



# NOVERA FLOORING



## USER & INSTALLATION INSTRUCTIONS

NOVERA FLOORING WARRANTY TERMS  
& CONDITIONS

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# Product Overview

Novera Flooring Laminate is a premium flooring solution designed for durability, aesthetic appeal, and ease of installation. Our laminate flooring is manufactured with high-quality materials using advanced technology, ensuring it is resistant to wear, scratches, and moisture. With a range of stylish finishes that replicate natural wood textures, Novera Flooring is ideal for both residential and commercial spaces.

Our laminate flooring features:

- **High-Density Fiberboard (HDF) Core:** Ensures superior strength and durability.
- **Wear-Resistant Surface:** A protective top layer prevents scratches, stains, and fading.
- **Click-Lock Mechanism:** Enables easy, glue-free installation.
- **Moisture Resistance:** Engineered with a water-resistant core and sealed edges.



# PRE-INSTALLATION GUIDELINES

Before installing your Novera Flooring, it is crucial to prepare the environment properly to ensure long-term performance and warranty protection.

## ④ Acclimation

Laminate flooring must be acclimated to the room temperature and humidity levels before installation to prevent expansion or contraction after installation.

- Keep the flooring inside the room where it will be installed for at least 48 hours before installation.
- Maintain an indoor temperature of 18–24°C (65–75°F) and humidity between 45–65%.

## ④ Subfloor Requirements

A well-prepared subfloor is essential for a successful installation. Ensure the following:

- Cleanliness: The subfloor should be free of dust, dirt, debris, and any adhesive residues.
- Dryness: Moisture content should be below 2% for cement subfloors and below 12% for wooden subfloors.
- Flatness: The subfloor should be level with a maximum unevenness of 2mm per 1m (1/16 inch per 3 feet).
- Structural Integrity: The subfloor should be firm and stable.

## ④ Moisture Barrier

If installing over **concrete, ceramic tiles, or stone**, you must use a **6-mil polyethylene moisture barrier** to prevent moisture damage.

If installing over **wooden subfloors**, a moisture barrier is **not required**, but underlayment is recommended for sound absorption and comfort.



# Step-by-Step Installation

## Step 2: Install the Underlayment (If Required)

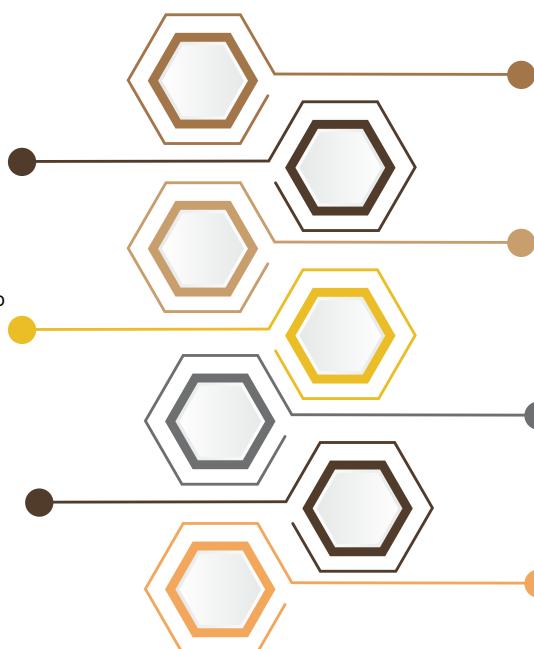
- Roll out the underlayment in the same direction you will install the planks.
- Overlap seams by 2 inches and secure with tape.

## Step 4: Click-Lock Mechanism

- Insert the next plank at a 30-degree angle into the previous plank's groove.
- Gently press down until it clicks into place.
- Use a rubber mallet and tapping block if necessary.

## Step 6: Cut the Final Row

- Measure and cut the last row to fit, ensuring an expansion gap of 10-12mm (3/8-1/2 inch).



## Step 1: Plan the Layout

- Determine the direction of installation (parallel to the longest wall or the main light source).
- Calculate the number of planks per row and adjust to avoid a very narrow last row.

## Install the First Row

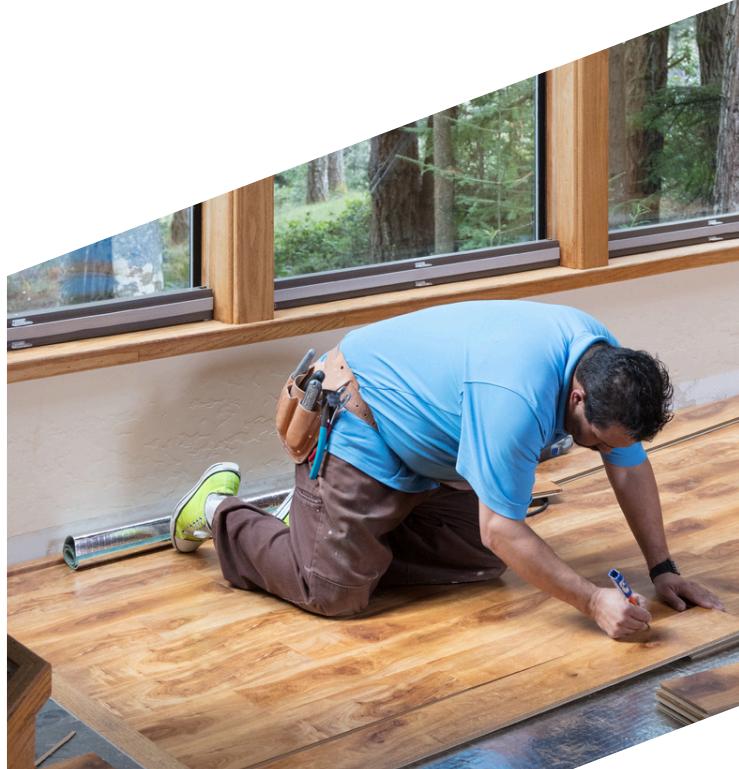
- Place the first plank with the tongue side facing the wall.
- Use spacers to maintain a 10-12mm (3/8-1/2 inch) expansion gap along walls.

