

Care and Maintenance of Wicanders Floors:

Wicanders Cork Flooring is pre treated at the factory and does not require any special surface or cleaning treatments when new. Prior to the installation, the unopened cartons need to be acclimatized for 48 hours in the room that the flooring will be installed in.

1. Wicanders Floors are easy to maintain:

- **Basic Care and Maintenance** requires little more than sweeping and vacuuming the floor. You can also use an anti-static cloth which will clean the dust and prevent it from settling on the floor. A slightly damp mop can be used for cleaning but do not pour water directly onto the floor. A hardwood floor spray cleaner can also be used.

2. Areas subject to small moisture spills (Clicseal):

It is recommended that you use **Clicseal** on all joints in area where water is likely to be splashed. It does not have to be used on the entire floor but can be isolated to small areas only e.g. around a sink, dishwasher or refrigerator. For more information on Clicseal please click on the adobe icon below.



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3. Healthy Floors Helpful Hints:

Preventive Care:

- Ideal and Healthy room conditions are 35-65% R.H. at 20° C (68° F)
- When using intensive room heating, the indoor air humidity may drop so low that the floor is prone to dry out
- As cork and wood are natural material, intensive heat may cause shrinkage of the tiles that will result in minor gaps in the flooring joints – use a room humidifier to prevent this.

- Cork as a natural material will tend to fade when exposed to sunlight – use blinds, curtains or other sun-screening systems to minimize this effect. This is no different than other hard surface flooring. It is the cork itself that tends to fade and not the surface finish
- Use felt pads on chair and furniture legs
- Avoid moisture on the floor. Do not pour water directly onto the floor surface.
- Regularly vacuum, sweep or mop the floor area
- Never use wire brushes
- Never use cleaning products with abrasive ingredients or that are solvent based
- Do not use latex or rubber backed mats, as they can permanently discolor the floor
- Always clean your Wicanders floors periodically with Wicanders cleaning and maintenance products

For care and maintenance, the following Wicanders products are recommended

Product	Function	Finish	Dilution	Drying Time	Coverage
Wicanders Power Polish	Protecting	Corkcomfort Floating HPS Corkcomfort Floating WRT	None	30-45 min	3 litres/100 m ² (1000 Sqft) (1 litre/30m ²)
Wicanders Spray Cleaner	Mild detergent (spray)	Corkcomfort Glue-down HPS	None	Immediately	N/A
Wicanders Power Strip*	Removing Power Polish Thorough cleaning	Corkcomfort Glue-down WRT Vinylcomfort floating	With water 1:20	5 min.	1 litre/100m ² (1000 Sqft)
Clicseal	Protect the core of “click” flooring from moisture and Water. Prevent joint swelling and opening of the seams	Can be used with all glueless flooring- Cork, laminate and engineered wood floors		15- 20 min <i>(Do not allow Clic Seal to dry before locking boards together)</i>	10 m ² (1000 Sqft)

*Power Strip - Use only in the case that the floor is too dirty to clean with Wicanders Spray Cleaner and or Power Polish and always use it diluted.



Regular Cleaning: Wicanders® Spray Cleaner

Spray Cleaner should be used for regular cleaning of all Wicanders Floors.

Spray Cleaner – Use and Coverage

Product description	Wicanders® Spray Cleaner is a floor-cleaner to spray for quick and easy regular cleaning.
Field of application	For cleaning of Wicanders® floors in commercial/home applications.
Advantages	Spray - clean – ready to use.
Sizes	1 L
Application	Open spray-pistol by turning the jet and moisten the area to be cleaned in sections. Wipe the floor in loops using a mop. Exchange soiled mops-cloths or wash them under tap.



Periodic Maintenance: Power Polish

Power Polish should be used for periodic maintenance of all Wicanders floors.

Product description	Wicanders® Power Polish is a long term maintenance product for the care of Wicanders Floors
Field of application	Wicanders® floors with HPS; WRT and PU acrylate UV.
Advantages	- protective layer - easy to apply
Sizes	1 L
Application	By short hair mop/wax applicator (Ex. LOBATOOL).
Coverage:	3L will cover approximately 100 m ² (1000 Sqft.) depending on application rate.



Power Polish Instructions

The application technique of Power Polish is the following:

Make sure the floor is clean and dry (clean it with **Wicanders®** Soft Cleaner). A basic clean is recommended for **Corkcomfort** Floating WRT & HPS.

