

# YOUR DREAM HOME YOUR FLOORS



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#### MATCH ANY LIFESTYLE

# PRODUCT COLLECTION 2024



#### MATCH ANY LIFESTYLE



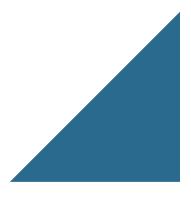


# CONTENTS

- 06-17
  SPC-VINYL FLOORING 5.5mm
- 18-31
  SPC-VINYL FLOORING 6.5mm
- **32-47**

WATER-PROOF LAMINATE FLOORING 12mm

48-57 WARRANTY



# **SUPER PROTECT IT'S NOT JUST ONE THING**

# STAIN GUARD & SCRATCH RESISTANT

PAGE 04



# **CHILD FRIENDLY**

Children's activities can often lead to the use of crayons or accidental spillages, which are no longer an issue. These can be wiped clean with a little bit of soapy water for a stress-free clean up.



### **PET-FRIENDLY**

Perfect for pet owners whose pets frequently come back with muddy paws from a morning walk, the Super Protect range is not only pet-friendly but scratch resistant too. Make claw marks a thing of the past!

# **SPC-VINYL FLOORING 5.5mm**

SPC

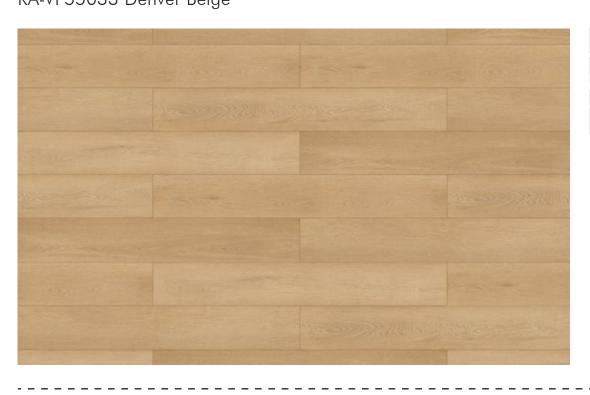
48"x7"x5.5mm / 20 mil Micro Bevel / 1mm IXPE Cushion

#### RA-VF55011 Moonstone Grey



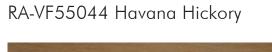
# RA-VF55033 Denver Beige

CC GOLD LS



#### RA-VF55022 Bonaire sand



















## Moonstone Grey



Dimensior	s 48''x7''
Thickness	5.5mm
Edge Profi	le Micro Bevel
Finish	Super Protect Coating
PADDING	1mm IXPE Cushion
Sq.Ft./Car	con 23.77





## Bonaire sand



Dimension	s 48''x7''
Thickness	5.5mm
Edge Profi	le Micro Bevel
Finish	Super Protect Coating
PADDING	1mm IXPE Cushion
Sq.Ft./Cart	con 23.77





## Denver Beige



Dimension	s 48"x7"
Thickness	5.5mm
Edge Profi	e Micro Bevel
Finish	Super Protect Coating
PADDING	1mm IXPE Cushion
Sq.Ft./Cart	on 23.77





# Havana Hickory



Dimensior	าร	48''x7''
Thickness		5.5mm
Edge Profi	ile N	/licro Bevel
Finish	Super Prote	ect Coating
PADDING	1mm IXI	PE Cushion
Sq.Ft./Car	ton	23.77



