 0.038 inch2 / 25 mm2. 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 default 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 limitation or exclusion may not apply to you. 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 party 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.

### 4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the authorized dealer of the defect within 30 calendar days after you know/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, moulding, underlay, moisture barrier, moulding, 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.

### 5. WHAT WE WILL DO

If we honor 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 labor costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered. For Limited Lifetime Residential Use Warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount. This warranty is limited to the designs, colors, 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, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.

Lena Cove

Luxury Vinyl Plank 6.5mm

20 YEAR LIGHT COMMERCIAL USE LIMITED WARRANTY

FOR PRODUCTS WITH 0.55MM WEAR LAYER

1. SCOPE OF APPLICATION

This Light Commercial Limited Use Warranty is offered by the manufacturer and is Worldwide applicable. This warranty applies to our rigid core vinyl and thermoplastic flooring, purchased from authorized dealer and installed and used in light commercial area. Light commercial area is defined as: use in environments (which do not experience heavy commercial traffic) such as those outlined in the application table below.

| EXAMPLES OF BUSINESS TYPE<br>LIGHT COMMERCIAL USE                                                                                          | RECOMMENDED APPLICATION                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Professional offices, Dr. offices.                                                                                                         | All non-required “clean room” areas – offices, lobby, waiting rooms, exam rooms, common areas. |
| Offices, banks.                                                                                                                            | Offices, hallways, lobby, reception areas, bathrooms, break rooms, conference rooms.           |
| Boutiques, retail store, art galleries, book- stores, coffee shops, dry cleaners, gift shops, jewelry stores, beauty salons, barber shops. | Dressing rooms, restrooms, entire store.                                                       |
| Multi-family housing.                                                                                                                      | Any room in these segments will be suitable, including common areas excluding bathrooms.       |

2. WARRANTIES

2.1. LIMITED 20 YEAR WEAR WARRANTY

The manufacturer 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.
- In its original manufactured conditions, will be free from manufacturing defects.

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

2.2. LIMITED 20 YEAR STAIN WARRANTY

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

- Will not stain from normal household consumable items such as food or drink.
- Will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is immediately cleaned upon discovery. Stain resistance means the ability of the floor to resist (i.e. minimize or withstand) permanent stains for the warranty period.
- Will be resistant to damage from normal household spills.

2.3. LIMITED LIFETIME STRUCTURAL WARRANTY

The manufacturer warrant the original purchaser that our flooring:

- Will not delaminate.
- 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 only if all conditions are fulfilled.

2.4. LIMITED 20 YEAR FADE WARRANTY

The manufacturer warrant the original purchaser that our flooring:

- Will not fade as a result of direct sunlight or household lighting.

2.5. LIMITED 20 YEAR INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY

The manufacturer warrant to the original purchaser starting from the date of purchase, the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled:

- In-floor Radiant Heat: flooring can be installed over 1/2” /12 mm embedded radiant heat using the floating method.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring could void the warranty in case of failure.
- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over
  - radiant heated subfloors.
- 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.
- Concrete moisture vapor emissions should not exceed 8 lb / 3.63 kg (ASTM F1869) / 90 % RH (ASTM F2170) with a PH limit of 9 / max 2.5 % moisture content (CM method).
- Please respect the temperature range in the room before and during the installation as specified in the installation manual, or your warranty will be void.
- Once the installation has been completed, the heating system should be turned on and
  - increased gradually (5-degree increments) until returning to normal operating conditions.
- Floor temperature must not exceed 85°F / 30°C.
- Refer to the radiant heat system’s manufacturer recommendations for additional guidance.

2.6. LIMITED 20 YEAR WATERPROOF WARRANTY

The manufacturer warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

3. EXCLUSIONS AND CONDITIONS

3.1. GENERAL 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 not sufficient perimeter expansion zone), improper care, improper maintenance or improper use.
- Damage caused by the use of underlayment for flooring with a pre-attached pad or using improper underlayment for flooring without a pre-attached pad.
- Damage arising because the flooring is exposed to extreme cold or extreme heat as specified in the provided installation manual.
- 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 the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills which are not removed promptly.
- Normal wear and tear of the flooring.
- Normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is installed in an outdoor area, a solarium, a porch, a garage or areas similar to all of these.
- 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 caster wheels.
- 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 do due 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 1/4” / 6 mm 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 to the floor.
- Damage caused by non-compliant casters on furniture. Barrel-type caster 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 0.038 inch<sup>2</sup> / 25 mm<sup>2</sup>. 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 default 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 limitation or exclusion may not apply to you. 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 party 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.

4. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify the authorized dealer of the defect within 30 calendar days after you know/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, moulding, underlay, moisture barrier, moulding, 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.

5. WHAT WE WILL DO

If we honor 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 labor costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered. This warranty is limited to the designs, colors, 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, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wish of the customer.