



OAKVERSE PERFORMANCE WARRANTY

LIMITED LIFETIME RESIDENTIAL WARRANTY

Oakverse warrants the initial buyer that its flooring is free from manufacturing flaws. Additionally, under typical residential usage, the surface will not suffer wear-through*, be stained, or discolor due to natural or artificial light exposure for the product's lifespan.

*Wear-through refers to the complete disappearance of the pattern over at least a 2 square inch space. Scratches or loss of shine are not categorized as wear-through.

Should the flooring show signs of wear-through, staining, or fading, Oakverse reserves the right to either replace or refund the affected flooring section as warranted. This guarantee does not cater to labor costs, except when installed by professionals, or other related costs stemming from a recognized defect. If the particular flooring model is no longer available, Oakverse will offer a replacement with a flooring of comparable value.

This Warrant is exclusively for the initial buyer, superseding any other stated or implied warranties and any other legal or alternative rights, assurances, or compensations.

LIMITED 20 YEAR COMMERCIAL WARRANTY

Oakverse warrants the initial buyer that its flooring is free from manufacturing flaws. Additionally, under typical residential usage, the surface will not suffer wear-through*, be stained, or discolor due to natural or artificial light exposure for the product's lifespan.

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Pet Friendly Warranty

Oakverse warrants that its laminate flooring can effectively combat lasting discoloration from domestic cat or dog urine, provided it's promptly cleaned. "Stain resistance" refers to your floor's capacity to fend off enduring marks. It's crucial to address any spills as soon as they're noticed. Delay in cleanup can intensify the challenge of stain removal. For best results, ensure your pets' nails are regularly maintained and trimmed.

Waterproof Warranty

Oakverse is designed to withstand wear from regular wet and steam mopping, as well as common household spills. However, this warranty does not cover damage stemming from incidents beyond typical domestic spills, such as floods, persistent water accumulation, pipe leaks, appliance malfunctions, or neglecting maintenance guidelines. Any damage due to mold or mildew from extended moisture exposure is also outside the scope of this warranty.

GENERAL EXCLUSIONS AND CONDITIONS

1. Issues resulting from not following the installation, maintenance, and care recommendations in our guidelines and accompanying documentation.
2. Damage due to incorrect installation, such as placing on irregular subfloors or not allowing sufficient expansion space on edges.
3. Impairment from exposing the flooring to extremely hot or cold temperatures as outlined in our installation guide.
4. Damage from abnormal moisture conditions, like excessive dampness in a concrete base or due to malfunctioning household appliances.

5. Natural changes in the flooring's color, shine, or pattern as it matures.
6. Problems from installing the floor in unsuitable locations, e.g., outdoor spaces or sunrooms.
7. Damage from non-standard usage, accidents, or exposure to aggressive chemicals.
8. Consequences of unforeseen incidents or natural disasters.
9. Wear and tear from vacuum cleaner beater bars or hard-wheeled casters.
10. Differences in color or appearance when compared to display samples.
11. Damage sustained during transportation.
12. Scratches or disfigurements from abrasive elements, such as gravel or heavy furnishings.
13. Damage to the floor's connectors or depressions from heavy rolling loads.
14. Issues arising if planks are taken apart and put back together more than three times, including improper plank separation.
15. Damage due to lack of protective mats at entrances, leading to dirt and moisture buildup.
16. Wear from dragging heavy objects. Always use protective boards (at least ¼" thick) when moving bulky items. Simple carpets or cardboard aren't adequate.
17. Issues caused by unsuitable furniture wheels. Wide, flat glides or rounded casters are advised. For areas with rolling chairs, use a protective mat.

