



MILANO EXCLUSIVE LAMINATED FLOORING WARRANTY AND CARE INFO

MAINTENANCE AND CARE FOR MILANO EXCLUSIVE LAMINATE FLOORING PRODUCTS

■ Daily & Weekly Maintenance

1. Dry Cleaning (Daily/As Needed): Use a soft broom, microfiber dust mop, or vacuum cleaner with a hard floor attachment (no beater bar). Removes dust, sand, and debris that can cause scratching.

2. Damp Mopping (1–2 times per week MAX): Use a slightly damp microfiber mop – never wet or dripping. Use only pH-neutral laminate floor cleaner or a few drops of dish soap diluted in water. Wring mop well to avoid water seepage into joints.

■ Avoid These at All Costs - No wet mopping or steam mops – causes swelling or seam damage. - No bleach, ammonia, or abrasive cleaners – they damage the top layer. - No wax, polish, or oil-based products – laminate is not porous and doesn't absorb them. - Don't drag furniture — always lift or use felt pads/sliders.

■ Moisture Protection Wipe up spills immediately with a dry or slightly damp cloth. Place mats at entrances to catch water/dirt from shoes. Use waterproof silicone sealant in bathrooms or kitchens at joints and edges (if applicable).

■ Furniture & Foot Traffic Care Attach felt pads under furniture legs. Use plastic mats under rolling office chairs (not rubber, which can stain). Don't walk with stiletto heels or spiked shoes — they can dent the surface. For pets, keep nails trimmed to prevent scratches.

■ Sunlight & Heat Use curtains/blinds to reduce direct sunlight and prevent fading. Avoid placing heaters directly on the floor or exposing to extreme heat.

■ What You Can Use Safely - Natural or branded laminate floor cleaners - Slightly damp microfiber mops - Vinegar-water mix (1:10) occasionally, for deep cleaning — only if manufacturer allows - Ice pack or nail polish remover (acetone) for stains like gum or nail polish – test first



■ **General Long-Term Care Tips** Clean up grit and sand quickly to avoid micro-scratches. Keep humidity stable (40–65%) to prevent expansion/contraction. For joints that open use click-joint sealers or have a professional reseal.

■ **Spot Cleaning Guide** Mud/Dirt – Let dry → brush off → damp wipe Wine/Coffee – Damp cloth + laminate cleaner Paint/Ink – Nail polish remover (acetone) on cloth Gum/Wax – Freeze with ice → gently scrape with plastic spatula Grease/Oil – Damp cloth with mild cleaner

■ **Summary (Fast Guide)** DO: ✓ Dry sweep or vacuum daily ✓ Damp mop weekly with laminate-safe cleaner ✓ Use felt pads under furniture ✓ Control moisture, sunlight, and humidity DON'T: ✗ Use steam mops ✗ Soak the floor ✗ Apply wax or polish ✗ Use harsh or abrasive cleaners

■ LEGAL & STANDARD WARRANTY GUIDELINES

1. Warranty Duration for Milano Exclusive range (Residential Use)

- 25-year residential limited warranty
- 5-year light commercial limited warranty
- Milano Exclusive specification: Thickness:8mm HDF Core
- AC Rating: AC4 (Heavy domestic use)
- Edge: V-Groove Joint: Wax-treated click system (water Resistant)
- Surface: EIR Embossed
- Size: 1220mm x 240mm planks

2. What the Warranty Covers - Delamination

- Fading due to light exposure (non-abusive)
- Stain resistance (under normal use)
- Wear-through of decorative layer under normal use conditions
- Installation-related defects (if installed per manufacturer's instructions)



3. What the Warranty Does Not Cover

- Water/moisture damage, moist from subfloor, moist reading not exceeding 5% (spills, flooding, wet mopping, bathroom)
- Improper installation or lack of expansion gaps (10mm at all walls, pillars, pipes, door frames) - Damage from furniture, pet claws, high heels, or abrasives
- Colour variation (natural product variation)
- Changes in gloss or texture over time
- Use in non-climate-controlled environments
- Commercial use (unless explicitly stated)
- Damages caused by excessive sunlight
- Building settling or uneven sub-floor (3mm over 1 meter)
- Consequential or incidental damages, such as any loss, expense, or other damages beyond the flooring itself that may result from a defect
- Visible defects noticed after installation (e.g., chipping or warping due to moisture - Damage caused by negligence, misuse, or force majeure
- Damage from Lack of Climate Control in Vacant Properties -Subfloor Movement or Structural Issues

4. Warranty Legal Requirements in South Africa According to the Consumer Protection Act (CPA):

- Warranties must be clear and easy to understand
- Supplier must honour repair/replacement/refund if product fails under valid conditions
- Proof of purchase + proper installation may be required



- Claim valid within warranty period for product failure, not misuse This warranty gives you specific legal rights. It does not override any consumer protection laws that apply in South Africa. Please follow all installation and maintenance instructions to ensure your warranty remains valid.

PREPARATION AND INSTALLATION GUIDELINES

- Acclimatise laminate packs for 48 hours (18–27°C, RH 40–65%)
- Dry, clean, level, and stable subfloor
- Concrete: $\leq 3\%$ CM moisture | Wood: $\leq 8\%$ moisture - Level tolerance: max 3mm over 1 meter - Use moisture barrier over concrete
- Use approved laminate underlay
- Leave 10mm expansion gap at all edges
- Don't install under fixed cabinets
- Use expansion joints (T-profiles) in long areas
- Trim door frames
- Heating systems $\leq 27^\circ\text{C}$ surface temp
- Allow 24-hour acclimatisation on site

Product Use Disclaimer

Approved Use Only

This product is for approved residential/light commercial dry interior use only. Use in bathrooms, outdoor areas, high-humidity zones, salons, shops with excessive foot traffic, or wet environments is strictly prohibited and voids the warranty.

Claims Process:

All claims must be submitted in writing within 7 days of discovery of the issue.



A valid original invoice and photos must be provided.

FlooringXpress reserves the right to send a third-party inspector.

No returns or claims will be accepted without written approval.

Disclaimer & Limitation of Liability:

FlooringXpress is the supplier of flooring materials only. We are not responsible for product installation, site conditions, subfloor preparation, or any post installation damage or failure.

This warranty **only covers product performance under approved use and conditions**, as specified in this document.

Under no circumstances shall FLOORINGXPRESS be liable for:

- Labour costs, removal, reinstallation, or site visits
- Loss of use or profit
- Water damage from plumbing, weather, or negligence
- Installation by non-certified personnel
- Any claim arising from third-party transport, warehousing, or handling

Use of the product constitutes full acceptance of these conditions.

Thank you for choosing FlooringXpress Contact us: info@flooringxpress.co.za | 065 073 5080 | www.flooringxpress.co.za



CLIENT CONFIRMATION: I confirm that I have read and understood the warranty, care, and installation guidelines for Laminate Flooring.

Client Full Name: _____

Contact Number: _____

Client Address: _____

Email Address: _____

Signature: _____

Date: _____