



KTL INTERNATIONAL SDN BHD

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CARE AND MAINTENANCE INSTRUCTIONS FACTORY FINISHED SYSTEMS:

You have purchased a high-quality, prefinished flooring product. The product has a factory finished surface which is ready for installation and will not require any special treatment directly after installation. It is important to note that regular care and maintenance responsibilities are required to better preserve the surface and its coating. If you follow these general cleaning and required maintenance guidelines your new floor will perform as intended for many years to come.

- Please ensure that an ideal room-climate with about 45-55% Air Humidity and 20°C is provided. This indoor climate is good for both your health and for the overall performance of the floor.
- Daily cleaning should be done with a vacuum cleaner, static mop or a smooth floor-broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface. Please ensure no metal screws or sharp edges are evident on the vacuum head.
- Whenever necessary, the floor surface can be cleaned with a well-rung damp-dry mop. Do not use conventional household cleaning solutions as they will generally be abrasive and damage the surface coating. A PH neutral cleaning solution specifically for gym floors is required (Peerless Gym Clean for example is suitable), please observe and follow manufacturer's instructions.
- If you plan on using an auto scrubbing machine it's important that the water is removed immediately, and the surface not left damp.
- It is vitally important that you affix felt strips or suitable protection under any furniture-bases, chair-legs, and commonly movable objects you intend to sit on the floor surface. At entry points and for high traffic areas the use of floor mats to remove entry grit and dirt is recommended and will be very useful to help preserve your floor surface coating.
- Additional surface coatings are not required for your pre-finished timber floor. Once installed its ready to walk and play on.
- Natural timber is also affected by UV light and therefore will change colour when exposed for long durations. Floor coverings such as rugs and mats should not be placed immediately after laying. The floor should be allowed to stabilise for a few weeks.
- In case of any damage on the coating surface (e.g. by furniture movement etc.), acquire advice and assistance from a qualified installer or specialist retailer that is knowledgeable about timber flooring products.
- If you insist on DIY repairs, lightly sand the affected area with a 120 to 150-grid sandpaper, followed by using a compatible coating to the damaged area. It is necessary to test the coating material on a left-over plank / sample or hidden surface of the floor to assess the expected results. Remember, the warranty will not cover repairs undertaken without the manufacturers' agreement.

Your Timber Sports Floor is a living material that will expand and contract in shape if moisture or humidity is high then expect the floor to expand. It may also shrink if moisture or humidity becomes very low. As a natural product damage from these changes in humidity may lead to irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period of time. In cooler winter months for example if the humidity (RH) in a heated room goes below the specified 45 % the floor may be subjected to conditions that may result in



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plank changes. In this case you should look to install an air humidifier to prevent damages to your floor. The same may also be necessary with air-conditioned rooms. Refrigerated systems can lead to lower relative humidity whilst Evaporative air-conditioners can lead to higher humidity.

KTL Flooring is designed to be installed for interior use only for floors. It is not designed for external use. The product will not be covered by warranty provisions for use in wet areas, (Bathrooms or similar). In areas where incidental spills may occur, spillage should be wiped dry as soon as possible to avoid moisture ingress and possible plank deformity. The product should be installed as per install guidelines, special attention should be directed to plank inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation. For heating and cooling, all mechanical systems must be compatible and comply with environmental performance attributes for natural products such as Timber. Internal temperature and humidity controls need to be aligned to match performance guidelines for natural timber products. Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations. Poor use of evaporative cooling systems may create very high internal humidity within the building. Cupping and plank deformity may result as a direct cause of high or low internal humidity. (Refer; Install instructions and Care and Maintenance guide).

Timber flooring is a Natural product, characteristics such as knots, face checking, blemishes and surface indentations are normal and at times may need to be filled with fillers and will not be considered as a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed). Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks would be considered normal as a part of the building environment and would not constitute a Major Failure. Cupping, crowning and shrinkage after installation are considered site related and will not be warranted as per the Limited Structural Warranty

Once planks have been installed it is considered that site matters such as substrate suitability and the product have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship as these are not covered by the manufacturing warranties. Structural plank delamination or surface coating deformities from normal in-service use may require a service inspection. If this arises immediate contact your initial point of purchase.

Disclaimer: KTL has used its reasonable endeavours to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.



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