The validity of this warranty is exclusive to the original buyer, is non-transferable, and applies solely to the initial installation of the flooring. Any visible defect should span an area larger than 2 square inches. It's the onus of both the buyer and installer, whether they're professionals or DIY enthusiasts, to inspect all flooring components prior to installation. If they identify or even suspect a visible manufacturing flaw during this inspection, installation should be halted. Instead, the retailer who supplied the flooring should be immediately informed. Claims for flooring that was knowingly defective during installation will not be entertained. In such scenarios, the warranty will only cover the flooring segments that haven't been installed.

We don't permit or authorize any third party to modify the terms or constraints of this warranty. This document is the exhaustive and exclusive articulation of our warranty, superseding all other explicit and/or legal warranties.

All implicit warranties, including those for specific purposes, are restricted to the duration of this explicit warranty. However, certain regions might not recognize the limitation or exclusion of implicit warranties, so the above constraints or exclusions might not be applicable.

We explicitly rule out and won't cover consequential or incidental damages under this warranty. This refers to losses, costs, inconveniences, or damages, unrelated to the flooring itself, that might be caused by a flooring defect. However, specific jurisdictions might not allow the exclusion or limitation of incidental or consequential damages, which means the above limitations or exclusions may not apply.

We reserve the authority to inspect the flooring and take samples for further scrutiny if deemed necessary. Unsanctioned attempts to repair or replace the flooring will nullify this warranty.

FOR WARRANTY SERVICE

Should a defect be discovered, the original retailer must be notified within 30 calendar days, and within the active period of this warranty. The retailer can offer guidance and, if needed, initiate the claims process. Notifications post this timeframe will render the warranty null and void. For warranty benefits, the following must be provided:

- A legitimate purchase proof, like the sales invoice for the flooring and related accessories that could impact installation quality. This might include adhesives, moldings, underlays, moisture barriers, etc.
- A comprehensive defect description and/or a photograph or sample that unequivocally displays the defect. Oakverse might also request supplementary information to better understand the root cause.

In the event that we validate a warranty claim, Oakverse, at its sole discretion, will either mend the faulty material or refund the flooring cost. If a certified professional originally installed the flooring and a valid claim is raised within the first 36 months from the initial purchase date, Oakverse will also cover the reasonable labor expenses associated with the repair or replacement.

The specifics of the repair, replacement, or refund will be determined on a pro-rated basis concerning the flooring and labor costs.



Regarding the Lifetime Residential warranty, if a claim is approved post the first year of purchase, Oakverse will pay a pro-rated material cost, calculated based on the number of years since the purchase and the remaining duration up to 50 years.

For the 20 Year Commercial warranty, if a claim is approved post the first year of purchase, Oakverse will pay a pro-rated material cost based on the elapsed years since purchase and the remaining tenure of up to 20 years.

This warranty's offerings are bound by the designs, colors, structures, and styles available during the time of repair or replacement. If the original design is unavailable, Oakverse reserves the right to provide a similar alternative in design, color, structure, or style. Oakverse will always prioritize customer preferences.

Any and all implied warranties that arise due to prevailing laws are limited in their duration to this written warranty's duration, as permitted by the law.

As laws and regulations vary between jurisdictions, certain areas might not recognize the exclusion or limitation of incidental or consequential damages or the exclusion or limitation of implied warranties. Thus, the above limitations or exclusions might not be applicable. This warranty grants specific legal rights, and there could be additional rights, varying between jurisdictions.

ANY IMPLIED WARRANTIES ARISING FROM CURRENT LEGISLATION ARE CONFINED TO THE TIMEFRAME OF THIS EXPRESSED WRITTEN WARRANTY, TO THE EXTENT THE LAW ALLOWS.

LAWS DIFFER ACROSS JURISDICTIONS. SOME LOCATIONS MAY NOT PERMIT THE EXCLUSION OR RESTRICTION OF ACCIDENTAL OR RESULTING DAMAGES OR THE RESTRICTION OF IMPLIED WARRANTIES. HENCE, SOME OF THE ABOVE RESTRICTIONS OR EXCLUSIONS MAY NOT APPLY.