# ACCESSORY **SPC-VINYL FLOORING 5.5mm**









# **SPC-VINYL FLOORING 6.5mm**

SPC

60"x9"x6.5mm / 20 mil Enhanced Bevel / 1mm IXPE Cushion

#### RA-VF65055 Manhattan Fossil







RA-VF65077 Santa Fe Slate



#### RA-VF65066 Monaco Maple





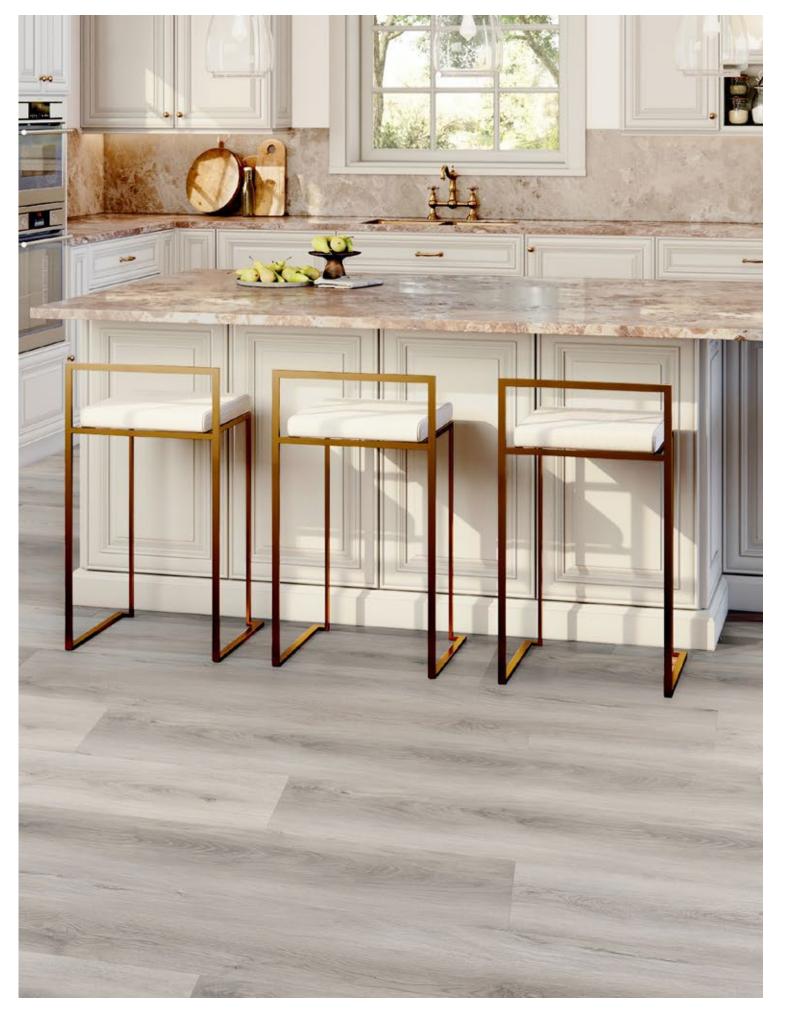












## Manhattan Fossil



Dimensior	าร	60''x9''
Thickness		6.5mm
Edge Profi	le Enhan	ced Bevel
Finish	Super Protect	ct Coating
PADDING	1mm IXP	E Cushion
Sq.Ft./Car	ton	22.28





## Monaco Maple



Dimensior	าร	60''x9''	
Thickness		6.5mm	
Edge Profi	ile Enh	Enhanced Bevel	
Finish	Super Pro	tect Coating	
PADDING	1mm	IXPE Cushion	
Sq.Ft./Car	ton	22.28	





## Santa Fe Slate



Dimensions	60''x9''
Thickness	6.5mm
Edge Profile	e Enhanced Bevel
Finish	Super Protect Coating
PADDING	1mm IXPE Cushion
Sq.Ft./Carto	on 22.28





# Daytona Driftwood



Dimensior	s 60'	'x9''
Thickness	6.5	āmm
Edge Profi	le Enhanced B	evel
Finish Super Protect Coati		uting
PADDING	1mm IXPE Cus	hion
Sq.Ft./Car	ion 2	2.28



# ACCESSORY **SPC-VINYL FLOORING 6.5mm**





# **UNDERLAYMENT SPC-VINYL FLOORING**







SPECIFICATIONS
6 mil Moisture Barricade Underlay Film
Designed for Vinyl Flooring

200 Square feet per roll



Dimensions				
Thickness	6 mil			
Width	3.6 ft.			
Length	55.5 ft.			
Package coverage	200 sqft.			
Density	920 kg per m <sup>3</sup>			
Material	Polyethylene			





## **RA-VF200**

#### 6 Mil Moisture Barrier Polyethylene Underlay Film for Vinyl -200 sqft/roll

# Loto Tec. PLUS Laminate Protects against the spills and messes you might miss.



3

# **80HR PLUS** WATER PROOF

Scan QR For Vide

WATER PROOF . ENDS WORRIES.