Apply one coat of Power Polish evenly, using a soft mop application tool. 3L will cover approximately 100 m² (1000 Sqft.).

Let the floor dry completely (about 30 minutes). Do not polish after using the maintenance products.

Clean all tools with water, immediately after use.

The frequency of maintenance depends on the traffic and on the floor visual aspect.

Stripping & Cleaning: Wicanders® Power Strip Power Strip is a cleaning product for the removal of Power Polish, old wax layers, cleaning products, dirt which is difficult to remove, acrylate and other polymers.

Product description	Wicanders® Power Strip is a pH-neutral stripper.
Field of application	Low foaming stripper for heavily soiled floors and to remove old floor care products. Suitable for all Wicanders® floors.
Advantages	- pH-neutral and thus suitable for sensitive floors - low foaming
Sizes	1 L
Application	For stripping apply Wicanders® Power Strip diluted 1:20 to 1:40 according to the degree of soiling. Work over the floor in sections using a green pad and remove the dissolved dirt with clean water before it dries again.
Coverage:	Approximately 100 m ² (1000 Sqft.), based on 1:20 dilution rate.



Power Strip Instructions

The accumulation of several coats of maintenance products, or incorrect maintenance, may cause the floor to have an unpleasant look. When this occurs, it is necessary to remove all coats of maintenance products applied. For this purpose, use Power Strip for a thorough cleaning and proceed as follow:

Dilute Power Strip in water (1:20). Put the solution in the buffing machine container/spray.

Buff the floor using a Blue / brown Pad (Scotch-Brite - 3M). This will remove the maintenance products and dirt.

Work over the floor in sections by and absorb the dissolved dirt before it dries again. Do not allow the Power Strip solution to stand on the floor for more than 5 min.

After this operation it is necessary to clean the floor with a mop dampened in clean water. Allow it to dry. Now the floor must have a dull appearance.

Apply a new coat of Wicanders maintenance product – Power Polish. This will give back the floor its original beauty.



AMORIM

AMORIM FLOORING N.A.



Leadership



Coaching



Team Player



Creativity and Innovation



Initiative and Risk Taking



Result Oriented



Product and Market Knowledge



Develop Partnerships



INSTALLING FLOATING FLOORS WITH CorkLoc GLUELESS SYSTEM

CORKCOMFORT FLOATING HPS
WOODCOMFORT FLOATING HPS



Leadership



Coaching



Team Player



Creativity and Innovation



Initiative and Risk Taking



Result Oriented



Product and Market Knowledge



Develop Partnerships

GENERAL INFORMATION

Important recommendations to read before any installation !

Please read these instructions in conjunction with relevant country standards.

Before starting installation you should inspect the material, as well as the subfloor and site conditions, and check if they are in accordance with the specifications. If you are not satisfied do not install.

Amorim cannot be held responsible for claims associated with improper subfloors, improper applications, or the use of any auxiliary products that are not recommended.

Transport, Storage and Acclimatization:

Transport and store the cartons in laying position. Store the planks at room temperature for at least 48 hours, still in their packaging, prior to commencing work.

Do not remove the plastic wrapping from the packaging until ready to install the floor.

The room temperature must be at least 18°C (65°F) before and during installation.



Radiant-Heated Subfloors (General principles):

Follow the instructions for the subfloor heating system supplied by the manufacturer/contractor.

For A.R. Floating Floors Corkloc, also note the following: Turn the subfloor heating off for 2 - 3 days so that the floor has room temperature prior to laying. The surface temperature of the subfloor must not exceed 28°C (82°F) and maximum output from the heating cables must not exceed 60 W/m².

Expansion Gaps:

A.R. Floating Floors Corkloc are installed as a "floating flooring". The flooring should not be fixed to the subfloor, there should be 10 mm expansion gaps to the walls and other fixed objects; floor areas more than 100 m² (900 sq. ft) with dimensions greater than 10 m (30 feet) in either length or width, transitions between two rooms and asymmetrical floor areas require extra expansion gaps.



REMARKS:

MEASUREMENTS:

Measure the room accurately, at right angle to the direction of the floorboards. The floorboards in the final row should be at least 5 cm wide. If necessary, the floorboards in the first row can be cut to smaller size.

A.R. Floating Floors Corkloc are a natural products and each individual plank has its own shade and pattern. Therefore, shuffle the planks in order to obtain the most pleasant blend of shades.

Lay A.R. Floating Floors Corkloc planks preferably following the direction of the main source of light.