THIS WARRANTY PROVIDES CERTAIN LEGAL RIGHTS, AND OTHER RIGHTS MAY EXIST, DEPENDING ON THE JURISDICTION.



Standard Plank Installation Instructions

I. Before You Start/ Preparations

Please read all the instructions before you begin the installation. Improper installation will void warranty.

Given that each project varies, it's essential for customers to engage a certified installer or contractor. Their expertise will ensure the proposed application and installation align with regional standards and industry best practices. While we offer installation recommendations, they're not meant to override any national, state, or local regulations. Sometimes, compliance might necessitate alterations to the installation method, materials, or structural components. Property owners are accountable for adhering to all building codes, including keeping mandated clearances from heat sources like fireplaces.

Wood-derived products, even if tailored for enhanced moisture resistance, are sensitive to ambient moisture and may expand or shrink in response. Any moisture issues beneath the floor must be addressed before installation. The area should also be free from any residual moisture from construction. This flooring comes with an inbuilt underlay, so avoid placing it over carpets or additional underlayment. The sole exception is a 6 mil poly-film barrier for concrete surfaces. The Sentinel Protect Plus Underlayment is approved for residential uses, such as apartments or condo units. Avoid extra underlayment in commercial settings, like lobbies or restaurants, especially places with heavy rolling loads, as this can invalidate the warranty. Before installation, examine each plank for manufacturing anomalies. Any defects should be promptly reported to the seller for a refund or replacement before proceeding with installation.

1. Begin by measuring the area where the flooring will be laid and allow an additional 10% for potential wastage.
2. Typically, this flooring can be installed straight away without acclimation. However, if room humidity is below 35% or exceeds 70%, let the unopened boxes sit in the intended installation room for 24 hours. Ensure the room remains within 60-78°F (18-25°C) during this period and throughout installation.
3. Maintain a consistent room humidity of 35%-70% and a temperature range of 65-78°F (18-25°C).
4. For expansive areas over 6400 ft² (600m²) or lengths beyond 80 feet (24m), especially where there are asymmetrical joins or different rooms, incorporate expansion joints.
5. Refrain from placing heavy cabinets or fixed structures atop the flooring. Maintain a gap of 1/2" (12 mm) for expansion, and trim all door frames accordingly.
6. Prioritize inspecting the subfloor. It should be clean and level with no more than 3/16" deviation over a 10-foot span. If laying on concrete, ensure it's dry, with a maximum moisture content of 2.5%.
7. If you're laying over an old wooden floor, fix any loose boards or creaky areas first.
8. Ensure a gap of 1/2" (1cm) from walls, structural elements, and fixtures. Tip: For pipe installations, create holes 3/4" (20 mm) larger than the pipe diameter.
9. Over concrete bases, always use a vapor barrier. If you're installing over wood on or below ground level, add a vapor barrier unless one already exists in a well-aired crawl space. Use a plastic sheeting (min. 6 mil or 0.15mm) for this purpose.
10. Determine the plank direction. Ideally, lay them parallel to the primary source of light in the room.
11. For installation planning, ensure the last row of boards is no less than 2" (50mm) wide. Adjust the first row's width if needed. Always account for the 1/2" (10mm) expansion gap around the floor's edge. In slender hallways, align the flooring with its longest side.
12. Before you begin, check the material under natural light for any imperfections, color mismatches, or edge damages. Once installed, no claims related to visible defects will be entertained.

ATTENTION: Regarding Radiant Floor Heating

If you have in-floor radiant heating, ensure there's at least 1/2" (12mm) distance between the heating system and the flooring. The heating system's temperature should not surpass 85°F (30°C). It's advisable to employ a floor temperature sensor to prevent excessive heat.

