como
premium floor concepts

DRYBACK INSTALLATION & WARRANTY ADVISORY

South Africa is unique in many ways and while our tastes are influenced by many different cultures we need to be careful and assess which products can successfully work within our harsh and beautiful climate and unfortunately, which cannot. Choosing the right product for the right site application is paramount for a successful and long-term experience. Here at Como we have carefully selected the best products from the best factories to meet a South African standard that its clientele can trust and be proud of. In saying this we also acknowledge that some of our products cannot be installed in all environments and therefore floors should only be installed by contractors or installers who have demonstrated expertise in installing this format of flooring in the past and are capable of correctly assessing each environment carefully to advise you of the best product for your application. Como recommends that SANS10070:2012 be compiled with at all times and that supporting products are correctly chosen and their respective installation requirements adhered to meet warranty parameters.

Site Assessment (Your Quick Checklist)

1. **Site application and expected foot traffic vs. selected floor grade?**
2. **Integrity of substrate– Level / Dry / Strength / Free From Foreign Matter / Stable / Porous / Correct PH?**
3. **At time of installation will site be climatically and suitably stabilised to required living conditions (18 – 27 degrees Celsius) and accessible? Heat exposure – Direct Sunlight / Fireplaces / Underfloor Heating etc. Will the flooring and adhesive be secure and suitable for onsite temperature acclimation (48hrs) before and after installation until adhesive attains 100%rate?**
4. **Does client understand chosen product characteristics as well as cleaning and maintenance requirements?**

Screeds & Adhesives

Como does not warrant or recommend any screed or adhesive manufacturer or product. It is up to the installer to select correct screed / adhesive products understanding their suitability and compatibility with the chosen Como floor type, substrate and environment. Should these supporting products fail in any way, recourse is restricted through the supporting product manufacturer's warranty and the installer.

- Depending on type of product and substrate, it is generally suggested to check porosity of substrate to ensure a suitable key between chosen products. This is done by sprinkling a few drops of water onto the substrate. If the drops have not been absorbed into the surface within two minutes then further treatment would be required.
- If screeding over tiles it would be prudent to check existing adhesion and integrity.
- Substrate should have a minimum compressive strength of 3000psi and moisture content of no more than three percent. If not please refer to your contractor / architect for advisory. It is suggested to document moisture meter readings with photographs prior to install should issues occur at a later stage.
- Use the correct size of notched trowel for the adhesive to ensure correct volume applied – e.g. 1.5mm x 1.5mm V-notched trowel for dryback vinyl (Refer to adhesive manufacturers application instructions)
- Only apply/mix sufficient product that can be comfortably worked considering pot life, flash period, curing guidelines, local weather conditions and possible underfloor heating.

- Remove all excess product immediately prior to final curing.
- Ensure the floor is rolled with a 3 section 45-68kg roller at various stages to ensure full adhesive transfer between substrate and underside of plank.
- Don't wash the floors or expose floor to rolling loads until adhesive has reached full cure (Refer to adhesive manufacturer's instructions).
- Should installation venue have underfloor heating, confirm suitability with adhesive manufacturer prior to application.
- Maintain contractors or supporting product manufacturers invoices and warranty requirements should warranties need to be activated at a later date.

Cleaning & Maintenance

Post Installation

- Floors should only be swept or vacuumed and not wet cleaned until adhesive has fully cured – Refer adhesive manufacturers advisory.
- Do not place heavy items on floor until adhesive has fully cured. Protective non-staining wide bearing casters or felt pads should be placed underneath all furniture and floor protector mats should be used at major work zones.
- Place walk-off mats at all external entrances to reduce grit and particle transfer onto vinyl floors. Note: rubber based products can stain.
- Provide responsible cleaning person/s with correct tools and methods for daily vinyl floor care: Micro-fibre broom, vacuum, brush, vinyl floor cleaning solution.
- Secure a few spare planks in a safe and flat location in case damaged planks needs to be replaced in years to come.

