

RIGID SENSES 5G CLICK LVT FLOORING

INSTALLATION INSTRUCTIONS

Important Notice

The key to long term performance of any floor is the quality of the sub floor preparations conducted, the installation procedure being correct and the immediate and ongoing care and maintenance procedures used on the floor.

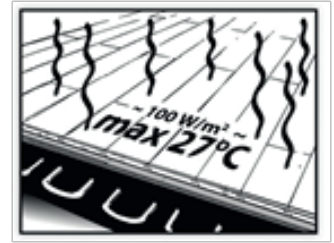
To help ensure the installation is carried out correctly, please make sure this instruction leaflet is fully read and adhered to by you / your floor installer. Ideally the installer should be an appropriately trained flooring installer and be suitably competent to carry out the pre installation sub floor checking & preparation procedures and installation as per these instructions. No claims for product defect or failure will be accepted where the installation is not in full accordance with these instructions.

Suitability & Limitations

Malmo™ Rigid Click 5G flooring is suitable for most domestic internal rooms and light/medium use commercial rooms, such as small to medium sized shops & offices. Malmo™ Rigid Click flooring is not suitable or warranted for use in any heavy commercial / industrial use areas such as large public, high foot traffic, use buildings etc – ie train station /airport concourses and any areas of this type.

Malmo™ Rigid Click flooring is not suitable or warranted for use in any form of walk in wet room / shower room or sauna room where the flooring would be subject to excessive temperatures and / or continual direct wetting from showers etc. If any doubts exist in terms of suitability as to your intended residential or commercial installation, then clarify your intended use / installation with your supplier prior to the installation commencing as it is the installer's responsibility to ensure the product is suitable for the end use rooms/areas.

Malmo™ Rigid Click 5G flooring is suitable for use over **water piped under floor heating systems (UFH), that are encased in a concrete screed** and where the heating system is correctly installed, has sub floor temperature sensors / controls, is commissioned & used in accordance with these instructions and which include the instruction that flooring **MUST NOT BE HEATED ABOVE 27°C**.



NOTE! The ambient room temperature is always a lower temperature than the floor surface temperature, the degree of which will vary so always check the system floor temperature sensors / readings to determine the floor surface running temperature is below 27°C.

NOTE! Minor signs of heating movement may occur such as slight lifting of boards / tiles or slight joint opening. These effects do not fundamentally affect the performance of the flooring should they occur and are not grounds for complaint / claims. If the flooring is heated excessively, ie above 27°C, then movement effects may be exaggerated and where so are not effects / issues covered by the product guarantee.

Malmo™ Rigid Click flooring is **not guaranteed for use in conservatories / sun rooms** due to the potential for uncontrollable heat effects occurring, particularly through glass doors and windows.

Malmo™ Rigid Click flooring is a thin format product AND SO MUST BE LAID TO A FLAT, SOLID, SUBFLOOR SURFACE to ensure no excessive deflection of the joints occurs in service. Where the subfloor is not appropriately flat then excessive joint deflection can occur underfoot and joints will be stressed and may fail over time, along with edge breakage of the planks.

Malmo™ Rigid Click flooring has a thin foam backing layer on its underside which acts as an underlay layer and subject to the sub floor surface being suitably flat (as per BS standards) the flooring DOES NOT NEED A SEPARATE UNDERLAY BENEATH IT and is designed to be installed without any additional underlay onto a suitably flat sub floor surface that does not allow downward deflection of the boards beyond 2mm (as per BS standard above).

NOTE! If a separate soft underlay is used then excessive deflection of boards and joints may occur underfoot and can lead to joint issues such as gapping, joint breakage or failure, and surface edge chipping or breakage over time.

Any unsuitably level sub floor surface must be corrected prior to installation of the boards / tiles.

The flooring MUST NOT HAVE ANY PERIMETER EDGE RESTRICTIONS TO NORMAL EXPANSION & CONTRACTION MOVEMENT and the minimum expansion gap width must be left at installation. If there are any restrictions at fixed points, or the expansion gap left is inadequate, then issues such as joint & board lifting, profile deformation, and damaged joint edges may occur.

Installer / Owner Responsibilities

The intended installation room / area should have a consistent temperature of 16 - 18°C and a stable environment prior to, during, and following installation and during ongoing use.