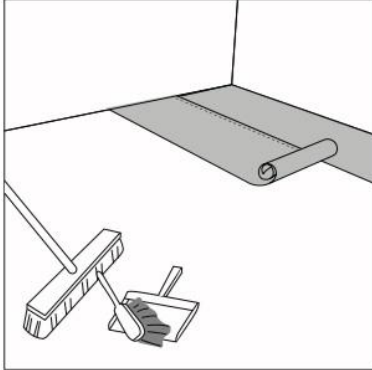
1. For new radiant heat systems, run the system at its highest setting to eliminate any leftover moisture from the system's cement layer. Ensure the moisture content doesn't surpass 2.5% (using the CM method). Switch off the heat 24 hours before the installation, maintain it off during the process, and keep it off for 24 hours post-installation.
2. During the flooring installation, maintain a room temperature ranging from 60°F (15°C) to 80°F (25°C).
3. After completing the installation, gradually increase the heat system's temperature in 5-degree increments until it reaches its standard operating level.
4. For further advice, consult the guidelines provided by your radiant heat system manufacturer.

Caution: Avoid using electric heating mats placed directly beneath the flooring without embedding them in the subfloor. This will lead to the warranty being invalidated.

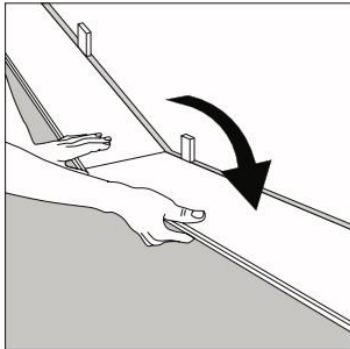
II. Steps for Installation: Necessary Equipment and Materials

- Use spacers to maintain consistent gaps.
- A saw for cutting planks as needed.
- Adhesive tape to secure seams.
- A minimum of 6-mil thick poly vapor barrier, essential for installations over crawl spaces and concrete floors.
- Rubber mallet for adjusting and positioning.
- Ruler for straight lines.
- Pencil for marking measurements.
- Tape measure to accurately measure space and planks.
- Utility knife for precision cuts. Pull bar to assist in fitting planks closely.
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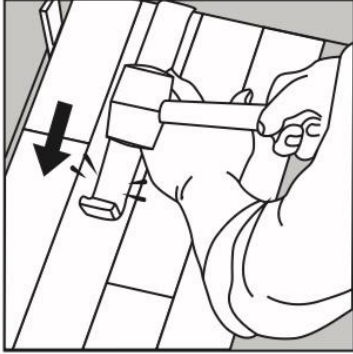
For standard home installations.



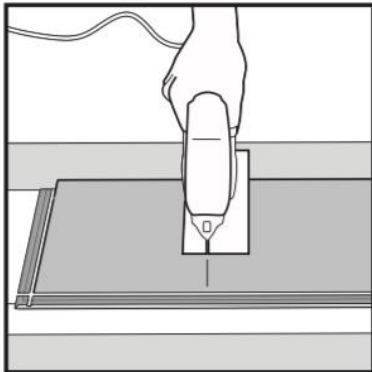
1. Before beginning the installation, ensure the subfloor is completely clean. When working with a concrete subfloor, lay down at least a 6-mil thick plastic poly sheeting before introducing the flooring. Align the moisture barrier in the direction of the flooring boards. Position the barrier edges adjacent to each other, ensuring there's no overlapping. Secure the seams using tape.



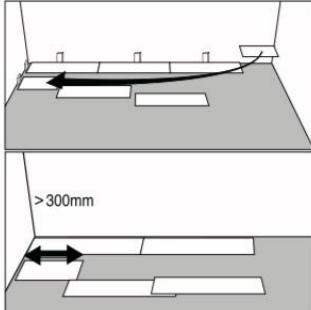
2. Initiate the installation from the leftmost corner. Position the plank 1/2" (10mm) away from the left wall, ensuring the tongue side is facing the wall. Utilize spacers to maintain this gap between the plank and the wall.
First Row, Second Plank: Align the short-end tongue of the second plank with the groove of the initial plank. Then, pivot it downward to lock them together. Confirm that both planks sit flush with each other.
Note: If you observe a height difference between the planks or they don't seem to be securely interconnected, refer to the disassembly guide further in the instructions. Dismantle the planks and inspect for any obstructions or debris within the locking mechanism.



