



 **CAMSAN**
ORDU



LAMINATE FLOORING USER MANUAL

HIGHLIGHTED FEATURES OF ÇAMSAN ORIGINAL LAMINATE FLOORING

- **Maintains its form and durability for years.**
- **Thanks to its locking system, it can be easily installed and dismantled during application.**
- **Very practical to clean.**
- **Offers a wide range of patterns and surface options.**

1. STORAGE

The recommended environmental conditions for storage and usage are as follows:

Must be stacked indoors in a closed environment with suitable temperature (18 °C- 25 °C) and humidity conditions (40%- 70%).

Laminate Flooring

- The storage area should not be exposed to humidity, water, extreme temperature changes, or airflow.
- The product must be stacked horizontally on a pallet on a dry floor. Otherwise, it may be damaged; deformation and bending problems may occur.
- It should be kept in its original packaging without opening. In case of damaged packaging, the authorized sales point must be contacted immediately.
- Products should be used together according to their sizes and categories. Products from the same batch should be used together, considering pallet production dates; mixing different batches should be avoided.
- To quickly report any defect in the products, they must be inspected upon delivery and the authorized sales point should be contacted.

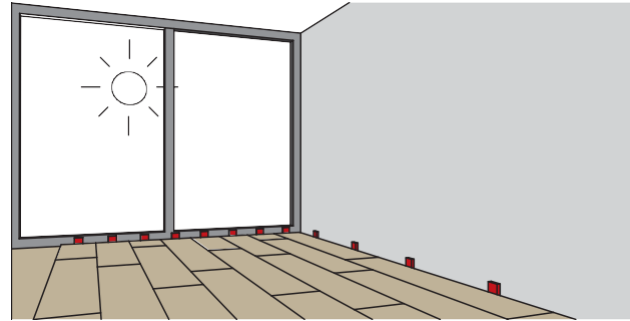
2. INSTALLATION

Before Installation

1. For the laminate flooring to adapt to the area, unopened packages must be left in the installation area for at least 48 hours on a flat surface.
2. The temperature and humidity conditions of the room should be appropriate before, during, and after installation (room temperature at least +18 °C, floor temperature at least +15 °C, relative humidity between 40% - 70%).
3. Newly constructed floors must be ventilated for at least one month to achieve appropriate humidity balance (floor humidity must be reduced to 18% before installation).
4. The subfloor must be dry, smooth, and free of unevenness greater than 2 mm per meter.
5. Installation must not be made on carpet, PVC, linoleum, other laminate/wood flooring, or wet areas (bathrooms, toilets).
6. The laminate flooring to be installed should have its batch numbers and production dates on the packaging checked. After verification, the flooring should be laid in order, paying attention to the sequence.
7. Laminate flooring can be installed on floors with water-circulated underfloor heating systems. However, depending on how moisture is released from the floor in underfloor heating systems, laminate flooring may experience swelling or mold formation. To prevent this, special insulation materials (e.g., kraft paper) that conduct heat well and provide protection against moisture should be used. The joints of the insulation materials must be properly sealed with appropriately sized tape to prevent moisture penetration.
8. Use over electric underfloor heating systems is not recommended. The heated floor must provide uniform heating, and localized heat concentration or overheating must be avoided. For underfloor heating systems, the floor surface temperature should not exceed 28 °C. Before installation, approval should be obtained from the responsible underfloor heating personnel to confirm that the floor is suitable.

Flooring Process

1. The direction of the main light source in the room where the flooring will be installed should be considered. The panels should be laid lengthwise in the direction of the incoming light.

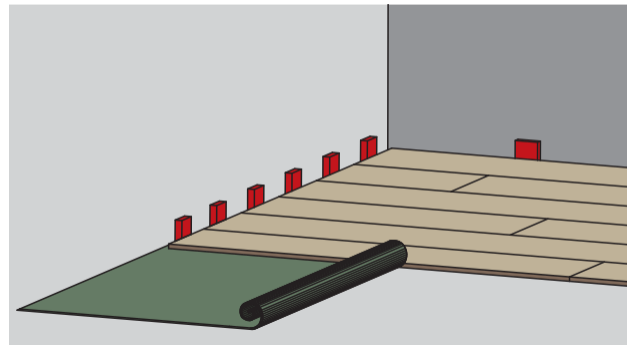


2. In areas where laminate flooring is installed, panels should be laid with a maximum length of 10 m along the room's length and a maximum width of 8 m. For areas larger than these dimensions, transition profiles should be used, leaving at least a 15 mm gap.