It is the installer's responsibility to carry out the final inspection of the panels / flooring to ensure the colour, quality, and factory finish of the product is acceptable and that **no visual defects are present with any of the boards before they are installed**. The installation of any boards with clear or obvious visual defects or blemishes will invalidate the product warranty and is not grounds for complaint.

Upon receipt of the packs check the batch numbers on the end of them to ensure the batch numbers all match and that no delivery damage is present. If any issues are found, report and discuss them with your flooring supplier before opening and installing them.

Carefully examine the flooring for colour, finish, damages and quality before installing it. The installer must use reasonable selectivity and select out, or cut off pieces, with deficiencies, whatever the cause. If the product overall is deemed not acceptable for any reason, do not install it and contact your supplier immediately.

Prior to installation of any flooring product, **the installer** must determine that the job site environment and the sub floor surfaces involved meet, or exceed, the recommendations and instructions contained within this leaflet and all applicable industry European and British standards.

If any non recommended or non guaranteed usage restrictions are applicable to your particular installation, then ensure the decision to use the product is confirmed by the property owner, as to install the product implies acceptance of the usage limitations. No product failure claims will be accepted where the flooring has been installed into any advised unsuitable or non guaranteed restricted areas / rooms or over any un recommended sub floors.

Recommendations regarding the construction of the materials used as well as local codes must be followed. These instructions recommend that the construction and sub floor be suitably dry, stiff, of suitable load bearing strength and flat (as per BS 8201: 2011 & BS 8204-1: 2003).

The manufacturer and distributor declines any responsibility for job failure resulting from, or associated with, sub-surfaces, sub flooring or job-site environmental deficiencies, incorrect storage of the product, lack of or incorrect sub floor preparations and installation errors.

It is important that the installer checks each board for any type of defect. Any minor defects or objectionable elements within individual boards should be dealt with by trimming and / or cutting of the panels as is normal good installation practice accommodated for by the wastage factor tolerance added to the job quantity.

1. Pre-installation Procedures & Checks

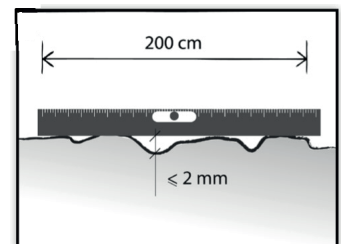
- Calculate the total square metres or square footage of the room(s) and add a minimum of 5% for cutting and waste.
- The packs of flooring should be placed in the room in which they are to be fitted for a minimum of 48 hours and should be carefully stacked on **A FLAT SURFACE WITH THE PACKAGING LEFT UNOPENED. DO NOT STACK THE PACKS TOO HIGH.**
- The packs should be **stored and laid in a stable, heated, room environment with a room temperature of between 16 - 18°C.**
- **The packs must not be stored outside or in unheated garages, sheds or outbuildings, or be stored directly behind glass doors in direct sunlight, or be subjected to any direct heat source such as radiators & fires as distortion of the packs and boards may occur - particularly if the packs are not stored horizontally on a flat surface.**
- All substrates must be solid, structurally sound, suitably dry, clean and particle / debris free. As Malmo™ Rigid click flooring is a relatively thin product, the **sub floor surface must be suitably flat** - ie less than 2mm from flat per 2 linear metres.
- **Carry out any remedial levelling works necessary to ensure the sub floor is less than 2mm from flat before installing this product.**
- **Concrete sub floors must have a moisture content by volume of below 3% and / or a relative humidity of less than 65% when checked with a hygrometer in accordance with BS 8201: 2011 & BS 8204-1: 2003.**
- **Wood or wood based sub floors must not have a moisture content in excess of 12%.**
- The sub floor surface should be free of all contaminants and loose material and must be appropriately flat, dry and sound. If any doubts exist as to the suitability of your sub floor have it checked, and repaired if necessary, by an appropriate professional.
- Where possible the boards should be installed lengthways towards the main incoming light source and, where possible, down the length of the room parallel to the longest wall.

If installing onto a new or existing concrete or screed base

If a new concrete sub floor has been installed, checks must be made in accordance with BS 8201: 2011 & BS 8204-1: 2003 to ensure the moisture content and humidity of the slab is appropriate in line with the above industry standards.