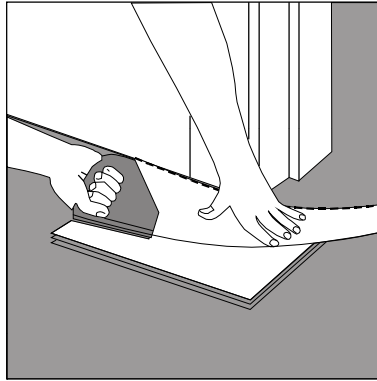
Install the skirting boards and profiles after the floor is layd. These must not be pressed down to or attached to the floor, as this will restrict the movement of the floor

Trim the leftover PE film after skirting boards and profiles are installed

Tools Required:

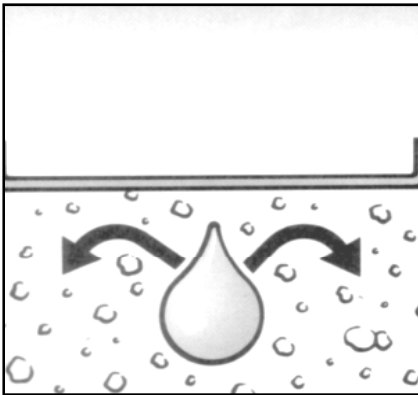
Padsaw or a fine toothed handsaw, spacer blocks, pencil and a set square





Door Frames:

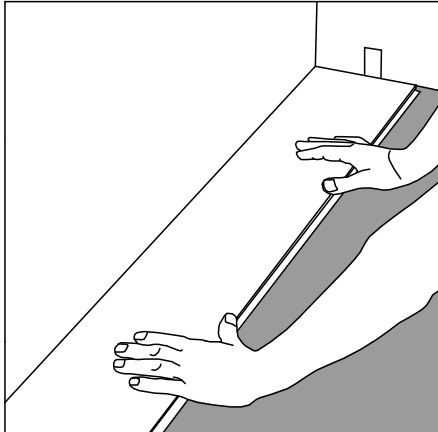
- If a doorframe needs to be cut, use a piece of plank to obtain the correct height.
- Saw door frames and architrave's to required height allowing for 2 mm of space to the planks.



Moisture Protection

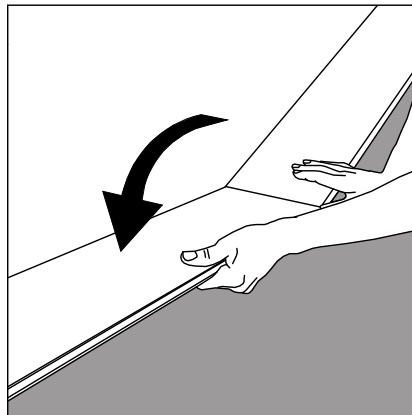
- Form a damp-proof membrane with a layer of PE sheeting
- Lay the PE film allowing for at least 20cm (8") overlapping and tape.
- Turn the film upward 5cm along the walls.
- Trim after the skirting planks are fixed.





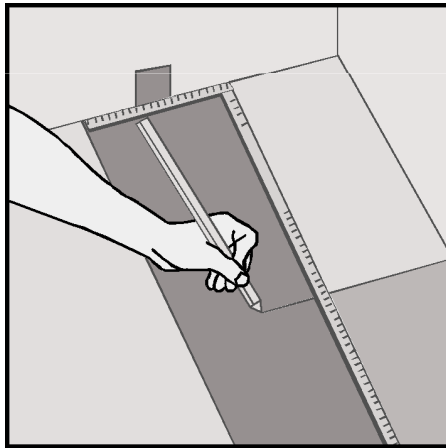
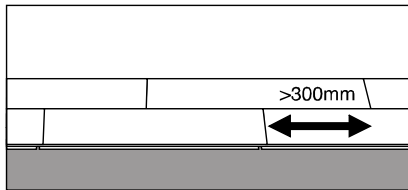
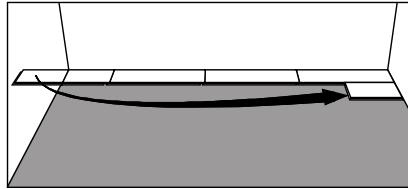
First Three Rows:

- Start laying in the right-hand corner
- Turn the tongue side of the plank facing the wall
- Maintain a gap of 10 mm on the short side
- Adjust the lengthways gap from the wall once 3 rows of planks have been laid.