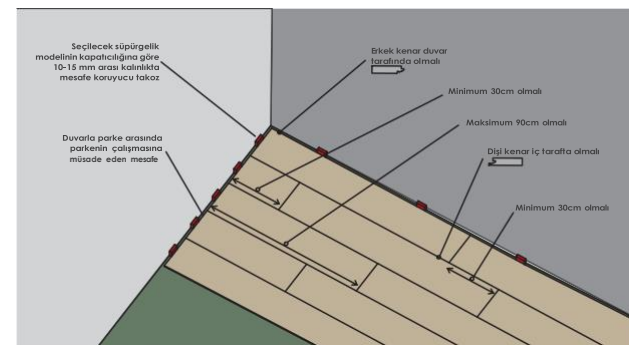


3. No materials such as nails, adhesives, or silicone—other than those required for laminate flooring installation—should be used on any surface of the laminate flooring.

4. After laying insulation materials such as felt or kapron under the flooring, the male and female profiles on the long and short edges of the laminate flooring should be checked.

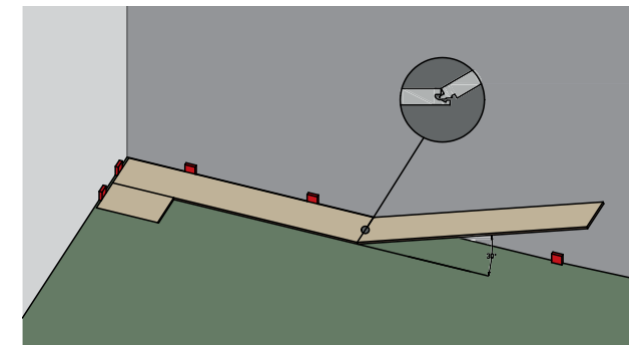


5. At this stage, a protective wedge should be placed between the wall and the floor on each edge, maintaining a distance of 10 mm to 15 mm. (The gap should be within this range depending on the skirting model used and its coverage.)

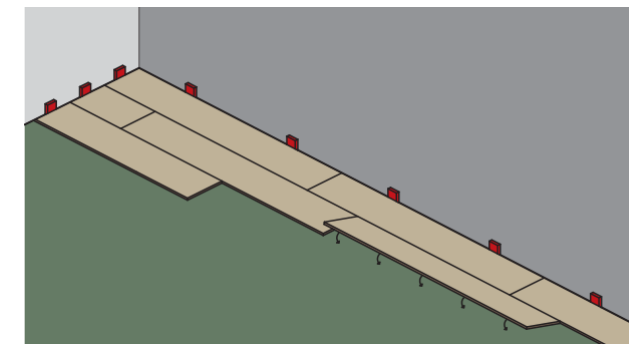


6. The male profile sections of the laminate flooring panels should be positioned facing the corner. Installation should continue so that the distance between the end joints of two panels is at least 30 cm.

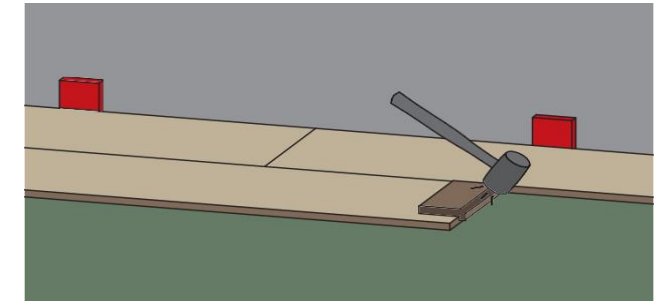
7. To ensure the series continues compatibly, the male lock should be inserted into the female lock at a 30-degree angle from above, lowering it straight down onto the floor.