New and existing sub floor surfaces **must be solid, sound and flat to less than 2mm** variance per 2 linear metre run of sub floor as per B.S.8204-1:2003.

NOTE! An uneven sub floor surface can result in boards flexing excessively which can result in joint failures, gapping, board edge breakage, floor movement, excessive wear to high spots and noises occurring. Telegraphing of sub floor undulations, rough spots or high points can also occur, all of which resulting issues are not covered by the product warranty.



If installing onto a wooden sub floor

Malmo™ Rigid Click flooring can be installed directly over **prepared SOLID & FLAT floorboards**. **If necessary, overlay with flooring grade plywood sheets (minimum 6mm thickness) screwed down in accordance with BS 8201: 2011, allowing a minimum 6mm perimeter gap for expansion.**

Please note: Where screws are being used to secure an overlay, check for the existence of any pipes or electric cables etc under the existing sub floor and take appropriate care not to damage or pierce any pipes or electrical cables beneath. Ensure the ply sub surface is sound and appropriately flat, less than 2mm deviation over a 2 metre run as shown above.

Chipboard or ply panelled sub floors are suitable as long as they are appropriately sound, dry and flat.

If the existing wooden sub floor is not suitably sound and any areas deflect or bounce underfoot then the sub floor must be made stable and sound before the flooring is installed.

2. Installation Method

Your Malmo™ Rigid Click 5G flooring is designed to be installed as a “floating” floor in that the boards or tiles should be located together using their click profile edges and laid dry (unglued) directly over your checked and prepared sub floor.

Your Malmo™ flooring **does not require any separate form of soft underlay material beneath it** and should be laid directly onto your flat, and prepared as necessary, solid sub floor surface.

If a separate underlay is laid and the Malmo™ flooring laid on top of it, excessive deflection of the board joints may occur and joint failure or opening of joints may result **as described above**.

Any loose, soft or unsound existing floor coverings, eg lino, carpet, etc, should be removed prior to installation of your new Malmo™ floor and the existing sub floor be checked and prepared as necessary to ensure it is appropriately flat, dry and sound as per the instructions above and relevant industry sub floor standards.

It is very important that the installation carried out is as per the following instructions **as the warranty offered with this product is only valid if the installation instructions have been correctly followed**.

Floating Floor Installation

Minimum Tools required (not supplied):

- Utility knife
- Jigsaw or hand saw
- Square edge
- Pencil
- Tape measure
- Chalk line
- 6mm spacers
- Gloves & goggles for cutting boards

Key Installation Points

- Before installation of the flooring begins, ensure all necessary sub floor checks, remedial work actions and preparations have been completed.
- Your flooring has a click long edge profile and a 5G click locking short end profile and is made to be installed as a floating floor **without using adhesive** on the board joints.
- Leave a clear unobstructed open **expansion / movement gap of 6mm** around **the whole perimeter edge of the flooring** (use 6mm distance wedges or spacers), and around any pipes, stairs, columns, doorframes, doorway thresholds and where the flooring meets any fixed object.
- Undercut door frames / jambs sufficiently to accommodate the flooring and required expansion gaps.
- Where the flooring run exceeds **10 linear metres in width or length** insert in an “in floor” 6mm expansion / movement gap by using an appropriate “T” mould section profile.
- Malmo™ Rigid Click flooring is more stable than traditional LVT flooring, however it can still expand and contract slightly when temperatures increase or decrease. Therefore the stated expansion / movement gap must be left at all edges, including cut outs around fixed objects of the flooring, so do **not install any boards tight** to any construction part of the building or adjoining floors.

DO NOT fill expansion gaps or seal edges with any form of sealant as sealants are also adhesives and will bond the flooring to fixed points and will create a restriction to normal movement of the flooring.

- As the flooring can expand and contract do not place **kitchen units, kitchen island units, or appliances** onto the flooring but instead install the boards up to the units, allowing for the stated expansion gap, and cover the board ends with the unit plinths. In doing so it will also facilitate easy replacement of boards or the floor at a later point in time should any floor sections or boards require replacement due to damage etc, or if you wish to change the floor.
- Where the flooring is **to be installed over an under floor heating system** ensure the system is of the correct type suitable for this flooring (water piped encased in concrete screed), and that all the stated procedures and protocols for installing, initial heating, and ongoing heating of the flooring are strictly followed as per the UFH instructions contained within this leaflet.
- **Separate your Malmo™ Rigid Click flooring between adjoining rooms at door thresholds** (even if Malmo™ Rigid Click is laid in adjoining rooms) using an appropriate T moulding profile as this ensures that the flooring in each room has a perimeter edge gap around the entire room area and can move independently of its neighbouring floor.
- The installer must open and **mix / select boards from several packs at a time** during installation to ensure a good mix of boards overall and that colour blend is achieved.