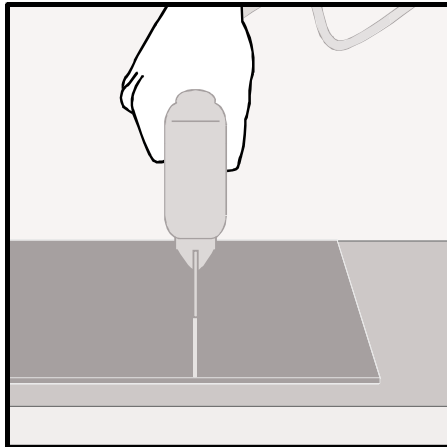
- Hold the next plank against the first at an angle to the first one and lay it flat on the floor.
- Complete the first row in the same way.



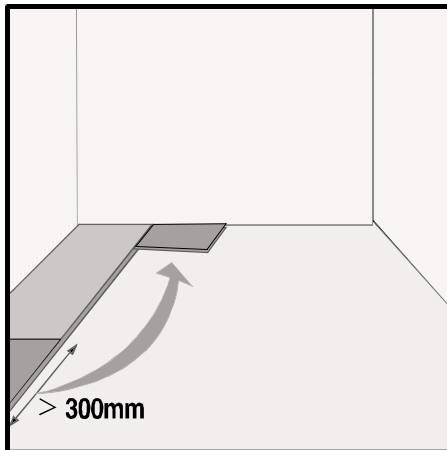


- **Cut the final plank of the first row to the correct length**
- **Start the next row with the piece leftover (must be at least 300 mm long)**
- **Always ensure that the end joints are staggered at least 300 mm.**
- **Place the final plank face down and the short side without the locking strip towards the wall.**
- **The distance to the wall should be 10 mm.**
- **Mark where the floorboard is to be cut.**



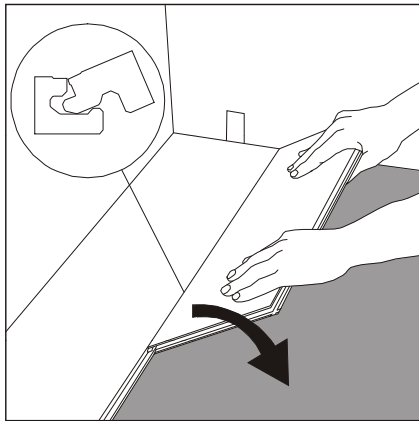


- **Place the plank face down on the work surface and cut to size using a padsaw.**
- **Use a fine-toothed type if you are using a hand saw. In this case, cut the planks face up.**

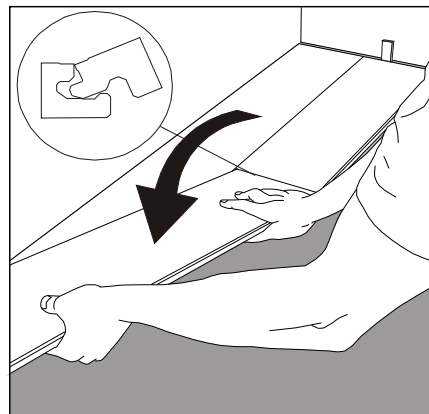


- **Use a cut piece of plank from the previous row to start the next row.**
- **This must be at least 30 cm long. If the piece is too short, start with a new board, cut in half.**
- **Always ensure that the end joints are staggered at least 30 cm.**



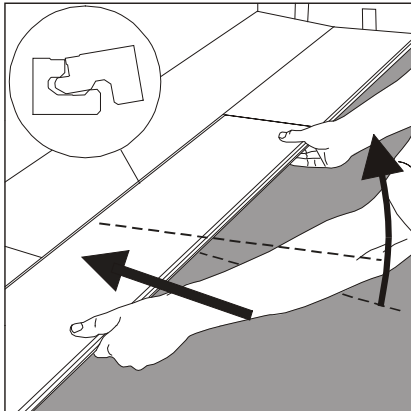


- **Place the first plank of the new row with the tongue side at an angle against the groove side of the plank in the previous row**
- **Press forward and lay it flat at the same time.**