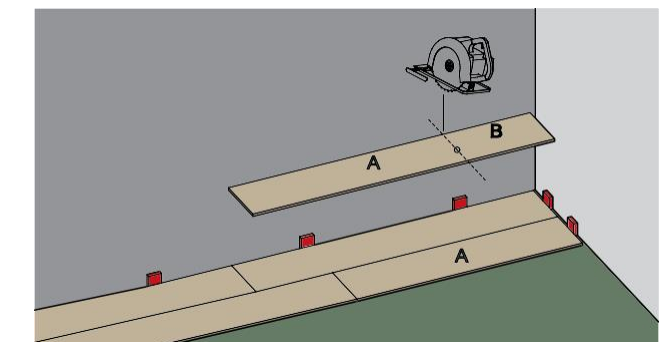
8. During installation, locking should be performed starting from the long edge.



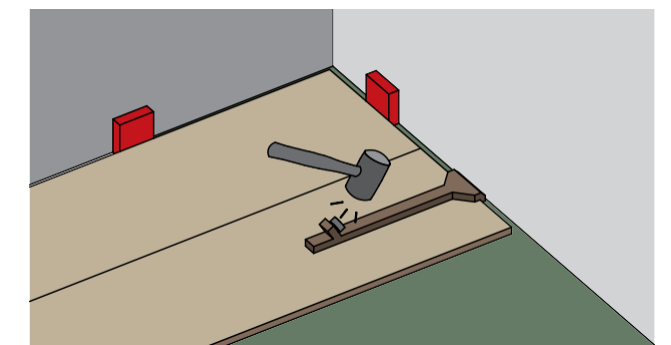
9. At the short edge, the panel locks should be secured using a installation wedge and a rubber mallet. Hard strikes should be avoided to prevent damage to the flooring locks.



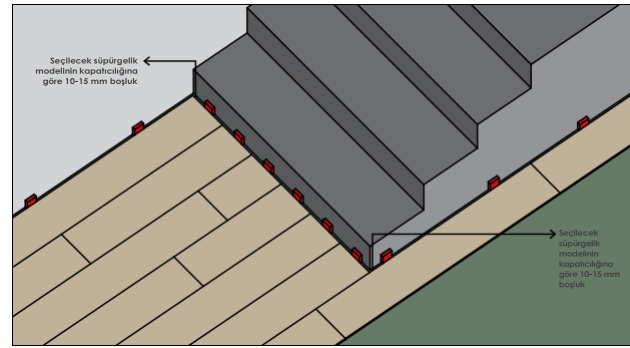
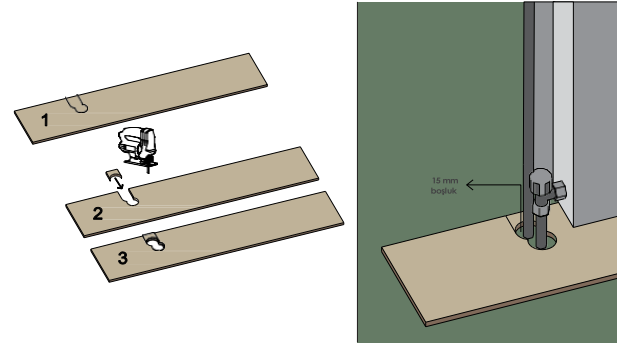
10. The laminate flooring should be cut after calculating the gap to be left at the wall, marked as 'a' and 'b'. The long edge locking section should be fitted first. If the 'b' piece is larger than 30 cm, it can be used at the beginning of the next row.



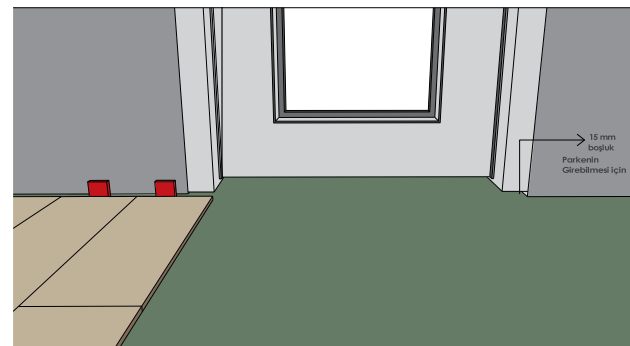
11. At the end of the floor, the flooring should be installed by tapping it into place with a pull bar and mallet.



