

**THE WARRANTY CARD NO. .... issued on.....**

1. Name, pattern, batch and quantity.....
2. The warranty period.....
3. Date and number of proof of purchase.....
4. Date and signature of person issuing the warranty card .....

**Terms of warranty:**

The warranty covers only the floor covering produced by LENTEX, installed and used according to the “floor covering installation and maintenance” manual. By this document the producer guarantees the conformity of performance characteristics with the technical specification of product. The Guarantor shall not exclude, limit or suspend the Buyer’s rights under the statutory warranty for defects in sold goods.

1. The warranty is provided for a fixed period, counted from the date of purchase of floor covering, however no longer than 7 years from the date of production.
2. The warranty card shall be issued by the producer upon written request of investor.
3. The producer is not able to fully foresee the conditions of installation and usage of floor covering and therefore the warranty shall not include:
  - a. a mechanical damage resulting from improper installation or usage
  - b. defects and damage, for which the price has been already reduced
  - c. defects caused by improper storage or transport of floor covering
  - d. usage of floor covering inconsistent with its intended purpose
  - e. natural wear and tear or tarnishing of the surface layer
  - f. damage and scratches of surface layer resulting from lack or improper maintenance and care
  - g. permanent discoloration or yellowish of surface layer resulting from lack or improper maintenance and care
  - h. defects caused by chemicals or contact with rubber
  - i. changes and discoloration resulting from improper humidity of subfloor or caused by the permanent existence of improper humidity conditions, inconsistent with the manual.
  - j. failure in following the rules of “floor covering installation and maintenance manual”
4. In case of noticing any deviations from technical parameters, apparent aesthetic defects or hidden defects of the product, a complaint procedure must be implemented.
5. The Buyer’s rights under this warranty shall be applicable, provided that all the following documents are submitted when making a complaint:
  - a. the warranty card filled in correctly (name, pattern and quantity of goods, date of purchase consistent with the date of sale provided on the proof of purchase, Seller’s stamp and signature, Buyer’s signature),
  - b. the proof of purchase of goods,
  - c. written statement determining the defect and conditions of installing the floor covering (subfloor, used glue, agents applied for the floor maintenance and care).
6. In order to use the warranty a written complaint must be reported in the place, where the product was purchased within 14 days from noticing or disclosure of the defect.
7. In case the place of purchase no longer exists, the complaint must be reported in written directly to the producer by register letter.
8. Each complaint must be checked by the representative of LENTEX S.A upon appointment and shall include the sample disclosing the type of defect.
9. The producer shall review the legitimacy of a complaint within 14 working days from the date of complaint, unless otherwise agreed by the parties.
10. In case of accepting the complaint, the producer shall determine the relevant method of complaint settlement, either by the free delivery of floor covering or by cash refund in the place of purchase, in amount proportional to the remaining warranty period, as follows:

for 5-year warranty

- 100% in the first year
- 80% in the second year
- 60% in the third year
- 40% in the fourth year
- 20% in the fifth year

for 10-year warranty

product range:

FLEXAR  
LUPUS

ORION; ORION CHIPS; ORION mat

- 100% in the first year
- 70 % in the second and third year

- 60% in the fourth year
- 50% in the fifth year
- 40% in the sixth and seventh year
- 25 % in the eight year
- 15 % in the ninth and tenth year

11. In case the particular floor covering is not available yet, the producer shall deliver, upon prior arrangement with the Customer, the most similar available.
12. In case of replacement of product with a new one, the warranty period shall be counted from the date of replacement.
13. The producer shall not be liable under the warranty for any damage or loss, and the range of benefits under the producer's warranty shall be solely limited to the benefits specified in point 10 of this Warranty Card.
14. The Guarantor shall not be liable for any defects caused by the improper preparation of subfloor and applying the improper glue
15. The warranty repairs shall not include the periodical maintenance required for protecting the surface against the excessive wear and tear.
16. Any Complaints not complying with the requirements of "floor covering installation and maintenance manual" as well as this warranty card shall not be considered.
17. Person entitled to the guarantee agrees the terms of warranty by signing this warranty document.
18. The warranty covers the products placed on the market for the general public and their use within the territory of Poland.

