



GENERAL INFORMATION

Please read these instructions thoroughly in conjunction with relevant country standards before installation.

TRANSPORT, STORAGE, ACCLIMATIZATION

Transport and store cartons in laying position. Store planks at room temperature for at least 48 hours in their packaging. Prior to installation, remove plastic wrapping from packaging, only when ready to install. Room temperature must be at least 18 degrees (65 degrees F) before and during installation.

SUB-FLOOR REQUIREMENTS

GENERAL – Floating floors can be laid on top of most hard surfaces (e.g. concrete, ceramics, and wood). Soft sub-floors (e. g. carpet) must be removed. The sub-floor must be even, flat, dry and variations should not exceed ¼” in 10’. All types of hard sub-floors must be dry (4.5 lbs. or less).

MOISTURE PROTECTION

All types of sub-floors require insulation against moisture. A 6 mil polyethylene sheet should be laid over concrete or other sub-floors where excessive moisture is suspected.

RADIANT-HEATED SUB-FLOORS

Sub-floor surface temperature must not exceed 28 degrees C (82 degrees F). For detailed information, follow instructions of the sub-floor heating system manufacturer/contractor, or contact your supplier.

PREVENTIVE CARE

If the floor is installed in a commercial area, and work is to be performed, protect with craft paper, plywood or backer board. Do not drag furniture across the floor. The use of felt pads on chair and furniture legs. Office roller chairs must comply with DIN68131. Place quality walk-off?? Mats at all entrances to retain tracked in dirt, grit and moisture. Never use latex or rubber backed mats as they can permanently stain the floor. Avoid moisture on the floor. Ideal and healthy room conditions are 35 – 65 % R. H. at 20 degrees C (68 degrees F). If necessary, use a room humidifier. Cork as a natural material, tends to fade when exposed to sunlight. Use blinds, curtains or other sun-screening system to minimize this effect.

INSTALLATION INSTRUCTIONS

Please read the General Information section before installation.

Inspection –

Prior to installation, inspect planks in daylight for visible faults/damage. Check to see if sub-floors/site conditions comply with the specifications described in these instructions. If they do not follow proper guidelines, contact your supplier.

Tools and materials required –

Electric saw, spacers, pencil, set square, PE film, and adhesive tape.

Moisture Protection –

Lay the PE film, allowing for at least 20cm (8") overlapping, and tape. Turn film up the walls 5 cm (2"). Trim after the skirting boards are fixed.

BEFORE LAYING

Measure the room at a right angle to the direction of the planks. Planks in the final row should be at least 5 cm (2") wide for this purpose. Planks in the first row can be cut to smaller size for this purpose. Shuffle planks in order to obtain a pleasant blend of shades. Lay planks preferably blend of shades. Lay planks preferably following the direction of the main source of light. We recommend laying planks crossways on wood sub-floors. Planks must not be nailed or screwed to the sub-floor. Skirting boards must not be fixed in a way which restricts the movement of the floor.

EXPANSION GAPS

Provide 10 mm (3/8") expansion gaps at the walls and other fixed objects, and areas greater than 900 s/f, or 30 feet in either direction. Transitions between rooms and asymmetrical areas require extra expansion gaps.

START LAYING

1. Start in the corner. Turn the tongue side of the plank to the wall. Maintain a gap of 10 mm (3/8") on the short side.
2. Hold the next plank at an angle against the first one and lay it flat on the floor. Complete the first row in the same way. Cut the final plank of the first row to correct length. Start next row with the piece left over (must be at least 300 mm (5") long).
3. Place first plank of the new row with t tongue size at an angle against the groove side of the plank in the previous row. Press forward and lay it flat at the same time.
4. Place short end of the plank at an angle against the previously installed plank and fold down. Ensure that the plank is positioned on the integral locking strip of the plank in the previous row.
5. Lift planks (together with the previous laid planks in the same row) slightly up (about 30mm). Push it against the row in front and then put it down. Adjust the distance to the wall to 10mm (3/8") when three rows are completed. Proceed with installation as described above until reaching the opposite wall.

All Ipecork flooring planks come with a factory finished wear layer and are ready for immediate use after installation. No varnishing or re-varnishing is required after installation or, during the use of the floor. Only for very specific situations it is possible to apply an additional lacquer finish. However, this lacquer finish can only be applied by certified installers.

Cleaning and maintenance floors (recommended product) Ipecork Clean/Natural Cleaner.

WARRANTY

We warrant that each of our flooring products meets the quality standards of ISO 3810? 3813 and EN 12104 at the time of delivery.