Daily, Weekly Programme

- Sweep or vacuum daily to remove dust and grit from the surface.
- When required complete a wet clean using your micro-fibre broom, dedicated vinyl floor cleaner and a bucket of room temperature water to rinse.
    - With a slightly damp micro-fibre broom, brush the floor from one corner to the next regularly checking the broom for uplifted dirt. As soon as dirt is transferred to the brooms cleaning pad, it is time to rinse. DO NOT CONTINUE to brush the floor with a dirty pad as this will just move the dirt from one side to the next causing streaks and a grey build-up of dirt around the peripheral of the room.
    - DO NOT USE EXCESSIVE WATER as this can impact the adhesive and result in a floor failure.
    - DO NOT USE any harsh / abrasive cleaners, chemicals, dish washing liquid or waxes as these will negatively impact your vinyl floor and possibly ruin the surface.
- Maintain pet nails to minimise surface scratching.
- Rugs should be moved around from time to time to prevent fade patterns occurring.
- Clean floor protectors and casters regularly to prevent capture of sand particles and other such debris that can cause scratching.

como
premium floor concepts

CAUTION: Heaters / Underfloor Heating / Fireplaces

- Only dedicated underfloor heating should be used. Tile or localised underfloor heating is not suitable and will result in floor failure.
- Underfloor heating should only be turned up in five degree increments per twenty-four hour periods until desired temperature is achieved (Maximum of 27degree's). Failure to do so can result in the vinyl floor getting stressed, resulting in failure.
- Carpets or low-slung furniture can cause underfloor heating to create a build-up of heat. These elements should be carefully discussed with underfloor provider before initialisation. This can be overcome by careful placement of temperature probe during installation thereof.
- Mobile and fixed heaters/fireplaces need to be placed on a protective platform to prevent concentrated heat impacting the floor underneath and in front of the heat source.

Como Warranty

Como NUMI LVT 2.0 – Residential Lifetime | Limited Light Commercial 5/10 Years
Como MOUNTAIN – Residential Lifetime | Limited Commercial 5/10 Years
Como FIRE – Residential Lifetime | Limited Commercial 5/10 Years
Como MINERAL – Residential Lifetime | Limited Commercial 5/10 Years
Como DESERT – Residential Lifetime | Limited Commercial 5/10 Years
Como BONSAI – Residential Lifetime | Limited Commercial 5/10 Years

IMPORTANT NOTE:
Our Como flooring products come with a Lifetime Structural (Residential) Warranty/Lifetime Residential Finish Manufacturer Warranty/ 5-10 Year Limited Commercial Finish Warranty. The warranty is not transferable and applies to the original purchaser of the product only, and the warranty also guarantees that the surface will not peel off or wear-through for the duration of the installation. Once the product is installed this confirms acceptance of the product, failure to follow Pre-Installation and installation guidelines will void the manufacturer's warranty. The warranty does not cover damage from improper care, use, installation or maintenance, including excessive water damage, denting, scratching, fading, staining or telegraphing. Please review our warranty coverage information for specifics terms and conditions on our product.

Please retain a copy of your invoice as proof of purchase and warranty.

Residential
Residential Areas are areas of use defined as domestic home environments with light to moderate foot traffic, light point loads and lack of rolling traffic.
Light Commercial
Light Commercial Areas are areas of use defined as environments with light to moderate foot traffic, light point loads and lack of rolling traffic. Light commercial areas also include those with no heavy chemicals, acids, greases or other such contaminants.
Commercial
Commercial Areas are areas of use with floors subjected to moderate static and dynamic loads, caster use, moderate point loads and moderate to heavy traffic. Portable furnishings with casters, rests and wheels that concentrate the weight of the appliance/equipment are very damaging to resilient flooring. This does not include environments with heavy chemicals, acids, greases (includingfood and cooking) or other such contaminants

como
premium floor concepts

Products
Como warrants all its floor products to be free from manufacturing defects for lifetime residential and five (5) years light/commercial from the date of purchase. The light/commercial warranty is extendable to ten (10) years should it be registered with Como and the recommended Como installation and maintenance systems be followed.