I acknowledge that I have read and accepted the terms of quality warranty of LENTEX S.A. and I confirm the receipt of "floor covering installation and maintenance manual"

Date and signature of buyer

Date, stamp and signature of seller

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### **The floor covering installation and maintenance manual**

#### **Preparing for installation**

Prior to and during installation the covering must be checked for defects in the material (surface damage, pattern defect, substrate defect, differences in shades of individual rolls, etc.). In case of any defects or incompatibilities, stop the installation and report the defect to the seller. The report should include design codes, batch numbers, and the number of rolls and the amount of the floor covering. This information is provided for on the labels on the packaging. Visible defects should be communicated immediately before installing the floor covering, as product claims submitted after the installation and concerning visible defects will not be considered.

#### **NOTICE:**

It is necessary to strictly follow the manufacturer's instructions concerning the intended use of the floor coverings. Prior to installation, it is necessary to check the rolls for the serial numbers. The original manufacturer's labels of all the rolls should be saved until the end of the installation. In order to avoid differences in the shades, it is essential to ensure that rolls used in any one area are from the same manufacturing batch. On the back side of floorcovering both edges of material are marked by two signs: (L) and (P). You have to pay a special attention that marked edges should be placed next to each other in principle: (L-L) or (P-P). It is also advisable to lay the floor covering rolls in numerical sequential order.

#### **Preparing the subfloor**

The durability and aesthetic quality of the floor depends to a large extent on the condition of the subfloor and the way it is prepared. The subfloor, where a floor covering will be installed, must be even, level, without cracks, non-dusting, dry, clean, of adequate strength, and pressure resistant during the use. In case of installing floor

coverings on an uneven concrete subfloor, in order to level the surface and remove any other damage, e.g. cracks, it is necessary to apply self-levelling mix intended for the use under resilient floor coverings.

Straightness difference of the subfloor should not exceed 1mm over a distance of 1m and 2 mm over a distance of 2m. When installing the floor covering on the subfloor where there are layers of old paint, glue, asphalt, sealants, grease, oils, etc., in order to avoid discoloration, all of these substances should be thoroughly removed and before installation the subfloor should be primed with materials specially designed for this purpose.

When installing the floor covering, it is necessary to remove any old carpets, PVC floor coverings, PVC tiles, linoleum, parquet, etc. from the subfloor to pure concrete. The surface prepared in this way should be dedusted and any fissures filled in with repair mix; then it is necessary to prime the subfloor with a primer and, finally, pour a layer of self-levelling mass onto it. Before installing of floor coverings, the humidity of the subfloor must be checked. The manufacturer of floor coverings recommends that the humidity of the subfloor measured with CM method before installation amounts to: 0.5 – 1.0 % for anhydrite subfloors and 2.2– 2.5 % for cement subfloors. Before the floor covering is trimmed, it should be rolled out and left spread out evenly for 1-2 hours at room temperature. In case where the room temperature is lower than 15°C you may need to leave the covering spread out for even 24 hours. When the floor covering reaches the proper temperature it will be more flexible and easier to be installed.

## **NOTICE:**

The floor covering manufacturer shall not be responsible for improper and inadequate preparation of subfloor, which does not comply with the accepted norms and standards of the construction practices.

## **Gluing down the floor covering**

### **The following ambient conditions should be met for the process of installation:**

- a. subfloor temperature: 15-22°C
- b. ambient temperature: 17-25°C
- c. relative air humidity: max. 75% (ideally 55%)

To maintain high quality of a floor covering and its long-term viability, it must be fixed with the adhesives specifically designed for this purpose applied over the entire surface. In order to fix the covering to the subfloor use dispersion glue and for baseboards use contact adhesives. When using the levelling mixes, sealers or when gluing down the floor covering, it is necessary to apply agents specially intended for flexible floor coverings and strictly follow the instructions and notes attached to the product by the manufacturer. Only following these instructions will ensure the proper preparation of subfloor.