---- PAGE 32 -----

### CLICK TECHNOLOGY LESS LEAKAGE

#### After: tighter lock, less leakage

#### LOTO TEC. TREATMENT ON THE BEVEL AND CLICK TOUGUES

### SPECIALIZED HDF MORE WATER PROOF TREATMENT

#### Specialized treatment in the core

# WATER-PROOF LAMINATE FLOORING 12mm

WATERPROOF

60''x9''x12mm / AC4 Enhanced Bevel / Wood Texture

#### RA-LF12101 Chestnut Ash





RA-LF12303 Tahoe Timber



#### RA-LF12202 Grizzly Etching

























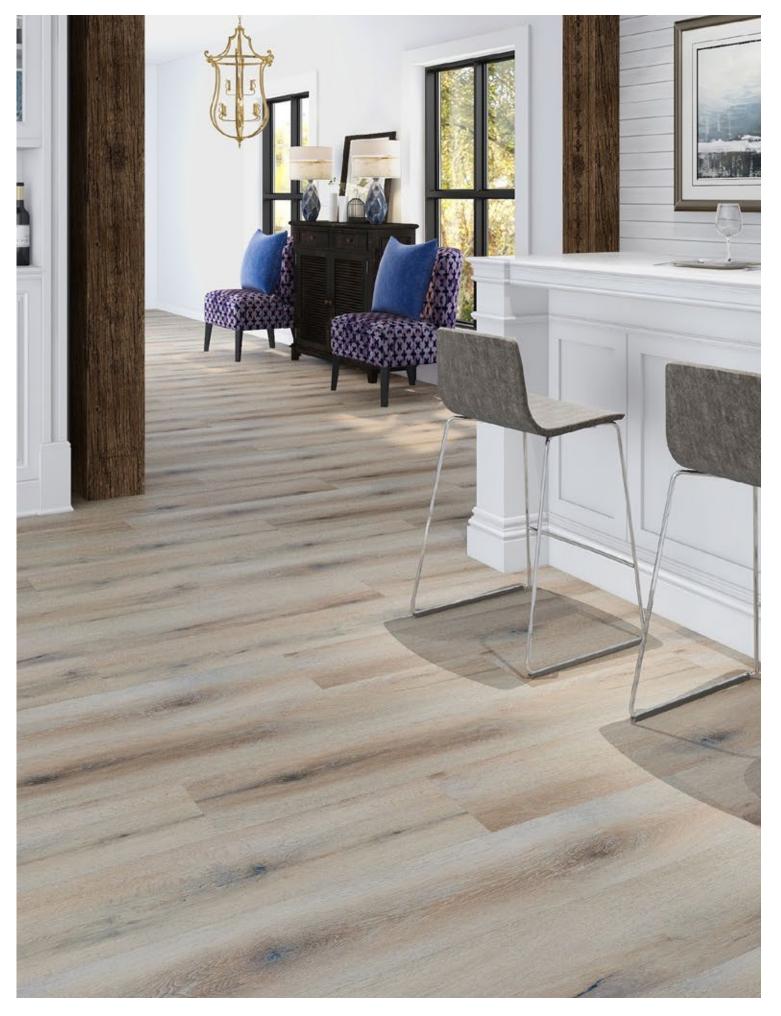


## Chestnut Ash



Dimensions	60''x9''
Thickness	12 mm
Edge Profile	Enhanced Bevel
Core Layer	Waterproof HDF
Wear Rating	AC4
Sq.Ft./Carton	23.15





# Grizzly Etching

$\bigotimes$	CREENCUARD RECORDER TO DEFENSION RECORDER TO	AC4 WEAR RATING	

Dimensions	60''x9''
Thickness	12 mm
Edge Profile	Enhanced Bevel
Core Layer	Waterproof HDF
Wear Rating	AC4
Sq.Ft./Carton	23.15



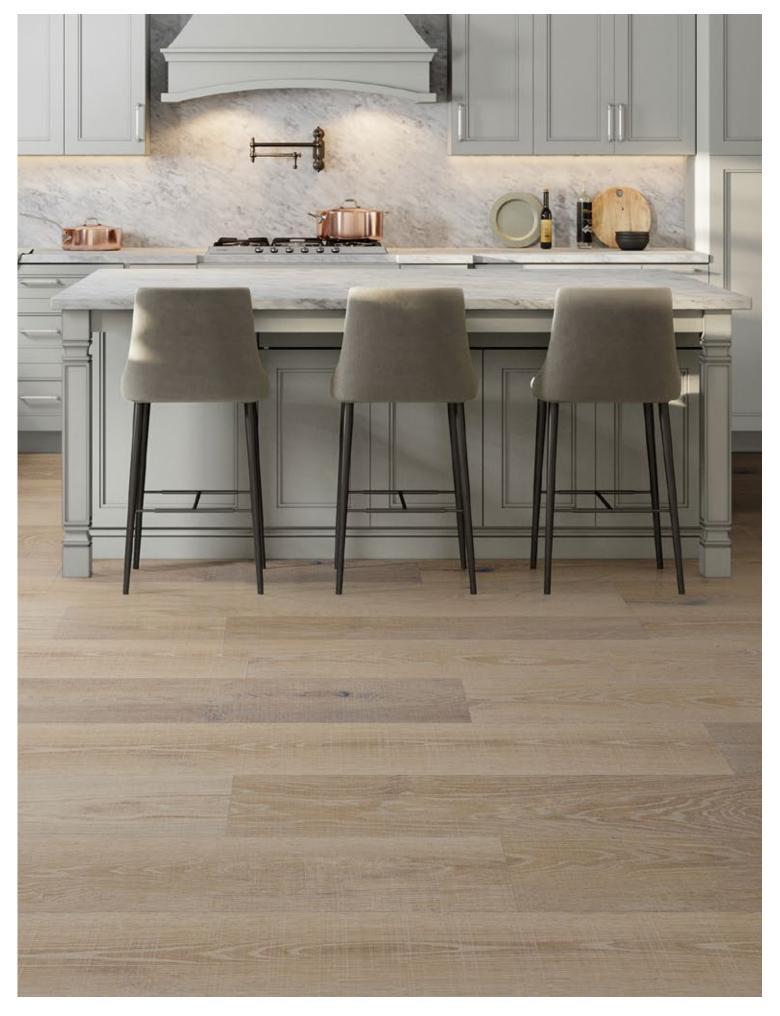


### Tahoe Timber



Dimensions	60''x9''
Thickness	12 mm
Edge Profile	Enhanced Bevel
Core Layer	Waterproof HDF
Wear Rating	AC4
Sq.Ft./Carton	23.15