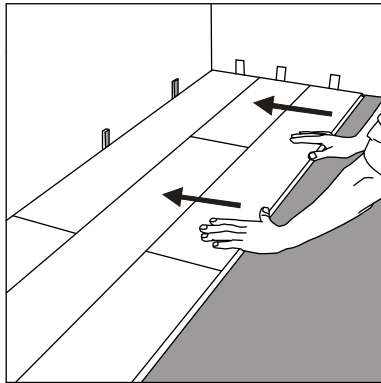


- **Place the short end of the plank at an angle against the previous installed plank and fold down.**
- **Ensure that the board is positioned on the integral locking strip of the floorboard in the previous row.**





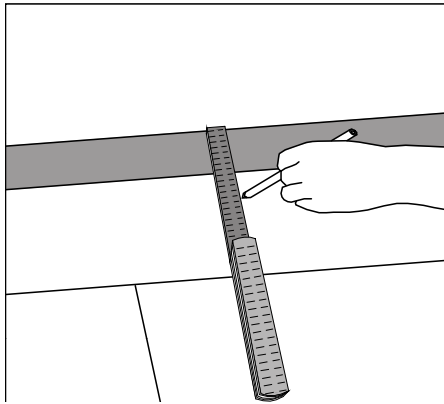
- **Lift floorboard (together with the previous laid in the same row) lightly up (about 30 mm), push it against the row in front and then put it down.**
- **Tip: This movement requires some gentle adjustments on the pressing angle.**



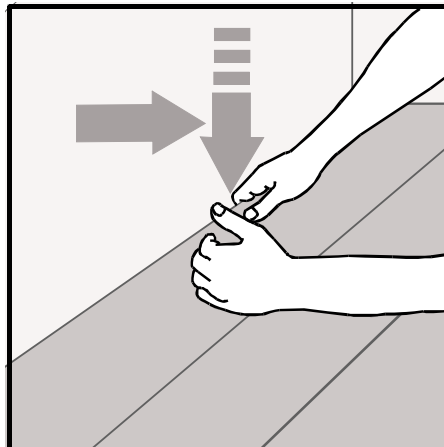
- **Adjust the distance to the wall to 10 mm when three rows are completed**
- **Proceed the installation as described above until reaching the opposite wall**



Uneven wall:

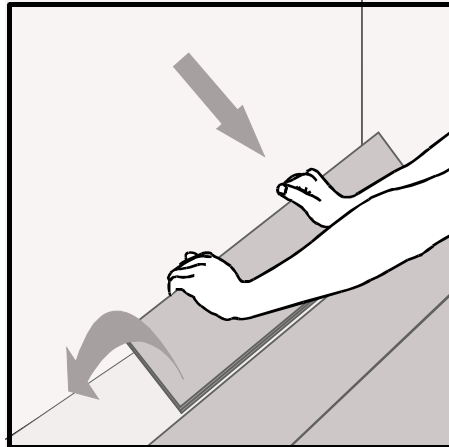


- Sometimes the first row must be cut to match an uneven wall.
- Transfer the shape of the wall to the planks. Do not forget to allow 10 mm for the expansion gap.
- Mark the planks with the contour of the wall. Do not forget to leave 10 mm distance to the wall.

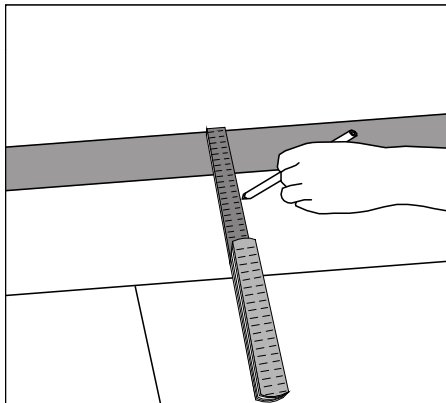


- To remove the first row, lift the plank a few centimetres and tap along the joint.
- Cut the planks as required.





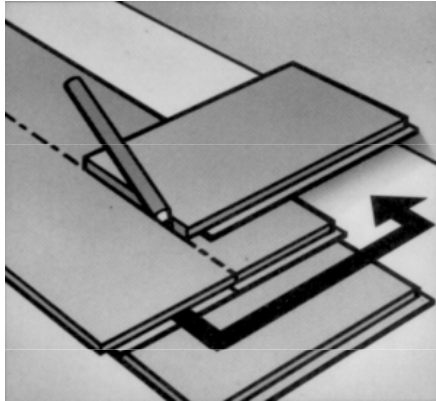
- **Re-lay the first row from right to left.**
- **Fit the first plank to the edge of the planks that are already in position.**
- **Follow the same fitting technique described above.**
- **Note that you are now fitting groove to tongue and not the opposite.**