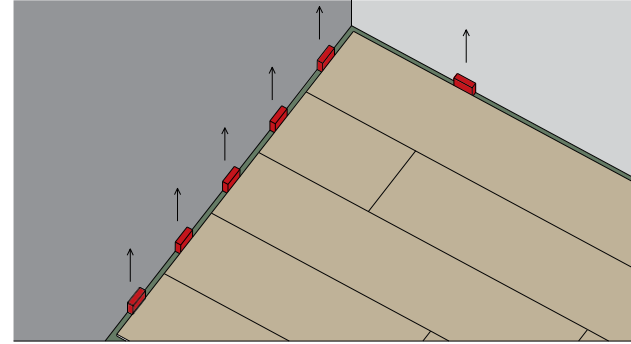
12. During the installation, sections that coincide with radiator pipes should be cut with a jigsaw, leaving at least 15mm from fixed points. The cut pieces should be placed around the pipe and glued together using an appropriate adhesive.



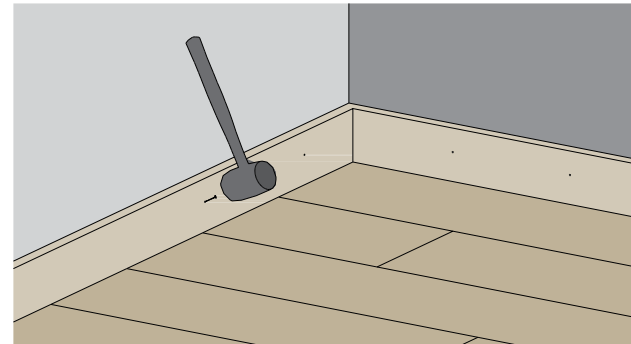
13. At all fixed edges (walls, doors, pipes, frames skirting, stair steps), the laminate flooring should be cut and installed to leave a gap of 10mm to 15mm, depending on the skirting model used and its coverage.



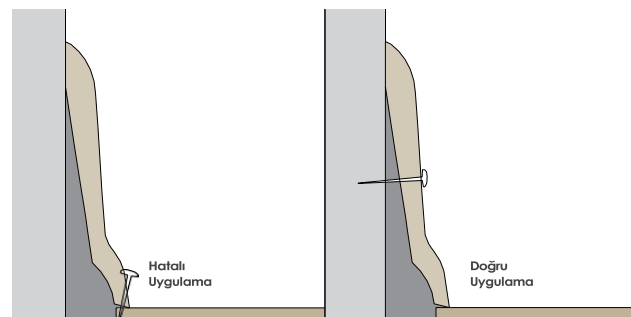
14. At the end of the installation, all spacer wedges should be removed from their positions.



15. Skirting boards should be cut at a 45-degree angle to fit the flooring and prepared for installation before being fixed to the wall. Materials such as skirting nails, adhesive, or silicone should be used in sufficient amounts to secure the skirting boards.



16. Skirting boards should not be fixed to the flooring



After The Flooring Process

1. Felt protectors should be attached to the furniture legs to increase resistance against scratches.
2. Wheelchairs used on the laminate flooring should have soft wheels, or protective mats should be placed under them.
3. Heavy objects should not be moved across the flooring by sliding.
4. The elements that cause the most damage to flooring are mud, sand, and gravel. In commercial spaces, measures should be taken at entrances to prevent such materials from entrance.

3. CLEANING

For daily cleaning, use only a dry mop or vacuum cleaner.

For thorough cleaning, the surface should first be cleaned with a vacuum cleaner, and then wiped with a lightly damp, lint-free microfiber cloth. Using a cloth instead of a mop is recommended, as a mop may leave excessive moisture on the laminate flooring surface, potentially causing damage.