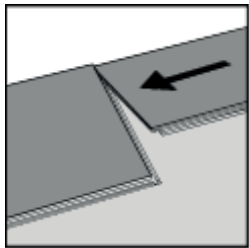
Installation of the Boards

Measure the width of the room to be fitted and divide the size by the width of the board / tile to be installed. From this, calculate the width of the final row of boards and if the width of this row is less than 50mm cut the width of the first row of boards to an appropriate width size so as to ensure the width of the final row of boards exceeds 50mm and is visually comparable to the first row.

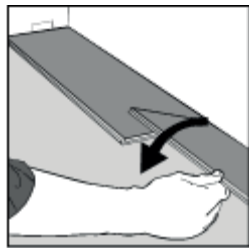
Take care to retain in place the cut section of the short end locking strip.



1. First board, first row. Place 6mm expansion gap spacers against the walls or skirting boards at the left hand end, and back long edge, of the first board and position the board end against the wall. The tongue on the back edge of the board should be against the spacers on the facing wall.

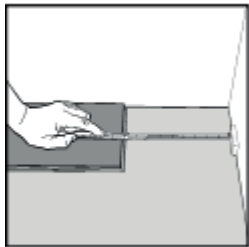


2. Second board, first row. Locate the board end into the short end of the first one ensuring the front and back edge line up accurately.

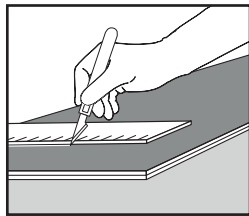


3. Fold the board down with a single action movement using light pressure to locate the header joint **ensuring the joint "clicks" and locks. Do not force the end to locate using excessive pressure or a hammer as the end section of the profiles may be damaged.** If there is clear resistance of the joint locating, lift the board back up and check that there is no debris in the end profile of the previously laid board and that the black locking strip is correctly located in it. If all ok, relocate the board and lock the joint carefully.

Continue with the next boards in the same manner.

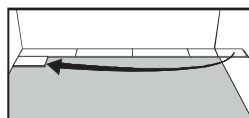


4. At the end of the first row, place a 6mm expansion gap spacer against the right hand wall or skirting board, and **measure the length of the last board to fit.**

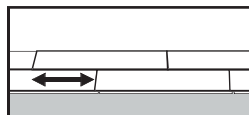


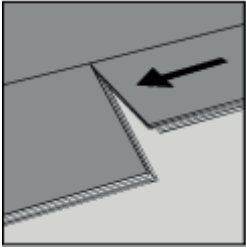
5. To cut the final board to length, measure and score the board upper surface using a straight square edge and sharp utility knife and snap along the score line. Score through the reverse face once snapped if necessary. Insert the cut piece to complete the first row.

Take extreme care when using the utility knife to avoid injury. Use appropriate gloves.

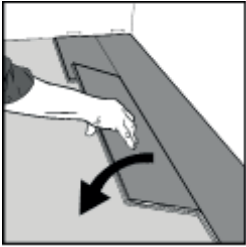


6. Second row. First board, min length 400mm. Use the offcut from the final first row board if it is 400mm or longer - if not, cut a full board in half to start the second row of boards. Again leave an expansion gap of 6mm against the left hand wall or skirting board. Ensure a minimum 150mm distance between the short end joints of the boards laid in the previous row, (ideally a half distance overlap), and the new row being laid.





7. Second board second row. Locate the long edge tongue of the board into the long edge groove of the previously laid row.



