



BY SWISS KRONO GROUP

PRINCIPLES OF ASSEMBLY AND USE. WARRANTY

SWISS KRONO laminated floor panels are intended for use as a finishing material for floors in residential and public premises characterized by a stable climate. Optimal conditions are temperature: 18 – 22°C, relative humidity: 40 - 65%.

1. Laminated floor panels should not be installed in areas where the level of humidity exceeds 65%, i.e. bathrooms, saunas, laundry rooms, etc.
2. SWISS KRONO laminated panels can be installed in rooms with a water or an electric underfloor heating system (see section INSTALLATION AND USE OF PANELS ON FLOOR HEATING).
3. SWISS KRONO laminated floor panels are available in the following abrasion classes: AC3, AC4, AC5, AC6.
 - Floor panels in the **AC3** abrasion class are intended for use in dry living rooms with low traffic load (e.g. bedrooms and wardrobes). Laminate floor panels in the AC3 abrasion class should not be used in public or commercial places.
 - Floor panels in the **AC4** abrasion class are intended for use in dry residential premises with medium traffic loads (e.g. children's rooms, living rooms, kitchens, offices) and in public premises with low traffic loads.
 - Floor panels in the **AC5** abrasion class are intended for use in all dry residential premises (e.g. living rooms, corridors, kitchens, home offices) and in public premises with medium traffic loads (e.g. hotel rooms, shops with medium traffic loads, etc., excluding dance halls, sports halls, etc.).
 - Floor panels in the **AC6** abrasion class are intended for use in all dry residential areas with high traffic loads (e.g. halls, corridors) and in commercial applications with heavy traffic loads (e.g. hotels, conference rooms, shops in shopping malls, etc.).
4. Floor panels must be installed in compliance with the assembly instructions, in closed rooms which will be heated to room temperature in the winter (an assembly manual is provided on the label attached to the package of floor panels or on the bottom of the carton).
5. Assembly of laminate floor panels requires the following tools and materials:
 - an approved PE vapour barrier film ≥ 0.2 mm,
 - a levelling board designed for use under floating floors, e.g. levelling foam (with thickness up to 3 mm), underlayment boards. Alternatively, the manufacturer allows the use of boards consisting of a vapour barrier and a levelling layer, with the proviso that the quality and suitability of the board is the responsibility of the manufacturer of such underlay, based on their own testing and validation in combination with laminate flooring.
 - assembly kit (pull-bar, spacers),
 - fine-toothed saw or fretsaw,
 - level with a minimum length of 1.5m,
 - pencil, ruler, measuring tape, adhesive tape resistant to moisture,
 - SWISS KRONO skirtings and accessories for assembly and finishing.
6. The base for laminated floor panels must be flat, dry, stable, clean and flush (unevenness may not exceed 2 mm per 1 meter of base). Always cover the prepared base with an approved PE vapour barrier film with a minimum thickness of 0.2 mm and an overlap (approx. 15 cm). Joints must be fixed with a moisture-resistant adhesive tape. Vapour barrier film should also be used when mounting the panels on an underfloor heating system. The vapour barrier film should be folded over the wall above the level of the flooring that is being installed. A levelling primer should be placed on the 0.2mm PE film. Alternatively, integrated