## Savannah Koa Digital Printing

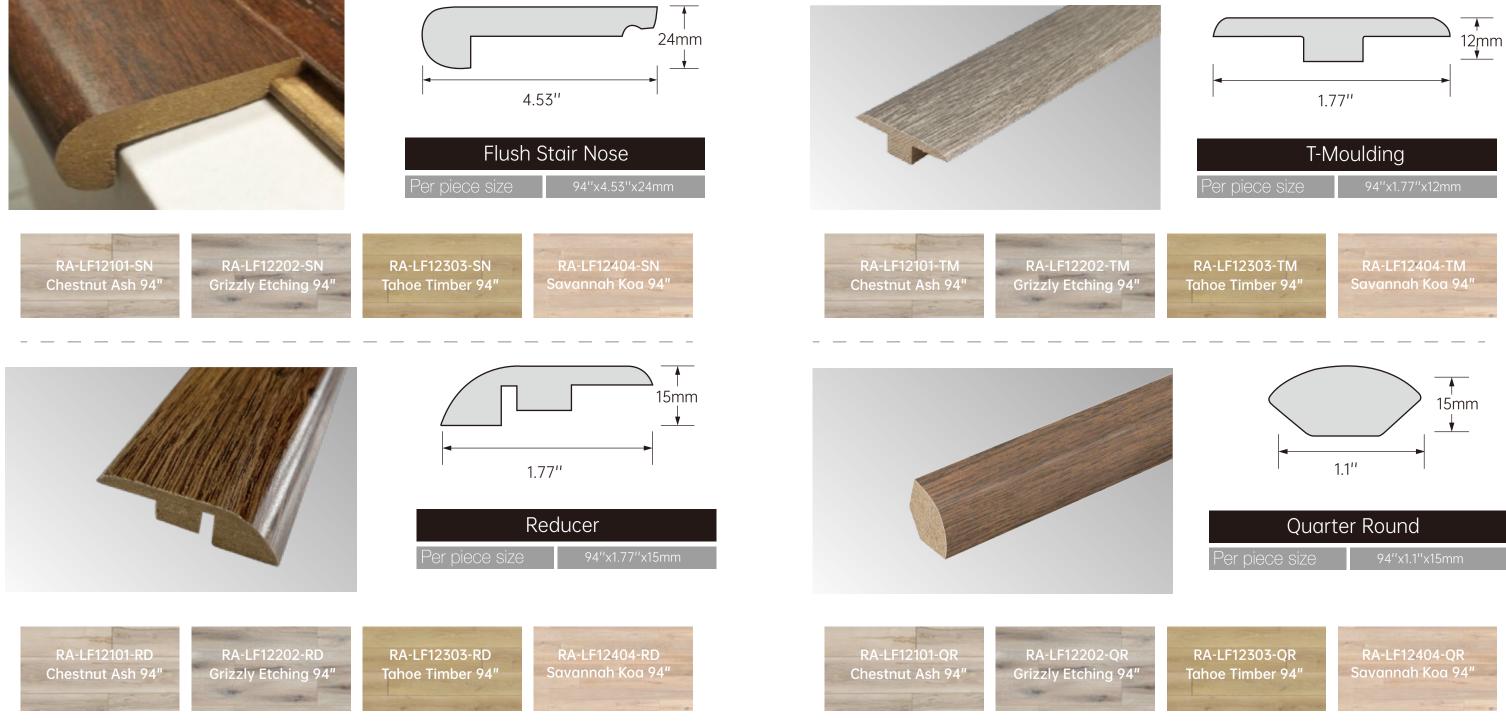


Dimensions	60''x9''
Thickness	12 mm
Edge Profile	Enhanced Bevel
Core Layer	Waterproof HDF
Wear Rating	AC4
Sq.Ft./Carton	23.15



# ACCESSORY WATER-PROOF LAMINATE FLOORING 12mm



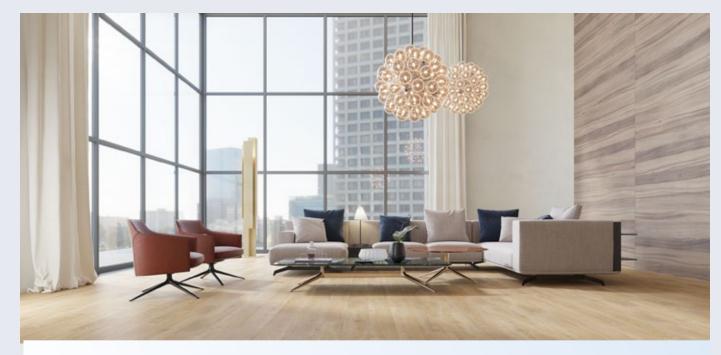






# **UNDERLAYMENT** WATER-PROOF LAMINATE FLOORING





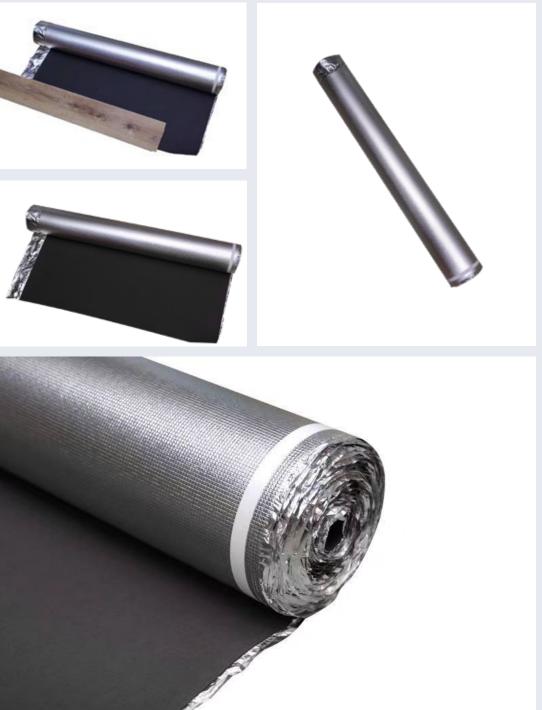


#### **SPECIFICATIONS** 2mm Silver EVA Foam Underlayment

Waterproof Accoustic Underlayment Moisture resistant, Sound absorbing, Soundproof