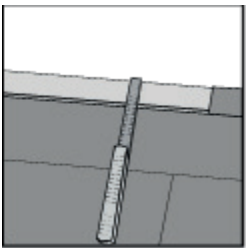
8. Locate the board end up to the short end of the previous board and fold down in a single action movement using light pressure **ensuring the short joint "clicks" and locks correctly. Do not force the end to locate using excessive pressure or a hammer as the end section of the profiles may be damaged.**

If there is clear resistance of the joint locating, lift the board back up and check that there is no debris in the end profile of the previously laid board and that the black locking strip is correctly located in it. If all ok, relocate the board and lock the joint carefully.



9. After 2-3 rows, adjust if needs be the distance between the front wall or skirting and the flooring edge and ensure adequate numbers of **6mm spacers** are in place to keep the flooring edge a minimum 6mm away from the wall or skirting at all points along this edge.

Continue laying all following rows of boards in this manner until the last row of boards is reached.



10. **Final Row** – measure the width of the final row of boards. The minimum 6mm expansion gap must again be left at the edge.

Cut the boards to width and locate together as previous boards, **ensuring the cut section plastic locking strip is in place in the header joint.**

Cutting around pipes, heavy units, and obstructions in the floor

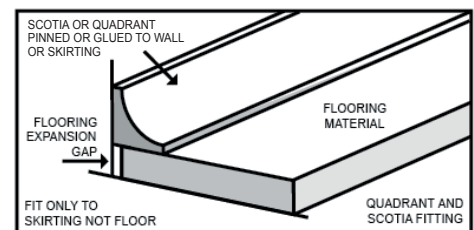
Ensure any fixed objects, kitchen units, heavy kitchen island units, radiator pipes, etc within the floor are cut around, appropriately leaving the 6mm expansion / movement gap around the fixed object.

Completing the Installation

Once the flooring is installed, remove all expansion spacers and cover the expansion gaps by either re-fitting the skirting boards or attaching a suitable bead or scotia trim to the skirting using glue or panel pins.

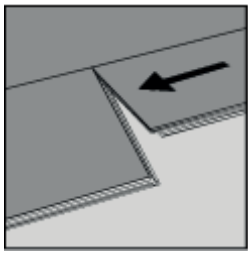
Doorways / Door Thresholds

At doorways an appropriate "T" moulding threshold strip should be used to separate adjoining Malmo™ Rigid Click floors, or other floor coverings in other rooms, to provide the required 6mm expansion / movement gap and to protect the edges of the floor. The T moulding must not be fixed to the flooring itself, but should be fixed to the sub floor.



Separating / Replacing Boards

Should it be necessary to remove or replace any boards it can be done relatively easily.



Firstly, separate the entire row by carefully lifting it until the long joints release.



Secondly, **slide the short joints** of the board to be removed **horizontally in opposite directions**. **DO NOT** lift the end of a board to separate it as this will damage the end joint.

Installation Over Encased Water Piped Underfloor Heating Systems

CAUTION

There are many types and manufacturers of underfloor heating systems, so please ensure that the suitability and recommendations of the manufacturer of your specific system in relation to use with an LVT flooring product are sought out and adhered to **BEFORE** commencing installation of your Malmo™ flooring.

Malmo™ Rigid Click flooring is suitable for use over **water piped encased in concrete** underfloor heating systems only, and they must be equipped with electronic temperature controls **including a thermostat / temperature reader beneath the flooring which determines the surface temperature of the sub floor**.

You should **always** consult the manufacturer or supplier of your heating system to confirm its suitability in terms of laying an LVT floor over it, and to confirm if any specific commissioning processes in relation to your specific system should be employed - both when turning on the system for the first time, and for its use after the flooring has been installed.

Special attention should be paid to evenly distributing the heating system pipes under the entire surface of the floor. This will help prevent any irregular heating of the flooring, and therefore avoid any issues relating to board movement between heated and unheated areas of flooring and cold patches within the laid floor.

Prior to Installation of the Flooring

These instructions must be followed in conjunction with the heating system manufacturer's commissioning instructions.

15 days prior to installation, switch on the normal heating cycle / programme for the underfloor heating system, and gradually increase the temperature setting to **achieve 18°C on the surface of the sub floor** for the remainder of the specified period. **Then switch the heating off for 48 hours prior to commencing installation of the flooring.**

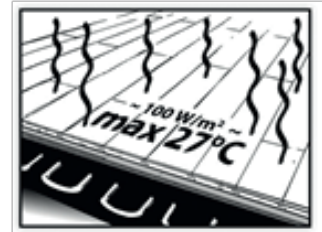
The flooring should be located in the end use environment and temperature conditions prior to commencing installation.

