



1, Jalan Industri 5,  
Taman Perindustrian Temerloh,  
28400 Mentakab,  
Pahang D.M.  
Malaysia.

**PERIOD /YEAR OF WARRANTY**

- 10 Year (Domestic)
- 20 Year (Domestic)
- 25 Year (Domestic)
- 10 Year (Commercial)
- 15 Year (Commercial)
- 15 Year (Commercial)

**CONDITIONS OF WARRANTY**

- Abrasion Resistant - in conformance with EN 13329 : 2009 requirements, according to test method EN 438-2, 6
- Stain Resistance - in conformance with EN 13329 : 2009 requirements, according to test method EN 438-2, 15
- Light fastness - in conformance EN 13329 : 2009 requirements, according to test method EN 20105 B02 and EN 20105 A02 (applicable for decor only)
- Termite Resistance - Standard 10 Years Warranty for all Collections.

**PREREQUISITES**

- The laminate flooring must be installed and maintained in accordance with the instructions that accompanied the product. Improper sub-floor preparation, installation or application will void this warranty.
- For Termite resistance warranty, all existing timber related subfloor must be removed before the installation of Robina laminate flooring. Failing which, Termite Resistance warranty shall be voided.
- The laminate floor may only be used according to the recommended level of use (For example: AC3 for Heavy Domestic & Moderate Commercial and AC4 for Heavy Domestic & General Commercial).
- The warranty does not cover damage caused by moisture.
- A walk-off mat has to be used in all entrance areas.
- This warranty does not cover wear or damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided by the manufacturer, physical abuse to or misuse of the product, accidents causing scratching, impact or cutting, freight damage, modification, alteration of either chemical or physical characteristics.

**LIABILITY CAN BE CLAIMED WHEN**

- The decor layer is worn off in an area of at least one square centimeter on one panel and to be visible from a standing position.
- The defect could not be noticed prior to installation of the floor.
- The defect of abrasion is reported to Robina Flooring Sdn Bhd (RFSB) by the dealer in written form within 30 days after it has been noticed.
- The written complaint has to be accompanied by the proof of purchase such as Invoice etc for the product in question.
- RFSB is allowed to check the said-to-be-defective floor on site.

**WITHIN THE SCOPE OF THIS WARRANTY, RFSB HAS THE OPTIONS TO:**

- Repair the defective floor panels at no charge, or Reimburse or Replace the defective floor panels at the current value\*. Replacement materials will deliver only to the original point of purchase.
  - If the identical decor is not available, a suitable replacement décor will be delivered.
  - This warranty covers a replacement of the affected material only; it does not cover associated labor costs or any other related extra costs.
  - \* The current value is the original price, minus 5% for every 6 month period elapsed since the purchase of the floor.
- Any warranty claims accepted do not prolong the total warranty period counted from the date of the purchase.
- Any claims of liability arising from this warranty cease to be valid if not reported within 6 months after the defect was noticed respectively.

**CLEANING AND CARE**

- Laminate flooring is easy maintenance. The first prerequisite for care and preservation of the flooring is a well-balanced room climate (55-65% relative humidity at 20° C / 68° F). These values ensure a healthy room climate.
- Remove dust and dirt with a vacuum cleaner (no beater bar vacuum), broom or dust-absorbent cloth.
- For more difficult-to-remove soil, use a cloth moistened very lightly with plain water. Then wipe the surface with a clean dry cloth.
- Under no circumstances should the floor be wet- mopped!
- Heavier stains such as paint, glue, asphalt, oil, etc. can be removed easily, quickly and thoroughly with a basic laminate cleaner.
- The laminate flooring is highly resistant and does not require any special treatment. The surface consists of high quality melamine resins, not of wood. Therefore, completely avoid the use of floor wax, polish or preservative dispersions.

**Warning!**

Under no circumstances any type of vapour cleaning equipment shall be used!

**PREVENTIVE MEASURES**

- Protect flooring surface with felt pads under furniture legs.
- You should use chair rollers with soft rollers and ones which are suitable for laminate floorings.
- In case of facing external doors, make sure that sufficient large protective doormat to keep away coarse dirt, grit and stones.
- With under floor heating, the laminate surface temperature should be < 28° C (82° F). This applies particularly in the case of laid-out carpets.

**IMPORTANT NOTE :**

- Due to principle of Floating System Installation, it is strictly prohibited to screw or nail any fixtures or fittings onto the flooring that can deter the necessary expansion.
- Make sure the selected floor to be installed in an area that corresponds to its intended utility class.

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Robina Flooring

SERIAL NO : 2015 L

WARRANTY REGISTRATION CARD
MANUFACTURER'S COPY

This warranty will only be valid when the document has been completed and registered with the principal.

Form with fields for PURCHASER'S NAME, ADDRESS, POSTCODE, STATE, CONTACT NO., DELIVERY DATE, PRINCIPAL'S INVOICE NO., INSTALLATION DATE, PRODUCT PURCHASED, and PLEASE TICK options.



Robina Flooring

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WARRANTY REGISTRATION CARD
AUTHORISED DISTRIBUTOR/ DEALER'S COPY

This warranty will only be valid when the document has been completed and registered with the principal.

Form with fields for PURCHASER'S NAME, ADDRESS, POSTCODE, STATE, CONTACT NO., DELIVERY DATE, PRINCIPAL'S INVOICE NO., INSTALLATION DATE, PRODUCT PURCHASED, and PLEASE TICK options, plus a REMARKS section.



Robina Flooring

SERIAL NO : 2015 L

WARRANTY REGISTRATION CARD
CUSTOMER'S COPY

This warranty will only be valid when the document has been completed and registered with the principal.

Form with fields for PURCHASER'S NAME, ADDRESS, POSTCODE, STATE, CONTACT NO., DELIVERY DATE, PRINCIPAL'S INVOICE NO., INSTALLATION DATE, PRODUCT PURCHASED, and PLEASE TICK options.