



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.

➔ 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%.

➔ 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.

➔ 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)

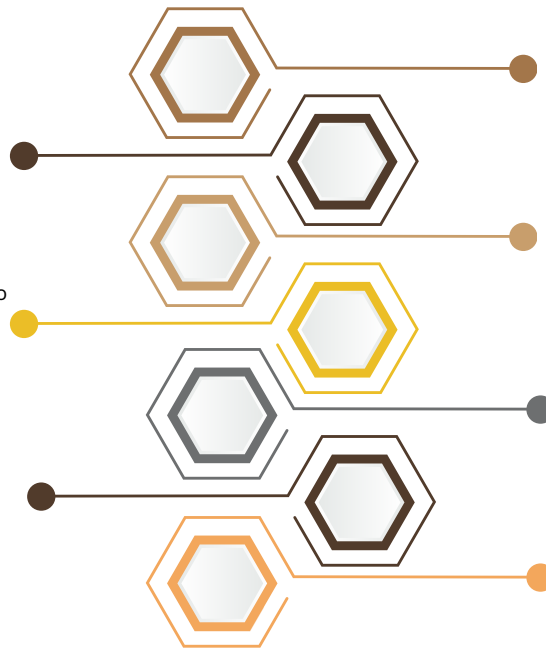
- Roll out the underlayment in the same direction you will install the planks.
- Overlap seams by 2 inches and secure with tape.

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

➔ 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.

➔ 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

➔ Contact Customer Service

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

➔ Inspection & Verification

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

➔ 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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