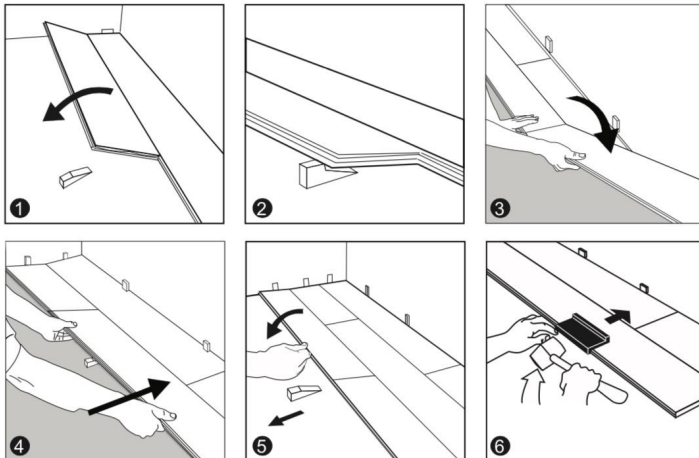
3. First Row, Last Plank: When concluding the first row, maintain a 1/2" (10mm) expansion space from the wall. Measure and cut the last plank accordingly. Fit it by inserting the short side, and secure it in place using a pull bar.



4 When using a jigsaw, position the laminate side facing downwards. Conversely, if using a hand saw, ensure the laminate side is facing upwards.

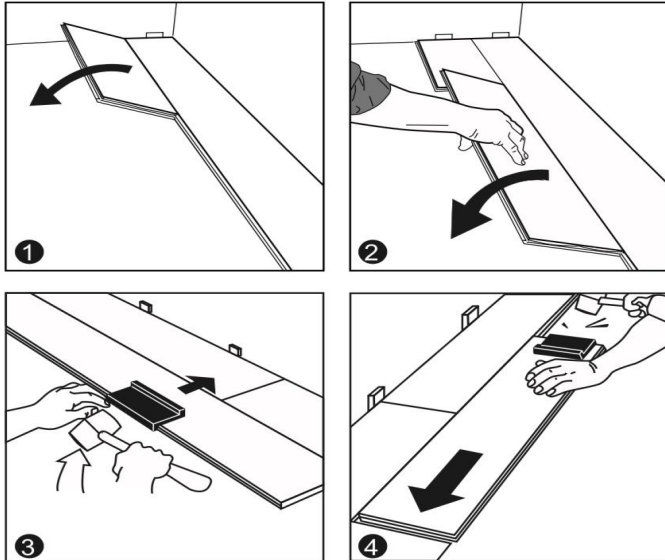


5. Begin the second row using the remaining cut portion from the last plank of the preceding row. This piece should be no less than 12" (30cm) in length. Alternatively, if not available, utilize another plank that needs to be divided into two. Ensure each of these shorter segments measures at least 12" (30cm).



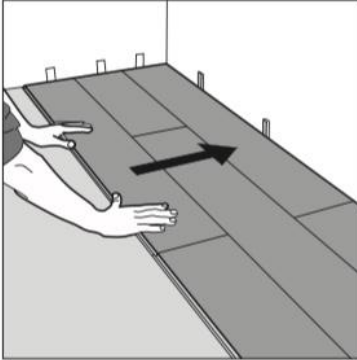
6 A. Key Installation Steps:

1. Begin by angling the longer side of the first plank in each row, connecting it to the prior row. Push it towards the left-side spacer against the wall.
2. To maintain the plank's angled position for the next piece, place a spacer beneath it.
3. Align the shorter end of the plank at an angle with the shorter side of the already-placed board and press it down.
4. Move the longer side of the plank into the locking groove of the neighboring plank from the previous row.
5. Upon completing the row, take out the spacers and press down on the entire row.
6. For a tight fit, gently tap along the plank's long side using a tapping block until the seams are closely knit

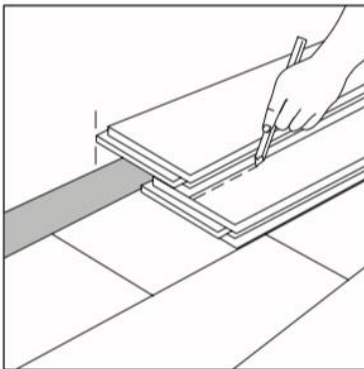


6 B. Different Approach for Installation:

1. Begin by tilting the first plank of each row at a modest angle, connecting its longer side to the row before. Push it towards the left, against the wall's spacer.
2. As you continue with the row, angle the plank's longer side and link it to the previous row, ensuring it is close to the shorter side of the plank you've just installed.
3. With a tapping block, tap gently along the plank's extended side to ensure a snug fit. Following that, tap the short side of the succeeding plank, locking it into place with the block.
4. Caution: Avoid tapping unevenly or using too much force, as this can harm the locking mechanism.

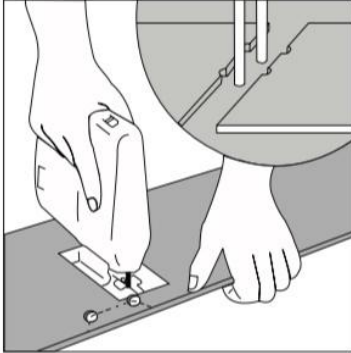


7. Following the completion of 2-3 rows, reposition the flooring to maintain a 1/2" (10mm) expansion gap from the front wall. Make sure to offset the end joints by a minimum of 12" (30cm) between consecutive rows.



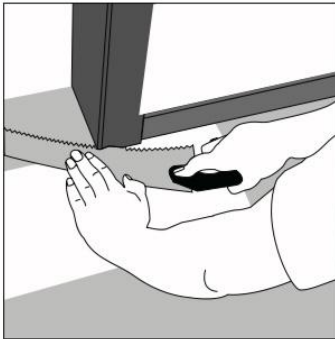
8. Installing the Final Row:

1. Place a loose plank directly over the last row you've installed.
2. Lay another plank atop the first, ensuring its tongue side is adjacent to the wall.
3. Trace a line along the top plank's edge to mark the bottom plank.
4. Make a cut following this traced line to achieve the desired width for installation.
5. Position the longer tongue side of the cut plank into the groove, ensuring the ends align properly.
6. Utilizing a pull bar and hammer, methodically move along the plank's length, gently tapping to seal the joint



9. Creating Openings for Pipes:

1. Determine the pipe's diameter.
2. Drill a hole into the plank that's 7/8" (20mm) wider than the measured diameter.
3. Split the plank into two halves by making a cut lengthwise through the center of the hole you've drilled.
4. Position the two halved planks appropriately around the pipe.



Working Around Door Molding and Skirting:

1. Take a plank and place it with its decorative side facing downwards, adjacent to the door molding, as illustrated.
2. Gently slide the plank beneath the molding.

Installation in Bathrooms, Laundry Rooms, or Commercial Spaces

Ensure that all planks that have been cut are sealed effectively for optimal and guaranteed functionality. Wherever the flooring plank has been tailored to fit, whether at the ends or sides, it's imperative to seal the surrounding area of the installation.

After the flooring is set in place, start by filling the expansion gaps with 3/8" compressible PE foam backer rod, then overlay it with a silicone-based sealant (refrain from using -

- acrylic-based ones). This process should also be applied to other areas, such as kitchen islands, entrances, pillars, etc., where the laminate flooring has been modified to fit.