During cleaning, chemical substances that may damage the surface—such as acid-containing solvents, alcohol, ammonia, wax, oil, and varnish—as well as hard or abrasive cleaning tools, should not be used. Such materials can cause deterioration of the surface structure..

For stains, food and beverage spills should be wiped with a slightly damp cloth, preferably using a wood cleaner. For stubborn stains such as adhesive residues, ink, lipstick, or scuff marks, first rub and wipe with a wood cleaner, then clean with a cloth dampened with mineral water. For burnt, broken, or scratched laminate flooring, consult authorized sales points.

Any liquid spilled on the laminate flooring should be wiped up immediately, as allowing it to remain on the floor may cause deformation at the joints.

Unless otherwise specified, our products are not water-resistant and should be protected from exposure to water.

TECHNICAL SPECIFICATIONS		ZEN BASE	ZEN	AURA	AURA SENSE	AURA PRIME	EXCLUSIVE	EXCLUSIVE TOUCH	EXCLUSIVE PRIME	Applicable Standard
Width	mm	193	193	193	191	191	193	191	191	TS EN 13329
Length	mm	1200	1200	1200	1200	1200	1200	1200	1200	TS EN 13329
Thickness	mm	8	8	8	10	12	8	10	12	TS EN 13329
Package Kg	kg	13,8	13,8	13,8	16	17,2	13,8	16	17,2	TS EN 323
Thickness Difference Between Elements	mm	Taverage<0,50 tmax-tmin<0,50								TS EN 13329
Abrasion Resistance	Devir	Cycle >2000	Cycle >4000	Cycle >4000	Cycle >4000	Cycle >6000	Cycle >4000	Cycle >4000	Cycle >6000	TS EN 13329
Surface Soundness	N/ mm²	AC3 ≥1	AC4 ≥1,25	AC4 ≥1,25	AC4 ≥1,25	AC5 ≥1,25	AC4 ≥1,25	AC4 ≥1,25	AC5 ≥1,25	TS EN 13329
Impact Resistance	N	IC1 for Class 23 and Class 31 / IC2 for Class 32 / IC3 for Class 33								TS EN 13329
Squareness of The Element	mm	Qmax<0,2								TS EN 13329
Length Tolerance	mm	1<1500 1 difference<0,5								TS EN 13329
Width Tolerance	mm	Waverage difference 0,10 wmax-wmin<0,20								TS EN 13329
Straightness of the surface Layer	mm	0,30								TS EN 13329
Flatness of The Element	mm	Fw concave <%0,15 fw convex <%0,20 F1 concave <%0,50 fl convex <%1,00								TS EN 13329
Gaps Between Elements	mm	O average<0,15 O max 0,15								TS EN 13329

TECHNICAL SPECIFICATIONS		ZEN BASE	ZEN	AURA	AURA SENSE	AURA PRIME	EXCLUSIVE	EXCLUSIVE TOUCH	EXCLUSIVE PRIME	Applicable Standard
Height Difference Between the Elements	mm	Haverage<0,10 Hmax<0,15								TS EN 13329
Scratch Resistance	N	>3,5								TS EN 438-2+A1
Determinati on of the effect of a castor chair	Cycle	No change or damage on appearance should occur								TS EN ISO 4918
Furniture Leg Impact	Cycle	No visible damage should occur								TS EN ISO 16581
Resistance to Hot Pots	Class	Class 4								TS EN 13329
Resistance to Water Vapor	Class	Class 4								TS EN 13329
Stain Resistance	Class	Class 5								TS EN 13329
24 hours Swelling in Thickness	%	<%18								TS EN 13329
Bending Strenght	N/ mm²	40								TS EN 317
Modulus of Elasticity	N/ mm²	3500								TS EN 310
Internal bond	N/ mm²	≥1,2								TS EN 319