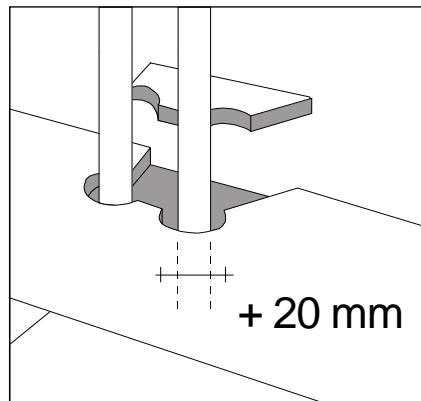
Last Row:

- **Measure and cut the planks in the last row to size.**
- **Allow for 10 mm distance to the wall.**
- **No plank should be less than 5 cm width**





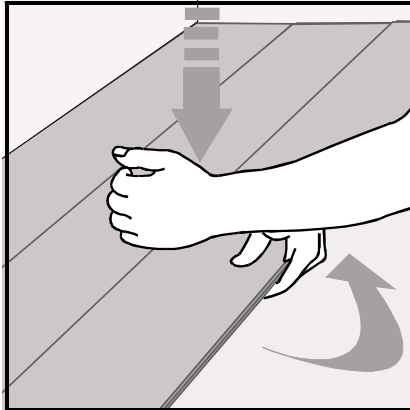
- The last and first plank, can be cut in the correct with. Place the last plank on top the second to last plank (see picture).
- Mark the plank to be with help of a piece of plank without locking strip .
- Allow for 10mm distance to the wall for the expansion gap



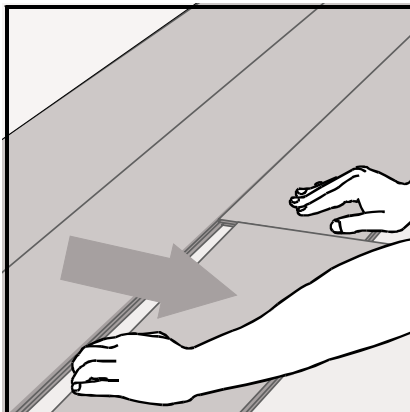
Heating Pipes

- Drill required holes in the planks
- The holes should be 20mm greater than the pipe diameter
- Saw as shown in the picture
- Glue the sawed piece back into place
- Cover the hole with a pipe sleeve



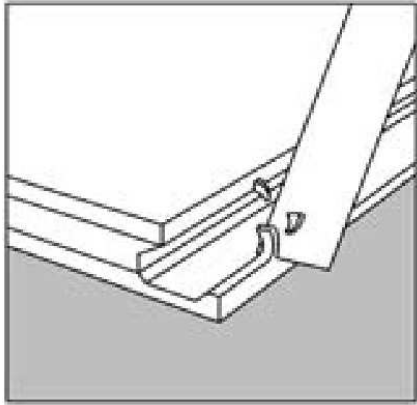


- **If you wish to remove the flooring, just lift the planks a few centimetres and tap along the joint.**

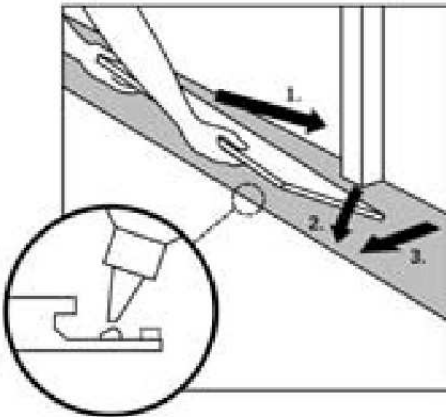


- **The released plank can then be pulled out.**
- **Never bend connected plank backwards, while this will damage the planks.**





- The planks can be laid from all directions if necessary. CorkLoc is easy to uninstall.
- This makes easier to plan the installation e.g. around doors.
- If you cannot angle the tile under e.g. a doorframe or low fitted radiator, you can do like the picture : cut away the locking edge..



- Glue. Install the tile.



Wicanders Warranty

September 2014

We take pride in designing each of our products with the goal of providing the best flooring for your needs. In addition, we use the highest quality components and quality control techniques to ensure the reliability and long life of our products.

No installer, dealer, agent or employee has the authority to alter the terms and conditions of this Warranty.

IMPORTANT: This Wicanders Warranty is applicable only if the Wicanders Installation and Maintenance instructions, which are part of the flooring packaging and the packaging for our auxiliary (adhesives, maintenance & cleaning) products and which in any case can be found in our website www.wicanders.com, are respected.