Following Installation of the Flooring

Re-introduce the heating system beneath the flooring in a very slow, controlled manner, using small incremental staged increases of temperature.

Switch the system on in normal operating mode and at a low operating SUB FLOOR temperature (less than 18°C) and gradually increase the **temperature to 18°C at the installed floor surface over several days** and leave at this temperature for a minimum 48 hours. Then, if required, gradually increase the temperature by 1 or 2°C a day until your normal / optimum temperature has been reached which **MUST BE LESS THAN 27°C AT THE FLOORING SURFACE**

NOTE! On average, a room ambient temperature can be approximately 5 degrees lower than the temperature of LVT flooring at floor level. Please consider this if setting ambient room temperatures rather than floor surface temperatures to ensure the flooring itself is not heated above 27°C.



DO NOT - use mats and rugs where the flooring is laid over a UFH system, as mats and rugs insulate the flooring area under them and increase the surface temperature of it above 27°C therefore exaggerated localised board movement may occur. At external doors, use mats immediately outside of the door to catch dirt and grit.

NOTE! Initial minor board movement effects, such as slight lifting, may occur and this is normal for this type of flooring product when heated. Should it do so it is not significant to its overall performance in service. To avoid any excessive heat movement effects, ensure all perimeter expansion gaps are a minimum of 6mm in width and the product is not excessively heated as detailed within the installation instructions above.

Also consider the placement of heavy items of furniture that may impede slight movement of the flooring and ensure no part of the flooring is fixed to the sub floor or is impeded from movement as the flooring is designed to be a fully floating floor with normal provision for expansion / contraction movement built in at the installation stage as per these product installation instructions.

Do not raise the temperature of the flooring surface above 27°C as this may induce exaggerated / beyond tolerance movement and distortion of the boards and will invalidate the product guarantee.

PLEASE ENSURE THE OWNER / CONSUMER OF THE PROPERTY IS GIVEN THESE USAGE INSTRUCTIONS AND IS MADE AWARE OF THESE IMPORTANT PARAMETERS WHERE THE PRODUCT IS INSTALLED OVER A SUITABLE UFH SYSTEM.

Care & Maintenance

**** Please leave these instructions with the owner of the floor ****

Correct care and maintenance of your Malmo™ Rigid Click floor will help ensure that it always looks its best and will aid its long term reliability and performance.

Immediately Following Installation, and Ongoing Care & Maintenance

- Thoroughly clean your floor by using "Bona Tile & Laminate Floor Cleaner", which is a hard surface cleaner also suitable for vinyl floor coverings.
- Vacuum or sweep the floor weekly, or more frequently if required. The vacuum head must be brush or soft felt. Do not use a vacuum that has beater bars or a hard metal head.
- A swivel-head flat mop with replaceable cloth cover is highly recommended to eliminate finer particles of dirt and grit that may build up on the floor.
- Spillages and tracked in dirt should be wiped off the floor immediately.

Do not use general purpose cleaners, abrasive cleaners or cleaners containing bleach or oils.

The recommended Bona cleaner should be available through your flooring supplier.

Things to Do:

- Make use of door mats at all external entrances and over high traffic areas of the floor as this will significantly help to avoid dirt and grit being walked on to the floor (note mat recommendations if installed with UFH).
- **Clean the floor with the recommended cleaning products** as they are designed to clean your floor effectively and not damage it in any way.
- Use furniture protection pads under all furniture legs and feet as this will avoid damage being caused by the movement of furniture across the floor.
- Use mats at desks, under chairs and in front of any furniture or units where footfall is continual in a small specific area such as in front of sinks and cookers. This will avoid damage and excessive or accelerated wear from castors, chair feet and specific continual footfall in these areas (remove after use over UFH installations).
- Protect your floor from constant direct and intense sunlight where possible using mats, blinds or curtains - **particularly behind glass doors.** Areas subjected to constant sunlight immediately behind glass doors may discolour at an accelerated rate compared to shaded areas of the floor, and board movement may occur due to high floor surface temperatures (particularly during summer months), where direct sunlight is intensified by glass doors.
- Clean the floor with the recommended cleaning products as they are designed to clean your floor effectively and not damage it in any way.
- Understand the usage limitations / instructions in relation to the flooring being used **over a suitable UFH system.**