## Step 5: Stagger the Joints

- Always stagger joints by at least 30cm (12 inches) to ensure a stable structure.
- Avoid H-pattern or stair-step layouts, as they weaken the flooring.

## Step 7: Install Transitions & Baseboards

- Secure moldings, trims, and transition strips without nailing through the laminate to allow for movement.





# POST-INSTALLATION CARE & MAINTENANCE

## ④ 1 Cleaning Guidelines

- **Sweep or vacuum** regularly with a soft brush or hard-floor vacuum attachment.
- **Mop with a damp microfiber** cloth using pH-neutral laminate cleaner.
- **Do not use excessive water**, steam mops, or abrasive cleaning pads.

## ④ Preventive Measures

- **Use furniture pads** to prevent scratches.
- **Place mats at entryways** to trap dirt and moisture.
- **Avoid prolonged exposure** to direct sunlight to prevent discoloration.



# NOVERA FLOORING WARRANTY TERMS & CONDITIONS

Novera Flooring is committed to providing high-quality laminate flooring that meets international durability and performance standards. We offer the following warranties to assure our customers of the reliability of our products:

- **Residential Warranty: 25 years** against manufacturing defects under normal household conditions.
- **Commercial Warranty: 5 years** for moderate commercial use, including offices, retail spaces, and hospitality environments.





# What is Covered

Our warranty covers the following aspects of your Novera Flooring when installed and maintained according to our guidelines:

## ➔ Wear Resistance

- The surface layer will not wear through under normal use during the warranty period.
- Wear-through is defined as **100% loss of the decorative layer over at least one square inch of the floor surface.**

## ➔ Stain and Fade Resistance

- The flooring will not stain from common household spills when cleaned promptly.
- The color will not fade due to indirect sunlight exposure or artificial indoor lighting.

## ➔ Structural Integrity

- The planks will remain securely locked when properly installed.
- No warping, delamination, or cracking due to manufacturing defects.

## ➔ Water Resistance

- Novera Flooring's moisture-resistant core helps prevent damage from everyday spills if cleaned up within 30 minutes.
- This warranty does not cover water damage from prolonged exposure to moisture.

# WARRANTY LIMITATIONS & EXCLUSIONS

THE NOVERA FLOORING WARRANTY DOES NOT COVER THE FOLLOWING:

## Improper Installation



- Installed without an expansion gap (minimum 10mm / 3/8 inch).
- Installed over an uneven subfloor exceeding 2mm per 1 meter.
- Failure to use an approved underlayment or moisture barrier when required.
- Use of adhesives or nails in a floating floor installation.

## Water Damage & Excessive Moisture



- Damage from floods, plumbing leaks, standing water, or excessive steam mopping.
- Installation in high-moisture areas such as saunas, bathrooms with showers, or outdoor spaces.
- Mold or mildew growth due to high humidity or moisture penetration.

## Physical or Accidental Damage



- Scratches, dents, or impact damage from furniture, high heels, pet claws, or dropped objects.
- Damage caused by dragging furniture or appliances across the floor.
- Burns from cigarettes, matches, or other heat sources.

## Improper Maintenance & Cleaning



- Use of harsh chemicals, wax, oil-based soaps, or abrasive cleaners.
- Steam mops or excessive water usage leading to swelling or warping.
- Neglecting regular cleaning, resulting in dirt buildup or discoloration.

## Environmental Conditions



- Installation in areas with humidity below 45% or above 65%.
- Exposure to temperatures below 5°C (41°F) or above 27°C (81°F).
- Sun fading due to direct, prolonged exposure to sunlight without UV protection.

## Commercial Use Beyond Warranty Terms



- Heavy commercial use beyond the 5-year commercial warranty coverage.
- Installation in high-traffic areas such as malls, gymnasiums, or industrial spaces.

# WARRANTY CLAIM PROCESS

## ① Contact Customer Service

- Email or call our customer support team.
- Provide proof of purchase, installation details, and a description of the issue.

## ② Inspection & Verification

- Novera Flooring may require an onsite inspection or photographic evidence.
- If needed, we may send an independent inspector to assess the claim.

## ③ Resolution Options

- If approved, we will either:
- Replace defective planks with the same or equivalent flooring.
- Offer a prorated refund based on the time elapsed since installation.
- If denied, we will provide a detailed explanation of why the claim does not qualify.



# WARRANTY DURATION & PRORATION

The warranty coverage applies from the original date of purchase. If a defect is found, the compensation will be prorated as follows:

## ➡ Residential Warranty (25 Years)

- Years 1–5: 100% replacement
- Years 6–10: 70% replacement
- Years 11–15: 50% replacement
- Years 16–20: 30% replacement
- Years 21–25: 10% replacement

## ➡ Commercial Warranty (5 Years)

- Year 1: 100% replacement
- Year 2: 80% replacement
- Year 3: 60% replacement
- Year 4: 40% replacement
- Year 5: 20% replacement



# Contact Us



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