- underlays consisting of a vapour barrier film and a levelling layer can be used. During assembly, please follow the instructions of the underpads' manufacturer.
7. Original packed panels before assembly should be subjected to 48 hours of acclimatization in the conditions of use (min. 16°C, humidity 40 - 65%).
 8. Before and during assembly each floor panel should be checked for damage and/or visible faults. Ensure sufficient lighting.
 9. Correctly installed floor panels form the so-called floating floor, therefore they cannot be fixed (glued, nailed, pressed with very heavy furniture, etc.) to walls and other elements of the building structure. The exception is floor panels installed on the stairs.
 10. For best visual effect, the floor panels should be placed in line with the primary source of light (perpendicularly to a window). Each floor pattern consists of 8-12 different planks. In order to ensure the optimal appearance of the installed floor, the manufacturer recommends pre-selecting the panels before installation or arranging boards from a minimum of 4 packages alternately.
 11. It should be remembered that laminated floor panels imitate the pattern of natural wood and, just like wood, they may differ from one another in terms of irregular pattern and its shades as well as the presence of knots of various shapes and colours. These differences are not a disadvantage of laminate panels.
 12. Floor panels change their dimensions under the influence of temperature and air humidity changes. Therefore, there should be 10 mm expansion gaps between the floor and all fixed elements of the building structure (pillars, thresholds, balcony doors, pipes, walls, frames, etc.) and in the passages between rooms. For this purpose, spacers can be used during assembly. ONLY PRODUCTS WITH **AQUA ZERO 72H** TECHNOLOGY, THE SWISS KRONO WATER-RESISTANT FLOOR PANELS CAN BE INSTALLED WITHOUT ADDITIONAL EXPANSION IN THE PASSAGES BETWEEN ROOMS WHICH HAVE A TOTAL SURFACE INDICATED IN POINT 13 AND THE SAME TEMPERATURE AND HUMIDITY CONDITIONS IN THE CONNECTED ROOMS.
 13. While installing floor panels with a thickness of 6 to 10 mm in a room with a length greater than 8 m or with a width greater than 8 m, extra expansion gaps (1 - 2 cm wide) should be made in proportional sections of the floor. The gaps are masked with special strips. The strips should not be nailed, screwed or glued to the panels.
12mm thick floor panels can be installed without additional extension gaps on an area of 12x12m. The **AQUA ZERO 72H** panels with a 10mm thick Aqua Pearl lock can be installed on a maximum surface of 10x10m without additional extension gaps.
 14. Before starting to install the panels, calculate the width of the last row. It cannot be less than 50mm. If this width is smaller, the first row from which we start the installation must be properly trimmed.
 15. Maintenance of laminate flooring: remove dirt with a brush or vacuum cleaner using a brush attachment. You can also wipe the floor with a damp (not wet) cloth (flat mop) with the addition of a laminate care agent. Under no circumstances should you spray the panels with water, use agents containing wax or oil, use steam, cleaning polish and powders, strong solvents and concentrated detergents. When maintaining the **AQUA ZERO 72H** laminated panels, it is allowed to use a steam mop for home use and wet cleaning. Water must be prevented from penetrating under the panels through expansion gaps around the walls.
 16. IMPORTANT! Any water spilled on the panels should be removed immediately. Water on the **AQUA ZERO 72H** water-resistant panels should be removed within 72 hours from spilling. Water on AQUA BLOCK 24h water-resistant panels should be removed within 24 hours of spillage.

17. Felt pads should be placed under the legs of chairs, tables and other furniture. The pads should be cleaned regularly. Unprotected furniture must not be moved across the surface of the panels.
18. The use of furniture on wheels (casters) made of plastic or metal, without appropriate protective mats, damages the floor and constitutes the loss of any claims in this regard. Rubber wheels must be used and cleaned regularly.
19. Please remember that the laminated floor panels show an image of natural wood and, like wood, they may differ from one another by the irregular pattern of the rings, their shades and occurrence or absence of knots of various shapes and colours. Such differences are not a defect of laminated panels.
20. Allowable discrepancies in height between panels - max. 0.15 mm - and gaps between panels - max. 0.20 mm - as provided for by the EN 13329 norm are allowed.
21. The milled technological profile which may be present on the underside of a floor panel does not affect the strength and functional characteristics of the product.
22. The manufacturer recommends storing two samples from the purchased panels (one from the beginning and one from the end of the panel with a length of about 20 cm from the full width), so that in the case of a possible complaint, it was possible to carry out control tests.
23. For more information concerning laminated panels, maintenance and assembly (including assembly on floor heating) see the manufacturer's website: www.swisskrono.pl
24. The **AQUA ZERO 72h and AQUA BLOCK 24h** laminate floors are water-resistant. We define the water resistance of the SWISS KRONO **AQUA ZERO 72h and AQUA BLOCK 24h** panels as meeting the requirements of the NALFA test (NALFA Laminate Surface Swell Test - Assembled Joint by the American Laminate Panel Manufacturers Agency). Swiss Krono **AQUA ZERO 72h and AQUA BLOCK 24h** water resistance does not apply to the use of panels outdoors and in the event of damage caused by water caused by improper laying of the laminate floor and flooding as a result of a storm, flood or other natural phenomenon, cracks (leaks) in water installations, improper execution of sanitary installations and moisture acting on the floor from underneath.

INSTALLATION AND USE OF PANELS ON UNDERFLOOR HEATING

The SWISS KRONO laminate floor panels can be installed in rooms with water or electric underfloor heating systems. A necessary condition for installing an underfloor heating system is to ensure an even temperature distribution over the entire floor area and the possibility of adjusting it in the temperature range recommended by the panel manufacturer when using underfloor heating.

Due to the changing temperature and humidity conditions in rooms during the use of underfloor heating, which affect the linear expansion of the laminate floor, special attention should be paid to the correct installation and maintaining the required expansion gaps as in point 12 regarding the installation rules.