For small areas such as a bathroom or toilet, remove the fitted floor covering, apply adhesive with a serrated spatula, wait until it dries up as recommended by the manufacturer of the adhesive, and put the whole sheet again, starting from the longest side and making sure it fits well with the walls and other solids components.

In large areas it is necessary to glue the floor coverings in stages, especially when combining two floor covering sheets. For this purpose, lay down two ballast weights on the adjacent sheets (to prevent the sheets from movement). Unroll the halves of the sheets to the other side leaving one half of the room uncovered.

Apply appropriate glue with the serrated spatula on the uncovered part of the substrate (following the instructions of the glue manufacturer). The glue layer should be even, free of lumps; try to cover the entire surface. Depending on the temperature and type of the adhesive, wait 10-20 minutes and then invert the unrolled portions of the sheets back and evenly press against the subfloor in the direction from the centre to the outside, then along the line joining the sheets and at the edges.

Remove the weights and begin to glue down the remaining portions of the floor covering by the same procedure. If the adhesive gets into the point where the sheets meet, wipe it off immediately with a damp cloth.

When gluing down the floor covering, follow the instructions provided by the glue manufacturer on the packaging. Closed spaces where the floor covering has been installed are suitable for use only after being ventilated until the specific smell disappears.

**NOTICE:**

Gluing down the floor covering on the entire surface of the subfloor is the prerequisite for pursuing claims arising out of the guarantee.

**Maintenance**

Before using a newly fitted PVC floor covering, wash it with warm water with a small amount of mild detergent and wipe dry. Then apply a suitable preservative on the floor covering. This makes it easier to clean and also protects it from excessive wear. The best safety results are achieved in case of maintenance based on polyurethane (PU).

For maintenance of PVC floor covering never use abrasive cleaning agent. Each floor covering requires heavy-duty cleaning, maintenance, regular cleaning and protecting against mechanical damage.

*Heavy-duty cleaning* – apply a cleaning agent with water and leave for a few minutes until the chemical compounds start working. Then scrub, collect dirt, rinse the floor covering with clean water and leave until it dries.

*Maintenance* – on the prepared surface apply 1-2 layers of an agent used for PVC floor coverings maintenance.

*Regular (daily) cleaning* – sweep the floor and then wash it with water and a cleaning agent intended for PVC floor coverings; then collect dirt.

**NOTICE:**

Particles of sand, dust, etc. left on the surface of the covering cause its accelerated wear and tear.

**NOTICE:**

It is imperative to avoid splashing and accumulation of water under or on the floor covering. Avoid holding and storing the floor covering under heavy humidity

Only the agents recommended by LENTEX meet the requirements concerning the floor coverings maintenance. When performing the maintenance activities, the instructions provided by the manufacturer of the cleaning agent should be followed.

In case of public facilities the floor covering must be preserved with 2-component polyurethane system (PU), as it is the prerequisite for pursuing claims arising out of the guarantee.

**Precautions**

- Wiper and carpets rubber soles, furniture pads, etc., details made of rubber, certain types of rubber soles, mats on vinyl backing and other floor coverings may cause permanent discoloration of the floor covering, which is not a manufacturing defect of the product.
- the floor covering is not resistant to solvents, such as acetone, ethyl acetate, butyl acetate, cyclohexanone; these should be removed immediately after being spilt on the surface;
- the floor covering is not resistant to staining agents such as shoe polish, tar, rust, hair dye, which should be removed immediately;
- avoid the accumulation of dirt, sand and dust on the surface of the floor covering, that can cause visible scratches and tarnishing on the surface; it is recommended to use the wiper systems.
- sharp legs of refrigerators, washing machines, tables, or chairs may cause dents, tears and scratches of the surface; therefore, it should be protected with pads, preferably felt pads;
- avoid dragging heavy objects with sharp edges, which may be the reason for tearing the covering or creating permanent mechanical damage
- long-term exposure to excessive amounts of water can cause milky effect or discoloration of the floor covering