

## **MANUFACTURER WARRANTY INFORMATION**

**Toklo Flooring Sdn. Bhd.** (hereinafter referred to as “**Toklo**”) provides limited warranties which subject to the following terms and conditions:

<b>8mm, AC3 products</b>	<b>30 years</b> for Residential use and <b>10 years</b> for Commercial use
<b>10mm, AC3 products</b>	<b>30 years</b> for Residential use and <b>10 years</b> for Commercial use
<b>12mm, AC5 products</b>	<b>lifetime</b> for Residential use and <b>15 years</b> for Commercial use
<b>14mm, AC5 products</b>	<b>lifetime</b> for Residential use and <b>15 years</b> for Commercial use

for the Laminate Flooring that covers the below 3 criteria:

- **Abrasion Resistant** – in conformance with EN 13329:2006 requirements, according to test method EN 438-2, 6
- **Stain Resistance** – in conformance with EN 13329:2006 requirements, according to test method EN 438-2, 15
- **Light fastness** – in conformance EN 13329:2006 requirements, according to test method EN 20105 B02 and EN 20105 A02

The warranty periods shall commence immediately after date of purchase and subject to the Prerequisites stated hereafter.

The laminate flooring must be installed and maintained in accordance with the instructions that accompanied the product. Improper sub-floor / surface preparation, installation or application will void this warranty.

- The laminate floor may only be used according to the recommended domestic or commercial uses.
- The warranty does not cover damage caused by moisture.
- A walk-off mat has to be used in all entrance areas.
- This warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided by the manufacturer, physical abuse to or misuse of the product, accidents causing scratching, impact or cutting, freight damage, modification, alteration of either chemical or physical characteristics.

### **Liability can be claimed when,**

- The decor layer is worn off in an area of at least half a square inch on one panel and to be visible from a standing position.
- The defect could not be noticed prior to installation of the floor.
- The defect of abrasion is reported to **Toklo** by the dealer in written form within 30 days after it has been noticed.
- The written complaint has to be accompanied by the order confirmation that the dealer received from **Toklo** for the product in question.
- **Toklo** is allowed to check the said-to-be-defective floor on site.

**Within the scope of this warranty, Toklo has the option to**

- Repair the defective floor materials at no charge
- Deliver to the original point of sales any replacement material up to the current value of the defective floor materials.
- If the identical decor is not available, a suitable replacement will be delivered.
- This warranty covers a replacement of the affected materials only; it does not cover associated labour costs or any other related extra costs.

Any warranty claims accepted do not prolong the total warranty period counted from the date of the purchase.

Any claims of liability arising from this warranty cease to be valid if not reported within 6 months after the defect of abrasion was noticed respectively would have to be noticed by the dealer.

**Cleaning and Care**

Laminate flooring is easy maintenance. The first prerequisite for care and preservation of the flooring is a well-balanced room climate (55-65% relative humidity at 20° C / 68° F). These values ensure a healthy room climate.

Cleaning your laminate floor is fairly simple – dirt and dust can be removed with a vacuum featuring a hard-surface attachment or a broom.

For more difficult-to-remove soil, use a cloth moistened very lightly with plain water. Then wipe the surface with a clean dry cloth.

Under no circumstances should the floor be wet- mopped!

**Warning! Under no circumstances any type of vapor cleaning equipment shall be used!**

Heavier stains such as paint, glue, asphalt, oil, etc. can be removed easily, quickly and thoroughly with a basic laminate cleaner.

You should carefully observe the manufacturer's instructions.

**Toklo** product needs no special treatment – never use soap solutions, waxes, sealers, polishes or any abrasive materials.

**Preventive measures**

- Protect flooring surface with felt pads under furniture legs.
- You should use chair rollers with soft rollers and ones which are suitable for laminate floorings.
- With under floor heating, the laminate surface temperature should be < 28° C (82° F). This applies particularly in the case of laid-out carpets.

**Warranty Terms:**

If a claim under **Toklo** Warranty is accepted, **Toklo** will repair or replace at its option, the affected flooring materials. This warranty covers repair and replacement of affected materials only. **Toklo** will replace the panel(s) in the original décor if available and of equal or greater value if the original

is not available. Replaced panels are warranted for remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under warranty.

**Toklo** does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-customer. Any warranty claim must be made in writing within 30 days after it has been detected. To make a claim, contact your retailer. Proof of purchase is required when requesting warranty service. You must present or send to **Toklo** Customer Service your sales receipt or other documents that establish proof and date of purchase. Any controversy arising out of or relating to this warranty shall be governed by and in accordance with the substantive Law of Malaysia.

**Toklo SHALL NOT BE LIABLE TO THE PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF THE BREACH OF THE WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING MERCHANTABILITY). THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF Toklo.**

*This Warranty supersedes all previous Warranties!*