Prior to installing the floor panels in accordance with the "Rules of assembly and use". The installed underfloor heating must meet the following conditions:

- 1) The humidity of the floor, tested with a hygrometer, must not exceed:
 - for cement floors 2%;
 - for anhydrite floors 0.5%.
- 2) In order to prevent moisture from entering the floor panels during their lifetime, the floor must be warmed up and dried beforehand. This should be done regardless of the season.



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To check the drying of the floor, you can use a vapour barrier film with the dimensions of 50x50 cm. The film should be spread in several spots on a cleaned surface and the edges should be glued tightly to the base with a tape resistant to moisture. The installation of panels can only be started if the film has not fogged up after 48 hours and the surface of the screed has not changed its colour. If the test is negative, the drying process should be repeated.

3) The air temperature during the installation of the panels should be 18 - 22°C.

4) In the case of the first floor heating start-up in the heating season and changes to the heating temperature settings during its operation, it is absolutely necessary to apply the principle of gradually increasing or lowering the temperature in the heating system by 5°C per day until the expected temperature is achieved. Please note that in accordance with the manufacturer's recommendations, the maximum surface temperature of laminate floors should not exceed 27°C.

5) In the case of an electric underfloor heating system, there is a greater risk of rapid temperature increases, which have a negative impact on the physical and mechanical properties of the installed floor panels. This situation is not the case with a water heating system, which ensures a gradual increase in floor temperature. When choosing an electric underfloor heating system, make sure that it is equipped with a thermostat that allows for gradual regulation of the heating temperature (see point 4).

SWISS KRONO WARRANTY FOR FLOOR PANELS

1. Subject of the Warranty

1.1. SWISS KRONO sp. z o.o. with its registered office in Żary, 68-200, ul. Serbska 56, the manufacturer, hereby grants a warranty for the resistance to abrasion parameter of laminated panels. The manufacturer guarantees that the pattern (image) of the laminated floor will not be abraded on a surface greater than 1 cm² on one panel, while operating as intended and in compliance with the "Principles of assembly and use. Warranty" as defined above.

1.2. Depending on the class of resistance to abrasion "AC" (EN 13329) the warranty period from the date of purchase is as follows:

- AC3 floor panels - 10 years in residential premises;
- AC4 floor panels - in residential premises 15 years (KRONOPOL PLATINIUM FLOORS - 20 years), public premises - 5 years;
- AC5 floor panels - in residential premises 30 years; public premises - 8 years.
- AC6 floor panels - 40 years in residential premises, 8 years in public utility buildings.

1.3. Liability under the warranty covers only defects resulting from causes inherent in the laminated floor panels purchased. The warranty does not cover defects resulting from other causes, including mechanical damage and defects resulting from improper assembly of the panels, their misuse or use inconsistent with the requirements set out in the "Principles of assembly and use. Warranty."

1.4. Wear at the edges of the panels is not covered by the warranty.

2. Reporting a claim under the manufacturer's warranty

2.1. Warranty claims shall be submitted by the purchaser at the place of purchase of the panels not later than 30 days following detection of the defect.

2.2. Warranty claims shall be submitted in writing. The warranty claim shall indicate the decor (name or number of pattern), quantity (m² or pieces), identification number of the



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panels in question (printed on the bottom of the panel), place of use, and shall provide justification of the complaint and indicate one of the remedies referred to in Section 3.2.

2.3. The warranty claim must be accompanied by a copy of proof of purchase of the panels, as well as any available photographic documentation clearly showing the reported defect.

2.4. Two samples of the purchased panels shall be kept (one piece from the beginning and one from the end of the panel, each approximately 20 cm long and of the entire width of the panel) so that control tests can be conducted in the case of a quality claim.

3. Warranty claim processing

3.1. For the purpose of verification of a claim, the manufacturer (guarantor) reserves the right to inspect the floor at the place of its use, subject to the consent of the buyer.

3.2. In the case of a justified claim, the guarantor undertakes to replace the defective panels with ones free of defect or to reduce the price in proportion to the severity of the defect.

3.3 In case it is impossible to deliver an identical product, the customer may choose at his/her own discretion any other product from the current offer of SWISS KRONO taking into account the difference between the price paid for the defective panels and the price for panels chosen for replacement.

3.4. Claims shall be reviewed by the guarantor within 30 days.

This warranty does not exclude, limit or suspend the purchaser's rights under statutory warranty provisions for defects in goods sold.

Warranty record

Product's & decor name

Purchased datequantity m2.....

Related invoice no.....

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Stamp of sales point