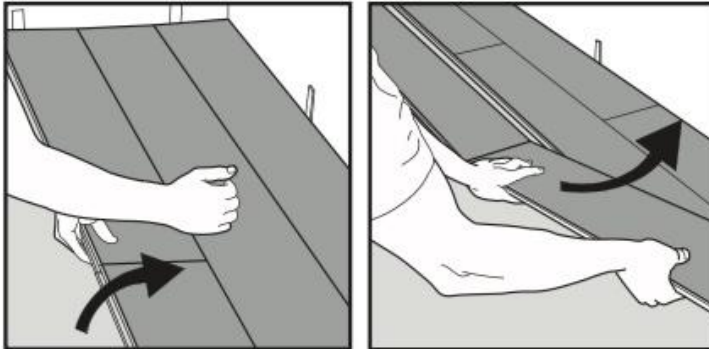
III. Upkeep

Maintenance and Precautions: Damages arising from neglecting proper care and maintenance aren't covered by the warranty.

1. Use soft bristle attachments to sweep or vacuum the floor.
2. Address spills, including those from pets, immediately to prevent them from drying. It's essential never to inundate the floor.
3. Occasionally mop with water, using a damp mop that's been wrung out well. Ensure no liquid is directly poured on the floor, and avoid using overly wet mops that might leave puddles.
4. You can utilize residential steam mops on this flooring at the lowest power setting, paired with an appropriate soft pad. Move the mop consistently across the floor. Avoid letting the steam mop sit in one spot for too long. For warranty specifics, see the provided documentation. Also, consult the steam mop manufacturer's guidelines for correct usage.

5. Avoid detergents, abrasive cleaning agents, soaps, oils, waxes, or polishes. For stubborn spots, a damp cloth or a cloth with a bit of alcohol can be used to gently rub and remove the mark.
6. Steel wool and scouring powders, which could scratch the floor, should not be used.
- 7 .When relocating furniture, ensure you lift rather than drag it across the floor. Incorporate felt protectors beneath furniture legs. Position entryway mats at entrances, ensuring they don't have rubber undersides.

IV. Dismantling



Gently lift the entire row at an angle to detach it. To disengage individual planks within that row, tilt the plank upwards.

CRITICAL HEALTH ADVISORY: THESE CONSTRUCTION MATERIALS RELEASE FORMALDEHYDE. SYMPTOMS SUCH AS IRRITATION OF THE EYES, NOSE, AND THROAT, HEADACHES, NAUSEA, AND ASTHMA-LIKE INDICATIONS, INCLUDING BREATHING DIFFICULTIES, CAN RESULT FROM EXPOSURE TO FORMALDEHYDE. INDIVIDUALS LIKE THE ELDERLY, INFANTS, AND THOSE WITH ASTHMA, ALLERGY, OR RESPIRATORY ISSUES MAY BE MORE VULNERABLE. ONGOING STUDIES ARE EVALUATING THE POTENTIAL LONG-TERM CONSEQUENCES OF FORMALDEHYDE EXPOSURE. INSUFFICIENT VENTILATION CAN LEAD TO THE BUILD-UP OF FORMALDEHYDE AND OTHER POLLUTANTS INDOORS. HIGHER INDOOR HEAT AND MOISTURE CAN ELEVATE FORMALDEHYDE CONCENTRATIONS. FOR HOMES IN AREAS PRONE TO INTENSE HEAT, AIR CONDITIONING CAN HELP MAINTAIN DESIRED TEMPERATURES. OTHER FORMS OF CONTROLLED VENTILATION CAN ASSIST IN REDUCING INDOOR CONTAMINANT LEVELS. FOR FURTHER INFORMATION ON FORMALDEHYDE'S HEALTH IMPLICATIONS, PLEASE CONTACT YOUR PHYSICIAN OR THE LOCAL HEALTH AUTHORITY.