

LIFE STEPP COSMO COLLECTION

Warranty

Performance Warranty	Cosmo Pro	Cosmo Premium
Wear Warranty	25 Years	30 Years
Stain Warranty	25 Years	30 Years
Flood Warranty	25 Years	30 Years
Structure	Lifetime	Lifetime
No Gapping*	Lifetime	Lifetime

*When temperature at the surface of the flooring does not exceed 100°F/38°C.

HEALTHY HOME
Indoor Air Quality

We follow some of the most stringent standards in the world.
LIFE STEPP flooring products meet California Section 01350

Commercial Performance Warranty	Cosmo Pro	Cosmo Premium
Wear Warranty	10 Years	15 Years
Structure	10 Years	15 Years
No Gapping*	10 Years	15 Years

*When temperature at the surface of the flooring does not exceed 100°F/38°C.

Notes: See www.lifestepp.com for complete details.

LIFE STEPP'S Buy with Confidence Guarantee*.

You have chosen the perfect Life Stepp' floor but your concern is how will it function in the future? Life Stepp' are backed by a superior warranty; its WOW Factor will give confidence in your decision for years to come.

Guarantee

The chart below illustrates the Life Stepp Collection that best suits your needs. All collections, all floors are rated using a convenient 7 Star System.



	Estate Plus	Estate Cosmopolitan	Estate Premium XL	Estate Designer
PERFORMANCE GUARANTEE				
Wear Warranty	20 year limited	25 year limited	30 year limited	40 year limited
Laminate Stain and Fade**	20 year limited	25 year limited	30 year limited	40 year limited
Structure	30 years	30 years	Lifetime	Lifetime
No Gapping When 30-60% humidity maintained	30 years	30 years	Lifetime	Lifetime

HEALTHY ENVIROMENT
Indoor Air Quality

We follow some of the most stringent standards in the world. LIFE STEPP' follows Health Check certification standards which in verified by the Ghent University. (License No.07-027)



Life Stepp Laminate
ST Marios

PART 1 – MATERIALS

- 1 Direct Pressure Laminate Flooring that meets or exceeds Class 32 / AC3, under EN13329
- 2 . Life Stepp St.Marios Laminates Laminate Flooring shall be:
 - 1 *Size: 47-1/4” x 5” (nominal) – 1200mm x 127mm*
 - 2 *Total Thickness: 1/2” (nominal) – 12.3 mm*
 - 3 *Edge Type: Nano-bevel*
 - 4 *Type of Finishing: Aluminum Oxide with Scuff-Guard, anti-scratch protection.*
 - 5 *Type of Decorative Wear Layer: Melamine Impregnated*
 - 6 *Type of Core: High Density Fibreboard > 800 kg per m³*
 - 7 *Type of Backing: Melamine*
 - 8 *Assembly System: Drop Lock Glueless*
 - 9 *Colours: As selected by the architect*
 - 10 *Type of Installation: Floating*
- 3 Accessories :
 - 1 Epico Laminate Mouldings, as recommended by the Manufacturer
 - 2 *Colours: As selected by the Architect*

PART 2 – PACKAGING INFORMATION

- 1 *Square metres/Square feet per carton: 1.867 m² / 19.77 sq. ft.*
- 2 *Weight per carton: 11.9 kg / 26.35 lbs.*

PART 3 – EXECUTION

- 2.1 Site Verification of Conditions and Preparation:
 - 1 Ensure sub-floors are clean, firm, flat (within 4.8 mm in 3 m or 3/16” in 10’), dry (less than 3% moisture on concrete, 10% or less on plywood) and smooth. Life Stepp St.Marios Laminates can be installed above, on or below grade, over any solid and stable sub-floor including plywood, chipboard, old non-creaking flooring boards, hardwood flooring, concrete slabs, PVC and most ceramic tile (except heavily embossed tile).



- 2 Remove all existing carpet, baseboards, quarter-rounds and thresholds. Undercut door jams using a piece of flooring material as guide.
- 3 Repair all defects in sub-floor.
- 4 Ensure all doors can still open and close after installing the floor (minimum 1 cm [3/8"] clearance). The doorframes may need to be adapted.
- 5 Make sure all doors and windows are in place and that the room where . Life Stepp St.Marios Laminates material is to be installed is at an approximate temperature of 15° to 21°C (60° to 70° F).