Be Aware:

- That where the flooring is used over a radiant heat underfloor heating system (UFH), signs of minor expansion movement, such as slight lifting of boards or slight joint gaps opening, may occur. If it should, it is a normal reaction of the flooring to being heated and does not affect its overall performance as a flooring product.
- That the stated minimum 6mm perimeter edge expansion gaps must be left at installation.
- That Malmo™ LVT is not scratch, wear, or damage proof and therefore, as is common good practice with any floorcovering, appropriate good care & maintenance (as detailed above) must be undertaken over the lifetime of the floor

Do Not:

- Walk on the floor in narrow hard or stiletto type heels as this may damage the surface of the flooring.
- Slide heavy furniture or objects across the floor as this may also damage the surface.
- Cut and fit any boards tight to any fixed objects. All perimeter edges of the flooring must have the stated expansion gap available.
- Screw any fixings into the flooring itself as this may impede slight contraction & expansion of the floor should it occur.
- **Fill expansion gaps, or seal edges, with a sealant as this will create a restriction to movement to the floor.**
- Place kitchen units, island units, or heavy appliances on to the floor. Fit the flooring up to them and cover the edges with plinth boards or edge trims allowing for the product expansion gap.
- Wet mop the floor with water and a soft mop, as in doing so water can penetrate into the joints of the boards and build up beneath them over time. Use the recommended Bona cleaner product.
- Use ammonia based cleaners, acrylic finishes, wax based products, general detergents, bleaches, polishes, abrasive soaps or cleaners, or any acidic based cleaners. These type of cleaners can fade, etch or pit the surface of your flooring and can reduce the surface slip resistance.
- Steam clean your Malmo™ floor, as hot steam may cause movement issues and affect the product surface.
- Heat the flooring surface **beyond 27°C** if you have a UFH system beneath the flooring.
- Use mats and rugs continually where the flooring is laid over a UFH system, as mats and rugs insulate the flooring area under them and increase the surface temperature, therefore exaggerated localized board movement may occur. Short term occasional use of mats at sinks and cookers etc is permissible to minimise accelerated wear occurring.

Avoid:

- Letting pets with claws run across the flooring, and always keep pets' claws trimmed as they may scratch the surface of the floor.
- Intense sunlight shining onto the floor directly or through glass doors, as excessive surface heat levels may induce exaggerated movement of the boards. Protect the floor surface by use of blinds or curtains during intense periods of sunlight.

Warranty Information

Your Malmo™ Rigid Click flooring comes with a 25 year limited residential use, and 10 year light commercial use, warranty against wear through of the décor layer under normal foot traffic when the product is used in appropriate areas and installed and maintained correctly as per these instructions.

To maintain the validity of your Malmo™ flooring warranty, your floor must be installed, cleaned and maintained in accordance with the published installation, care and maintenance details.

Please note that any longer term renovation of your floor involving repairing will render the original warranty invalid.

A copy of the Malmo™ LVT limited manufacturing defect warranty is available upon request from your flooring supplier.

This warranty is subject to English law and to the exclusive jurisdiction of the English Courts.

What To Do If You Have Any Problems

If there is a problem with your flooring you must first attempted to contact your supplier and / or installer to report the issue with your product, and have requested an initial inspection of the product by your supplier and / or installer.

Following this, but within 28 days from the date that the defect arose or became apparent, if it is believed that a manufacturing defect is the cause of the problem with the product, you should contact Malmo™ flooring via the Malmo™ flooring website – www.malmoflooring.com.

It is likely that the supplier / installer / distributor will wish to inspect the product, and the purchaser must allow reasonable access to the product in order for such inspection to take place.

It is strongly recommended that proof of purchase and any associated documentation (for example, written documentation confirming the sub floor preparations and checks made prior to installation of the product), are kept in a safe place as proof of purchase. Any associated documents will be requested before any investigation takes place.

Disclaimer

We reserve the right to make amendments to these instructions without prior notification.

Ultimate responsibility for checking the end use room(s) and sub floor is appropriate, preparing the sub floor surface, and correctly installing the flooring as per these instructions, lies solely with the installer.

E&OE.

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