In case there are any questions, contact us at: quality.system.ar@amorim.com

1. QUALITY STANDARDS WARRANTY

We warrant that at time of delivery each of our flooring products meets the applicable Quality Standards, as follows:

- **Corkcomfort** Floating WRT / **Artcomfort** Floating WRT / **Corkcomfort** Floating PU Finished / **Corkcomfort** Floating WPS: **EN 12104** and **EN 14085**;
- **Corkcomfort** Glue down WRT / **Corkcomfort** Glue down PU Pre-finished / **Corkcomfort** Glue down PU Finished / **Corkcomfort** Glue down Sanded: **EN 12104**;
- **Corkcomfort** Glue down HPS / **Woodcomfort** Glue down HPS: **EN 655**;
- **Corkcomfort** Floating HPS / **Artcomfort** Floating HPS / **Woodcomfort** Floating HPS: **EN 655** and **EN 14085**;
- **Artcomfort** Floating NPC / **Artcomfort** Floating NSP: **EN 12104**, **EN 14085** and **EN 14041**;
- **Vinylcomfort** Floating 0,2mm / **Vinylcomfort** Floating 0,3mm / **Vinylcomfort** Floating 0,55mm: **ISO 10582** and **EN 14085**.
- **Vinylcomfort** Glue down 0,55mm: **EN 655** and **ISO 10582**.

2. EXTENDED WARRANTY (STRUCTURAL AND WEAR)

Whenever our products are supplied as new and through approved outlets, we warrant that within the applicable period (after invoice date) indicated in the table below: (i) our flooring products shall be free of manufacturing defects and (ii) their Surface Wear Layer will not wear. "Will not wear" is defined as the 100% reduction of the Surface Wear Layer over an area comprising 5% of the total Surface Flooring installed.

Structural & Surface Wear layer		Area and intensity of use according to ISO 10874					
		Home			Commercial		
Product Line	Finishing						
Corkcomfort Artcomfort	WRT	15 years	15 years	15 years	5 years	NA	NA
	PU Pre-Finished with W2000 on-site (a)	10 years	10 years	10 years	5 years	NA	NA
Sanded with W2000 on-site (b)							
Corkcomfort	PU Finished	10 years	10 years	10 years	NA	NA	NA
	WPS	10 years	10 years	10 years	NA	NA	NA
	NPC	20 years	20 years	20 years	10 years	10 years	NA
Artcomfort	NSP	15 years	15 years	15 years	NA	NA	NA
	HPS	25 years	25 years	25 years	15 years	15 years	15 years
Woodcomfort Artcomfort Corkcomfort	0,2mm	15 years	15 years	15 years	5 years	NA	NA
	0,3mm	25 years	25 years	25 years	10 years	10 years	NA
	0,55mm				15 years	15 years	15 years

(a) On-site finishing with 1-2 coats of a recommended varnish is required. For areas class 31, ISO 10874, use only W-2000 or another suitable varnish for these areas (ask your Wicanders approved dealer for a recommendation table).
 (b) On-site finishing with 3 coats of a recommended varnish is required. For areas class 31, ISO 10874, use only W-2000 or another suitable varnish for these areas (ask your Wicanders approved dealer for a recommendation table).
 NA- Not Applicable

3. EXTENDED WARRANTY COVERAGE

In the unlikely event that any of our products fail to perform according to the applicable warranty, we will, at our option, repair, refinish or replace such product with the same product or another one of equal value (at our selection), or refund the purchase price paid (if replacement or repair is not practical or cannot be made on a timely basis), as more specifically described below.

A) During the first five (5) years of this Warranty (i) the defective flooring products will be replaced, (ii) the defective products will be removed and (iii) the replacement products will be installed, **AT NO COST TO YOU** or, at our option, provide a refund.