Warranty Periods	ZEN BASE	ZEN	AURA	AURA SENSE	AURA PRIME	EXCLUSIVE	EXCLUSIVE TOUCH	EXCLUSIVE PRIME
Thickness	8	8	8	10	12	8	10	12
x	x	x	x	x	x	x	x	x
Width	193	193	193	191	191	193	191	191
x	x	x	x	x	x	x	x	x
Length	1200mm	1200mm	1200mm	1200mm	1200mm	1200mm	1200mm	1200mm
Abrasion Resistance	AC3-31.CLASS	AC4-32. CLASS	AC4-32. CLASS	AC4-32.CLASS	AC5-33.CLASS	AC4-32.CLASS	AC4-32.CLASS	AC5-33.CLASS
Warranty Period	Domestic use 25 years Commercial use 5 years	Domestic use 30 years Commercial use 5 years	Domestic use 30 years Commercial use 5 years	Domestic use 30 years Commercial use 5 years	Domestic use 40 years Commercial use 5 years	Domestic use 30 years Commercial use 5 years	Domestic use 30 years Commercial use 5 years	Domestic use 40 years Commercial use 5 years

4. WARRANTY TERMS AND CONDITIONS

The warranty of Çamsan Original Laminate Flooring covers the resistance of the product surface against abrasion

1. To be eligible for the product warranty, you must have received products manufactured as first quality. In addition, the product packaging must be unopened and undamaged.
2. The warranty period begins on the invoice date of the product.
3. If a product meeting the warranty conditions experiences manufacturing defects within the warranty period, it will be repaired or replaced free of charge, including any provided service and support..
4. Service and support outside the warranty scope are provided by authorized dealers for a fee.
5. Çamsan Ordu Ağaç Sanayi ve Ticaret A.Ş. reserves the right to inspect its products and to authorize third parties for this purpose.
6. If the product is damaged during the warranty period, the time spent on repair under warranty will be added to the warranty period.
7. The warranty is valid only within the specified period for the purchased product and covers only problems occurring in that product. No rights or claims for compensation can be made under any other circumstances.
8. For Çamsan Original Laminate Flooring, within the warranty period specified above from the delivery date, if the same issue occurs more than twice or different issues occur more than four times, and the problem cannot be resolved, the flooring will be replaced free of charge.
9. Çamsan Original Laminate Flooring products are covered by the joint and several warranty of our company, the manufacturer, and our authorized dealers.

Exclusions from Warranty Coverage

1. Metal or stone particles can scratch the material. Therefore, the product should be protected by the user against such materials.
2. Laminate Flooring is excluded from the warranty if exposed to fire, earthquake, flooding, or other natural disasters.
3. Before installation, the inspection of the floor in the residence or commercial space where the laminate will be laid is the responsibility of the seller. If any condition contrary to the installation instructions is detected, the customer must be informed and written approval obtained.
4. Laminate flooring should not be used on stair steps.
5. The company that performs the installation is responsible for any issues arising from flooring that does not comply with the installation instructions.
6. If the floor where the installation will be carried out does not comply with the installation instructions, the seller must contact the customer and provide the necessary information.

Additionally, in the following cases;

- a. Products that are damaged in any way, have opened packaging, or are not of first quality,
- b. Damages that may occur if the delivery or installation of the products is not carried out by authorized dealer personnel, or if the installation instructions and laminate flooring user manual are not followed,
- c. Problems arising from actions other than the specified laminate flooring installation and maintenance procedures,
- d. Damages that may occur as a result of transferring the warranty certificate to another party,
- e. Cases where the product warranty certificate and its invoice or a photocopy are not presented,
- f. Surface deterioration on laminate floors caused by the use of acids or similar chemicals,
- g. Installation of laminate flooring on wet areas such as saunas, bathrooms, toilets, or open terraces
- h. In cases where sanding, stripping, or polishing is applied to the laminate flooring,
- i. In cases of inappropriate pressure, impact, or mechanical damage to the laminate flooring,
- j. Problems arising from failure to follow the installation instructions,
- k. Wear, breakage, and scratches that may occur due to incorrect installation, disassembly, or damage during the initial application,
- l. In cases of water ingress or flooding from building walls and window edges,
- m. **Çamsan Original Laminate Flooring will be excluded from the warranty if used in any manner other than the specified usage.**