Workmanship
Como does not warrant installers workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Como floors should be professionally installed by contractors or installers who have demonstrated expertise in installing this format of flooring. Contractor or installer should carefully inspect the product(s) before installation for any visual manufacturing, colour or dimension defects. We accept no responsibility where a product with visible defects has been installed.

How to claim on this warranty
Should you observe defects during the warranty period, please contact your installer / retailer for advice. If you wish to make a claim, please ask them to initiate your formal claims process by completing our online claim form. Responses will be provided within a maximum of 72hrs after submission. Once submission has been reviewed we may request further information or require a site visit for final determination if cause is unclear, this may involve removing samples for technical analysis. Terms (prior to installation) Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.

Installation in accordance with Como Installation and maintenance instructions:
Within One (1) Year of purchase: If a defect covered by this warranty is reported to Como in writing within one (1) year of purchase, Como will replace/repair at its discretion the defective product including reasonable labour charges for installation. Como will replace it with similar quality first grade material or repair the defect. The replaced or repaired material is warranted for the time then remaining under the original warranty.

Within Two (2) Years of purchase: If a defect covered by this warranty is reported to Como in writing within two (2) years of purchase, Como will replace/repair at its discretion the defective product and pay 50% of a reasonable labour charge for installation. Como will replace it with similar quality first grade material or repair the defect. The replaced or repaired material is warranted for the time then remaining under the original warranty.

After Two (2) Years of purchase: If a defect covered by this warranty is reported to Como in writing after two (2) years but within ten (10) years of purchase, Como will replace or repair at its discretion the defective material only (excluding cost of installation).

Otherwise:

Within five (5) years of purchase: Installation is not according to Como installation instructions, if a defect covered by this warranty is reported to Como in writing within five (5) years of purchase, Como will replace or repair at its discretion defective material only (excluding cost of installation).

Como will not pay labour costs to replace or repair material with defects that were apparent before or at time of installation.

Conditions (This warranty does not apply for the following conditions)

- Any person other than yourself as the ultimate purchaser of the flooring at the time of the installation. This warranty is not transferable.

- Como flooring products with obvious defects or of inferior quality that would reasonably have been identified by examinations before the sale which were drawn to the purchaser's attention before the sale.
- Improper shipment, delivery or storage
- Product not installed in accordance with applicable local government or building construction codes or standards (SANS 10070), or contrary to Como installation instructions for the particular product. Concerns relating to quality of installation should be addressed to the contractor or retailer that installed the product.
- Failure of Como flooring product due to structural or general defects in the building, deficiencies related to subfloor/floor joist assemblies, subfloor/substrate preparation materials and fastener's including but not limited to, uneven subfloor surfaces, unevenness or movement of the subfloor/substrate, deflection or voids in the subfloor/substrate or flooring laid in an inappropriate location. Flooring not cleaned in accordance with Como's recommended cleaning or maintenance procedures or where you otherwise fail to take reasonable steps to prevent the flooring from becoming of unacceptable quality.
- Normal wear and tear. Changes in colour due to exposure to sunlight, age and reactive products stored thereon.
- Exposure to abnormally corrosive conditions, excessive heat, moisture or dampness, acids, alkalis, animal urine, pebbles, sand, or other abrasives or hydrostatic pressure.
- Floors damaged or adhesive breakdown caused by subfloors/substrate moisture or water damage.
- Improper usage / misuse / abuse over and above normal wear and tear or improper loading including burns, cuts, tears, scratches from high heels, spiked shoes, pets, rolling loads, or chairs or other furniture not using suitable and properly maintained floor protectors.
- Improper maintenance, dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Minor difference in colour or pattern between samples or photographs and the actual material.
- Acts of God/force majeure, acts of terrorism, damage caused by vermin, insect infestation, fire, flood or any other act or circumstance beyond Como's reasonable control.

There is no warrant beyond this expressed warranty. All other warranties, including warranties of merchantability or fitness for a particular purpose, are excluded. Como excludes any lability for the lost profits or any other indirect, special or consequential damages. The remedies contained herein are the only remedies available for breach of this warranty.