B) After the initial five (5) years period (if applicable), we shall only provide all or part of the flooring products for replacement, according to the lifetime usage table below:

Period (years):	Warranty coverage:
0-5	100% of the Flooring Products for replacement + costs of removal and installation
6-10	100% of the Flooring Products for replacement (without costs of removal or installation)
11-20	50% of the Flooring Products for replacement (without costs of removal or installation)
21-25	25% of the Flooring Products for replacement (without costs of removal or installation)

4. EXCLUSIONS

This Warranty shall not apply in any of the following cases:

- 4.1. **Installation not made according to procedures and without using the approved auxiliary products** or improper or not recommended refurbishment (in each case as set forth in the Wicanders Installation and Maintenance instructions).
- 4.2. **Improper subfloor patch, underlayments, or subfloors** (please consult the Wicanders Installation and Maintenance instructions).
- 4.3. **Incorrect product choice for the flooring use or site conditions** (please consult the Wicanders Installation and Maintenance instructions).
- 4.4. **Improper maintenance or use of unapproved auxiliary products** (please consult the Wicanders Installation and Maintenance instructions).
- 4.5. **Products modified or repaired with products or methods of installation or repair** not specifically recommended in the Wicanders Installation and Maintenance instructions or not specifically authorized by the manufacturer.
- 4.6. **Extreme environmental conditions**, meaning exposure to extreme heat, moisture or dryness (more than 65%, less than 35% R.H).
- 4.7. **Gloss change** or loss is not considered surface wear.
- 4.8. Trivial or insubstantial visual defects, i.e., visual defects not perceptible at **1,5mt standup** or only perceptible **in counter light**, are not cover by this Warranty.
- 4.9. Office **roller chairs** must comply with **EN 12529** (Type W). Use protective office mats under the rolling chairs.
- 4.10. **Gaps on floating floors** (> 0,20mm EN 14085) existing at the time of installation.
- 4.11. **High commercial (Class 34) or industrial (Class 42) areas** (although ISO 10874 classification allows it), will not be covered by this Warranty.
- 4.12. **Wicanders product lines** not specifically mentioned in paragraph 1. of this Warranty or any flooring products sold as **"second choice"**.

4.13. **Accidents, abuse, misuse, force majeure**, damage from heavy furniture or equipment used without sufficient protection, impact damage, hydrostatic pressure, scars from sharp or pointed objects, cuts, tears, scuffs, scratches, misuse, negligence, burns (cigars, candles, etc), water, erosion, spiked heel shoes, pet claws, pebbles, sand or other abrasives.

4.14. **Detectable defects** verifiable **prior to installation**.

4.15. **Difference in shade or color**. Our flooring products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the actual flooring, 1) from batch to batch, 2) due to exposure to sunlight, 3) resulting from replacement of a portion of your floor, 4) resulting from the different age and history of the same product reference/batch.

4.16. **Squeaking** in cork Floors. Squeaking can be caused by several reasons: Variations in relative humidity; Subfloor not perfectly levelled; Underlays or other type of "barriers" / layers below the flooring; Etc.

5. CONDITIONS

This Warranty:

1) **Is valid from the date of purchase (invoice date).**

2) **Applies only to flooring products in their original installation location.**

3) **Is not transferable (applicable only to the first end user/purchaser, whose name is written in the invoice)**

4) **Shall expire if the product or installation location is transferred or re-sold.**

5) **For all products, it applies only if the care and maintenance instructions are strictly followed.**

6) **Applies to flooring used exclusively in interior residential and commercial applications that are submitted to normal traffic, excluding wet or damp areas such as bathrooms or saunas.**

THIS IS A LIMITED WARRANTY. EXCEPT AS PROVIDED HEREIN, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. OTHER THAN AS EXPRESSLY PROVIDED HEREIN, UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE TO THE END-USER/PURCHASER OF OUR PRODUCTS OR ANY OTHER THIRD PERSON FOR ANY DIRECT OR INDIRECT DAMAGES (WHETHER CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHERWISE, INCLUDING WITHOUT LIMITATION, LOST PROFITS) ARISING OUT OF ANY DEFECT IN OUR PRODUCTS.

This Limited Warranty gives you specific rights but does not affect any rights of any end user/purchaser provided by law. You may also have other rights under the law, which vary from Country to Country or State to State. Some countries do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

6. IF YOU HAVE A PROBLEM

In the unlikely case that you detect a problem with your flooring product, please take the following steps:

6.1. Promptly upon such detection, provide your supplier with written notice of the problem, proof of the purchase date, type and grade of the defective products and amount of flooring involved. Please document your communication and keep the information on file until your problem is resolved.

6.2. If you are not satisfied with your supplier recommendation, an authorized representative must inspect and verify the defect. **We reserve the right to designate a representative to inspect the floor and remove samples for analysis.**

If such defect is verified, and confirmed by an authorized representative, we will proceed as described in point 2.

6.3. If your supplier is unable to solve the problem, contact quality.system.ar@amorim.com