Sound insulation properties		200 Square feet per roll
STC (Sound Transmission Class)	65db	
IIC (Impact Insulation Class)	69db	
Dimensions		
Thickness	6 mil	
Width	3.6 ft.	
Length	55.5 ft.	
Package coverage	200 sqft.	Dohol
Density	920 kg per m <sup>3</sup>	Rote
Material	Polyethylene	
Water absorption	<0.1%	
Thermal resistance	0.3w/mk	







#### **RA-LF200** 2mm EVA Padding with Silver Film for Water Proof Laminate - 200 Sqft / Roll



#### GENERAL INFORMATION

READ THESE INSTRUCTIONS THOROUGHLY BEFORE BEGINNING INSTALLATION. If the following instructions leave any questions or if additional information is required, please contact us.

Solid Polymer Core Flooring is a completely waterproof product. Consideration for under structure or room quality and environment should always be given.

- Acclimation prior to installation is not specifically required, however the product should be installed to intended service temperature between 68°F (20°C) - 86°F (30°C). or average temperature of 77°F (25°C) and a humidity range of 30%-50%.
- After installation, make sure that the product is not exposed to temperatures less than 32°F (0°C) or greater than 104°F (40°C).
- Open room area should not to exceed 50 linear ft. (15m) in either direction or total of 2,500 sq. ft. (232 sq. m) with a 3/8" (9.5mm) expansion gap.
- For three season rooms and seasonal homes over concrete substrate, provide a minimum expansion space of 1/2" (12.7mm).
- Avoid exposure to direct sunlight for prolonged periods, doing so may result in thermal expansion and UV fading. During peak sunlight hours, the use of the drapes or blinds is recommended.
- The product replicates the look of a natural product which has natural variations in color and pattern. For the best visual effect, mix and install planks from several cartons and do not install similar planks next to one another.
- The product already has an attached underlayment, use of additional underlayment is not recommended.
- Do not install cabinets or kitchen islands on top of the product.
- The product is designed to be installed as an angle/tap installation only. Careful consideration should be given when flat lay and tap close the end lock. This is necessary to avoid damage to profile.
- Install product after all other trades have completed work that could damage the flooring.

#### SUBFLOOR PREPARATION

Solid Polymer Core Flooring is designed to be a floating floor. All subfloors should be flat to within 3/16" (5mm) in 10 feet (3 meters) radius for the best installation results.

#### Concrete Subfloors

1. Concrete subfloors must be dry, smooth, and free from dust, solvent, paint, wax, grease, oil, asphalt sealing compounds and other extraneous materials. The surface must be hard and dense, and free from powder or flaking.

2. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. 3. All concrete slabs must be cured and tested for moisture. When conducting the calcium chloride test, moisture emission cannot exceed 8 lbs per 1,000 sq. ft. per 24 hours. Relative humidity not to exceed 85%.

Radiant Heat: Hydronic only Concrete floors with a hydronic radiant heating system is acceptable. The temperature of the concrete floor should not exceed 86°F (30°C) at any point. Before installing the flooring, the heating system should be turned on to eliminate residual moisture. Three days prior to installation, lower the temperature to 68°F (20°C).

After installation, gradually increase the temperature in increments of 5°F to avoid overheating.

#### WOOD SUBFLOORS

1. All wood floors must be suspended at least 18" (457.2 mm) above the ground. Adequate cross-ventilation must be provided, and the ground surface of a crawl space must be covered with a suitable vapor barrier. Wood subfloors directly on concrete or installed over sleeper construction are not recommended.

2. The product can be installed over many wood substrates that are not suitable for fully adhered products, providing that they are smooth, flat, structurally sound and free of deflection. Including particleboard, chipboard, flakeboard or OSB. Caution: wood panel subfloors may be damaged during construction. The suitability of these floors is the responsibility of the installer.

3. If the surface of the wood subfloor is not smooth, a 1/4" (6.4mm) underlayment panel must be installed over the subfloor. Any panels selected as an underlayment must meet the following criteria:

- Be dimensionally stable
- Have a smooth, fully sanded face so the graining or texturing will not show through Be resistant to both static and impact indentation
- Be free of any surface components that may cause staining such as plastic fillers, marking inks, sealers, etc.
- Be of uniform density, porosity and thickness
- Have a written warranty for suitability and performance from the panel manufacturer or have a history of proven performance

#### EXISTING FLOOR COVERINGS

coverings provided that the existing floor surface can be made smooth.

a cement-based patch or leveler.

- Existing floors should not be cushioned backed and not exceed one layer in thickness.
- Do not install over carpet.
- Floor should be flat, smooth and dimensionally sound, free from deflection.

#### INSTALLATON TOOLS

Jamb Saw or Undercut Saw	Crosscut Power Saw	3M Scotch Blue™ 2080 Tape
3/8" (9.5mm) Spacers	Tape Measure	Rubber Mallet
Tapping Block	Chalk Line	Pencil
Circular or Radial Arm Saw with minimum 40 tooth carbide blade		Pull Bar







- Solid Polymer Core Flooring can also be installed over most existing hard-surface floor
- Ceramic tiles should be well boned, flat and even. Solid Polymer Core Flooring can bridge up to 1/4'' (6.4mm) in grout lines. If necessary, tiles can be made smooth using

# WARRANTY POLICY **SPC-VINYL FLOORING**



#### **Floating Installation**

Because houses and buildings, as well as adjacent hardwood or laminate floors, expand and contract, Solid Polymer Core Flooring recommends leaving a 3/8" (9.5mm) expansion gap between the perimeter walls and any adjacent hardwood or laminate floors.