2.2 Installation

- 1 Cover all the sub-floor with Life Stepp ,Supreme Acoustic Life Stepps MR Blue according to manufacturer's instructions. When using Cork Underlayment over concrete sub-floors, first cover the sub-floor with 0.15mm/6 mil underlayment grade poly, overlap edges by 30 cm (12"), damp-proof tape the joints and run poly up 10 cm (4") on each wall.
- 2 Install planks according to manufacturer's instructions. Expansion wedges must be used on walls to allow for proper expansion space (8 to 10 mm or 3/8"). Areas over 15 m (50') long or wide will require and expansion moulding.
- 3 Expansion space may be covered by a moulding, which is not fixed to the floor, but to the wall.
- 4 If a vapour barrier has been used, attach the baseboard through the plastic membrane sticking up from the floor, using finishing nails.

2.3 Cleaning

Clean the floor by sweeping or vacuuming,

Life Stepp Laminate warranty covers 30-year Residential Wear*, Stain and Fade Warranty. The warranty covers damage from:

- **Stain:** routinely household products (example food, beverages, daily cleaning products) will not stain Life Stepp laminate flooring
- **Direct exposure to sunlight:** Life Stepp laminate will not noticeably fade from exposure to sunlight or usual artificial light
- **Wear through:** this warranty is limited to wear on the surface of the boards. The wear must be readily visible and must constitute a minimum of 10% of the total area
- **Structural** We guarantee that the product is free from manufacturing defects and will remain free of defects as long as you own your residence.
- **Water Warranty :** Under normal use and as long as the Life Stepp maintenance procedures, Life Stepp will not delaminate or swell more than 8% of its original thickness.
- **Lifetime Joint integrity / No Gapping Warranty:** The Joints will remain secure and the planks will not come apart. Minor gapping will occur (up to 0.2mm or .01 inches) without the unlocking of the planks and is not considered a defect.

Gapping caused most frequently by

-Not meeting the required use of expansion joints.

-Floor being pinned down by mouldings, incorrectly installed I.E. floor being pinned down by nails or glue

-Joints not properly clicked together or material caught in the joints.

-Extreme dry conditions.

No Gapping Warranty

The joints of the Life Stepp laminate will remain protected and the planks will not come apart. Life Stepp laminate is constructed in order to minimize the gapping that occurs in normal floors due to seasonal fluctuations. Minor gaps (up to 0.2mm) are not considered a defect.

Common Causes for Gapping:

-Improper use of expansion joints

-Extreme dry conditions

-Installation guidelines not followed properly (i.e. floor being held by pins or glue)

*30 year Cosmopolitan/ Country, 35 Year Prestige, 40 year Urban and Estate

Exclusions

This warranty will not apply to the damage resulting from:

- Excessive heat, wetness or dryness (recommended humidity: 30-60% throughout the year)
- Accidents, misuse or abuse including denting, bridging, warping, soiling, use of inline and roller skates, stiletto heels, golf shoes or pets
- Inadequate product selection for specific use of flooring and improper care and maintenance
- Improper installation: any failure as a result of improper installation will Void warranty
- Defects those were visible before and during the installation process
- Freight: sliding heavy furniture
- Scratches, punctures, burns, lack of appropriate furniture rests, any incident such as fire, floods or even overflowing of sinks
- Floors that have direct access to outside.

Next Steps (making a claim):

If any of the damages occur then you should notify the respective flooring dealer, in writing, from which the original purchase was made. This notification should be made no later than 30 days after the defect was discovered and also within the limited warranty period. The original purchaser must present the following to the respective flooring dealer:

- A valid proof of purchase (eg- a sales receipt or invoice which should include the product name, quantity bought)
- Some form of proof or evidence showing the defect (eg- a photograph, sample)

After the dealer verifies the claim, the retailer will notify a LIFE STEPP'S representative, and if necessary, an inspection will be arranged. If the defect has been verified, then LIFE STEPP will arrange for a repair or replacement of the defective part of the floor with the same flooring as the original. If otherwise, that material is no longer available, then another flooring with similar color and style will be supplied. LIFE STEPP will repair or replace the flooring only once during the life of its warranty.