1. EXTENDED STRUCTURAL INTEGRITY WARRANTY

We warrant that our flooring products, when supplied as new and through approved outlets, shall be free of defects in lamination, assembly, milling, dimension and grading for the periods indicated in the table on the front page of the insert, after invoice date.

2. EXTENDED SURFACE WARRANTY

We warrant that the Surface Wear Layer of our flooring products will not wear through within the periods (after invoice date) indicated in the table on the front page of the inserts. The term “wear through” shall be defined as the 100% reduction of the Surface Wear Layer over an area comprising of 5% of the total Surface Flooring Installation.

3. EXTENDED WARRANTY COVERAGE

If in the unlikely event that our products do not meet the applicable warranty periods, we will at our option, repair, refinish or replace such portion, with the same product or another product of equal value (at our selection); or refund the purchase price paid, if replacement is not commercially practical or cannot be made on a timely basis.

During the first three (3) years of this warranty, we assume liability of removal of defective products and installation of replacement products, AT NO COST TO YOU. After this period (when applicable), we shall provide only the flooring products for replacement (FREE OF CHARGE).

4. EXCLUSIONS

This warranty does not apply to flooring products sold as “second choice” or “promotions.” No installer, dealer, agent or employee has the authority to alter the obligations or limitations of this Warranty.

This warranty:

- (1) Is valid from the date of purchase;
- (2) applies to only flooring products in their original installation location;
- (3) is extended only to the first end user/purchaser, whose name is written on the invoice;
- (4) is not transferrable;
- (5) shall expire if the product or installation location is transferred or re-sold.

This warranty shall not apply in any of the following cases:

(4.1) Improper or inadequate installation, meaning installations not made with recommended auxiliary products and according to recommended procedures.

(4.2) Improper or inadequate sub-floor patch, underlayment or sub-floors, meaning installations done ?? not recommended (1) Sub-floor patches (e. g. calcium sulphate type); (2) underlayment (e. g. gypsum based; (3) sub-floors (e. g. plaster); (4) sub-floor conditions (e. g. excessive moisture, unevenness, dirt), or any other sub-floor that was not allowed to dry sufficiently.

(4.3) Inadequate product choice for the flooring use conditions, meaning that the flooring product is not the one recommended for the specific traffic and load conditions. Floor products are intended for indoor applications only.

(4.4) Improper or inadequate maintenance, meaning that maintenance is not made using recommended products and following respective instructions indicated on the maintenance product’s packaging.

(4.5) Unapproved modification or repair, meaning operations not specifically recommended by us, including any refurbishment operation of the flooring product.

(4.6) Extreme environmental conditions, meaning transportation, storage or installation of the flooring product in appropriate locations or environments, exposure to extreme heat, moisture or dryness (more than 65%, less than 35% R.H.). This warranty does not cover cracking, warping or soiling.

Remarks: Flooring products are based on natural materials, and will expand and contract through heating and non-heating seasons, thus experiencing some separation between the planks/tiles at different times during the year. Such separations are not considered a product defect and are not covered by this warranty.

(4.7) Accidents, abuse, misuse, force majeure, meaning not recommended use, damage from heavy furniture or equipment used without sufficient protection, impact damage, scars from sharp or pointed objects, cuts, tears, scuffs, scratches or other damage caused by lack of proper preventive care, misuse, negligence, burns, water, erosion, spiked heel shoes, pebbles, sand or other abrasives.

(4.8) Detectible defects, verified prior to installation shall be covered by this warranty only if the defective products are not installed, and the notification is made without delay after the defect is or could have been detected.

(4.9) Difference in shade or color. Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/ photographs and the actual flooring (2) from batch to batch; (3) due to exposure to sunlight (4) resulting from replacement of a portion of your floor; (5) resulting from the different age and history of the same product reference/batch.

No other warranty, express or implied, is made. Under this warranty, we assume no liability for damages arising from the purchase, use or inability to use this product, or from any special indirect, incidental, or consequential damages. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring, incurred or suffered by or occasioned to the end-user of a defective product, or to any third party. This warranty gives you specific rights but does not affect any legal rights of any end user/purchaser, and you may also have other rights, which vary from country to country. Some countries do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

(5) IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

(5.1) Provide your supplier with written notice of the problem, proof of purchase date, type and grade of the defective products and amount of flooring involved. Please document you're your communication and keep the information on file until your problem is resolved.

(5.2) If you are not satisfied with your supplier's recommendation, an authorized representative must inspect and verify the defect. We reserve the right to designate a representative to inspect the floor and remove samples or analysis.

If such defect is verified, we will proceed as described in point 3. In the event that we disagree with your claim, we reserve the right to submit the matter to arbitration by qualified, disinterested third party.

(5.3) If your supplier is unable to solve the problem, contact our head office.