Begin installation next to an outside wall. This is usually the straightest and best reference for establishing a straight working line. Establish this line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a plank. You may need to scribe cut the first row of planks to match the wall to make a straight working line if the wall is out of square. Measure the room at a right angle to the direction of the flooring. For the best visual effect, planks in the final row should be at least 1/3 the width of the plank. For this purpose, planks in the first row can be cut to smaller size.

You may want to position a few rows before starting installation to confirm your layout decision and working line. When laying flooring, stagger end joints from row to row by at least 8" (203 mm) for planks. For plank installations, you can use the cut-off end to begin the next row when cutting the last plank in a row to fit. If cut-off end is less than 8" (203 mm), discard it and instead cut a new plank at a random length (at least 8" in length) and use it to start the next row. Always begin each row from the same side of the room.



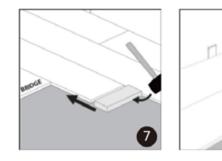
1: Begin installation working from left to right. Insert spacers at ends and edges where planks face wall.

2: Lock short end of plank by inserting tongue into groove at an angle and drop in place. Continue to end of first row.

3: Use leftover plank from first row as starter for second row. There must be at least 8" between plank end joints on adjacent rows.



4: Lock long edge of plank by inserting tongue into groove at an angle and drop in place. Slide plank toward end of previously installed plank until the tongue just touches the groove. 5: Use rubber mallet and tapping block to tap long edge of plank to ensure a tight fit. Any gapping can compromise the locking system. 6: Attach a scrap piece of floor to bridge gap between ends of planks.



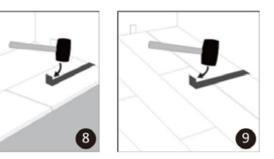
7: Tap end of plank with rubber mallet and tapping block to lock ends of planks together. Remove bridge and continue towards wall until installing the final plank in the row. Be sure to tap on edge of floor so as not to damage locking profile. 8: Use rubber mallet and pull bar to lock final piece in row. Insert spacer at end of row. Continue installation to final row. 9: Use rubber mallet and pull bar to lock long edges of planks on final row.

#### AFTER INSTALLATION

- coverings as this can cause increased humidity.
- Dust-mop or vacuum your floor to remove any dirt or debris.
- over hardboard runways.







• In order to protect the floors while other trades are finishing their work prior to final cleanup and turnover to the owner, use rosin paper and only use 3M Scotch-Blue™ 2080 Tape to hold the rosin paper to the floor. Do not use plastic film or other nonbreathing

Furniture should be moved onto the newly installed floor using an appliance hand truck

Use suitable non-staining and wide-bearing floor protectors under the legs of furniture.

# WARRANTY POLICY WATER-PROOF LAMINATE FLOORING

Water proof -Protects against water for up to 80 hours! Kid Friendly & Pet Friendly. Extremely Durable & Stain Resistant Wet Mop -Quick & Easy to clean! Quick & Easy locking installation No Glue, No Nails, No Mess! Looks & Feel Just like Real Hardwood. Very true to nature look & feel. Can be installed in large areas without the need for transition moulding. Installation instructions

Please read all the instructions before you begin the installation, and improper installation will void warranty.

#### Important notice

All wood based products, even those specially designed to have increased resistance to moisture, are hydroscopic (they will react to the moisture in the environment) and as a result will expand or contact accordingly. All source of under floor moisture must be rectified prior to the installation of the floor. Any construction dampness must be completely dry. It is important that you check each plank for any manufacturing defects. Any faults must be reported back to the store of the purchase for an immediate refund or replacement prior to the flooring being installed.

In-Floor Radiant Heat: Flooring can be installed over 1/2" (12mm) embedded radiant heat. Radiant heat systems must have a minimum of1/2" (12mm) separation from the product. Maximum operating temperature should never exceed 85 T (30 C). Use of an in-floor temperature sensor is recommended to avoid overheating.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. The maximum moisture content should be 2.5% (CM method). Before starting the installation, turn the heat off for 24 hours before, during and 24 hours after installation.

- Make sure that the temperature in the room is at between 65°F(18°C) and 78°F(25°C) during installation.
- . Once the installation has been completed, the heating system should be turned on and increased gradually (5 degree increments) until returning to normal operating conditions.
- · Refer to the radiant heat system's manufacturer recommendations for additional guidance.

Warning: Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring. Using electric heating mats that are embedded and applied directly underneath the flooring will void the warranty.

Calculate the room surface prior to installation and plan an extra 10% of flooring for waste.

 Keep the boards flat in the room where they will be installed in the unopened package before you start installation to acclimate. The room temperature must be between 65-78°F(18-25°C) before and during the installation. If the relative humidity in the room is between 35% and

35% or above 70% the product should be acclimated for 48 hours or more.

- Inspect you subfloor before you begin. It must be clean, dry (max.2.5% moisture content-CM method) and level to 5mm(3/16") within a 3 meters(10 foot) span.
- If this flooring is intended to be installed over the existing wood floor, it is recommended to repair any loose boards or squeaks before you begin installation.
- With a floating floor you must always ensure you leave 1cm (1/2") gap between walls and fixture such as pipes and pillars, stairs, etc. Tip: When stalling around pipes, drill the holes 20mm (3/4") larger than the diameter of the pipes.
- · A vapor barrier to be installed over concrete substrates. In the case of the installation is done over a wood substrate on or below grade, a vapor barrier must be installed if there is not a vapor barrier existing in a well-ventilated crawl space. A minimum 0.15mm (6 mil) plastic poly sheeting should be used as a moisture barrier. Underlayment thicker than 3mm (1/8") are not advised.
- Decide the installation direction. It is recommended to install the length direction of the planks parallel to the main light direction.
- Measure the area to be installed: The board with of the last row shall not be less than 50mm (2"). If so, adjust the width of the first row to be installed. When measuring, take the free gap requirement of about 10mm (1/2") of the floor perimeter into account. In narrow hallways, install the floor parallel to the lengthways.
- Inspect you laminate flooring. No claims on manufacturing defects will be accepted after installation.
- The flooring must be used only indoors in a dry, climate-controlled area and can not be used in bathroom.
- Installation area in length and width direction should be 40 ft or less. Larger than this size, use moulding for transition.

#### Limited Warranty exclusion and conditions:

- · Failure to fully engage the locking system around all sides of each plank during the installation could result in gaps that will void this limited warranty.
- The flooring must be maintained in accordance with care and maintenance instructions. And the limited warranty does not cover conditions caused by below damages:

cleaners, soaps, waxes or polished is not covered by this limited warranty. accidents, such as damage caused by scratching, impact or cutting. buffers or similar products is not covered by this limited warranty.

result in water or moisture being below the floor.



70% the product should be acclimated for 24 hours or more. If the relative humidity is below

- 1.Damage resulting from excessively wet maintenance or from using detergents, abrasive
- 2.Damage must not have occurred as a result of improper or inadequate maintenance or
- 3.Damage resulting from the use of rotating beater bars, floor scrubbers, steamers, jet mops,
- 4.Damage caused by events beyond everyday household spills, including but not limited to
- flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
- 5. Moisture damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that

# WARRANTY POLICY WATER-PROOF LAMINATE FLOORING



6. Damage due to fluids of any source or type that are not removed within a reasonable period of time:

If it is less than 200ml, and it is not removed less than 80 hours;

If it is more than 200ml, and it is not removed less than 24 hours;

Construction-related damage is not covered by this limited warranty.

 The limited Warranty does not cover conditions or defects caused by improper installation and use of improper adhesives and maintenance, such as:

--scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, or other objects.

--damage caused by chemicals, burns, fires and other accidents.

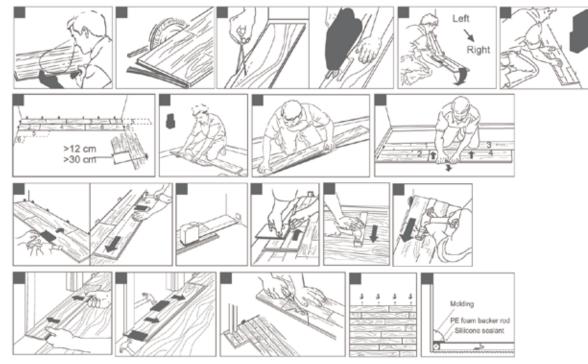
--damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).

These limited warranties do not apply to moldings area, and cut plank part.

#### Tools and Supplies Required

 Foam Underlay
 Spacers
 Saw Adhesive
 Tape Minimum 6 mil poly vapor barrier for crawl space and concrete floor installations • Rubber Mallet • Ruler • Pencil • Tape Measure

Utility Knife
 Constructions Adhesive



- 1. Inspect each plank. Floor should be installed blending planks from several cartons at the same time to ensure good color and shade mixture throughout the installation.
- 2. For the first row along straight walls, remove the tongue on all long side joints and on the short side of the 1st plank only.
- 3. For uneven walls, trace contour on tongue- side of plank and cut.
- 4. Assemble the first row tongue side toward wall. Insert the end tongue into the end groove and rotate downward to assemble. Keep the planks aligned and the joints closed.

- 5. Two spacer thick side to the thick side=1cm(1/2")
- new rows with pieces trimmed from previous row. Ensure at least a 12" end joint offset.
- and then rotate down until the joints lock.
- rotated down.
- the plank in until the laminate edges meet.

Installation Tip: Place a carton of planks across the end of the row being installed to keep installed planks in place during installation.

- joint.
- 11. Ensure there will be a 1/2"gap (after the joint is closed) to the wall for expansion.
- as a spacer, trace wall contour and cut plank.
- bar.

#### Installation under Doorway Frames

- 15. Slide plank under pre-cut door frame.
- 16. Tap the long side joint closed first. Then tap the end joint closed.

#### Installation Around Fixed Objects (such as Pipes)

17. Allow 1/2" expansion space around pipes or other fixed objects.

#### Finishing the Installation

- 18. Remove all spacers
- installation. DO NOT use acrylic sealant.

#### III. Maintenance

Clean the floor regularly with a vacuum cleaner or dry mop. If necessary, the floor may be cleaned with a wet mop and a laminate cleaner. Avoid using too much water. To protect the floor from sand we recommend you to use the doormats at entries (but do not use mats with a rubber backing). Place felt floor protectors under the legs of moveable furniture. Chair casters should be rubber - not plastic or metal.

- DO NOT pour liquid, directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor.
- DO NOT use detergents, abrasive cleaners, soaps, waxes or polishes. DO NOT use rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products. Wipe up spills immediately

6. Provide a 1cm (1/2") space for expansion on all sides. First piece must be at least 12" long. Start

7. At a slight angle, insert tongue of plank 2 into the groove of plank 1 until the laminate edges meet,

8. Join the short end of the plank first. There will be a gap on the long side joints when the plank is

9. Raise the outside edge of the plank upward approximately 1". Maintain this angle as you push

Rotate downward on the plank until the joint locks. Repeat these steps to complete the installation.

10. Alternate Tap Method: Align the tongues into the grooves of the long and short sides of the planks. Install the long side first by placing a tapping block no closer than 8" from both end and tap lightly along the long side until the joint is closed tightly. Then tap the end using the tapping block into a locked position. Note: Uneven tapping or use of excessive force may damage the

12. For the last row, align the plank to be used on top of the 2nd to last row. Using a full width plank

13. For the last row, install the long side tongue into the groove with the end joint aligned. Using a pull bar and hammer, work evenly along the length of the plank and lightly tap the joint closed.

14. After tapping the long side joint closed, tap the short side closed, using a tapping block or a pull

19. Create a watertight seal by applying flexible 100% silicone sealant to the entire perimeter of the

# WARRANTY

#### **I RATEL USA LIMITED**

This warranty applies to the original owner of the account under the purchase was made and cannot be transferred to any subsequent owner. RATEL USA warrants to the original purchaser will be free from manufacturing defect and this product's wear layer will not wear through the decorative layer under normal use for a period as stated under from the date of purchase. Defect is defined as shortfall in the product to perform to specifications as disclosed in the product or trade literature, and within industry allowable tolerance.

This warranty shall be null and void and Ratel USA, shall not be liable for any damages or expenses, if the Owner does not first grant Ratel USA, access to the premises and the opportunity of Ratel USA, to inspect, correct, or replace alleged defective items, before Owner incurs expenses or has work done by replacement contractor.

#### LIFE TIME LIMITED RESIDENTIAL, 15 YEAR LIMITED LIGHT COMMERCIAL.

This warranty is the sole warranty extended for this product. The warranty does not cover:

- Material damaged in transit to the place of installation
- Accidents or unnecessary abuse
- Not following the manufacturer's installation instructions
- Not allowing the floor to acclimate for 48 hours before installation
- Using nails to nail the floor down into the sub-floor
- Not installing on an even, clean, dirt free or dry surface
- Not using an underlayment
- Not using expansion spacers to allow the floor to expand or contract
- Inappropriate removal or replacement of planks

Improper use or abuse - includes issues from using bleach or abrasive cleaners, using wax or polish. Using steel wool or scouring pads. Damage caused by pet urine. Improper care and maintenance, leaks from appliances and plumbing, high heels, pet nails, mats or area rugs constructed of rubber or PVC, installing residential product in a commercial environment etc.

- Water damage created by excessive use of water from mopping
- Fading or discoloration or other damage due to excessive temperatures or sunlight
- Flooring installed on stairs

Labor costs to repair or replace material. Always inspect and install material in a well-lit environment before installation.

- Moisture damage caused by water or moisture damage in the subfloor or underneath the flooring.
- Damage due to fluids of any source or type that are not removed within a reasonable period of time
- -If is less than 200ml, and it is not removed less than 80 hours
- -If is more than 200ml, and it is not removed less than 24 hours.
- Construction related damage voids the warranty
- ·Damage caused by pet urine
- ·Water damage created by excessive use of water from mopping

·Fading or discoloration or other damage due to excessive temperatures or sunlight ·Flooring installed on stairs

·Labor costs to repair or replace material. Always inspect and install material in a well-lit environment before installation.

-If is less than 200ml, and it is not removed less than 80 hours -If is more than 200ml, and it is not removed less than 24 hours. ·Construction related damage voids the warranty

#### HOW TO MAKE A CLAIM

If you happen to find yourself with a flooring problem that is covered by your warranty, notify your contractor or Ratel USA as soon as possible. Buyer acknowledges and agrees that the foregoing conditions and limitations are an essential basis for Buyers agreement with RATEL USA. Any suit or other legal action that the Buyer may bring against RATEL USA arising out the sale of this flooring product must be filed within 30 days from the date of RATEL USA's alleged breach. Buyer's failure to file within this stipulated period shall be deemed to act as waiver and time bar for any and all claims against Ratel USA INC.

Keep your receipts and paperwork as a proof of purchase and so the sales representative inspecting the problem will know all the details, like installation date, product SKU, and sales order. They should be able to tell you whether it is a manufacture damage or installation issue.

Once it is established which category it falls under, submit your claim. Do not try to fix the problem yourself as it may cause the more damage and void the warranty.

#### YOUR DREAM HOME YOUR FLOORS

- •Moisture damage caused by water or moisture damage in the subfloor or underneath the flooring.
- ·Damage due to fluids of any source or type that are not removed within a reasonable period of time