

INSTALLATION, MAINTENANCE AND WARRANTY CONDITIONS



Palmera

Collection:	Palmera
Type:	SPC
System installation:	5G® Fold Down

PLEASE READ THIS ENTIRE DOCUMENT BEFORE PROCEEDING WITH INSTALLATION

Thank you for selecting our flooring for your project. Palmera is known for its exceptional durability and contemporary design. While it offers reliable performance, we recommend careful inspection before installation to ensure quality and suitability for your needs. Our flooring is manufactured to meet industry standards, ensuring a consistent appearance and reliable performance.

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SECTION 1 – PREPARATION

Product Order

When ordering flooring, we recommend including a minimum 5% allowance for standard installations to account for cuts, waste, and material selection. For diagonal and patterned layouts, allow up to 12%.

Product Inspection

The installer is responsible for the final inspection of all flooring materials prior to installation.

Carefully examine the materials for any concerns related to dimensions, surface quality, colour, finish, and overall appearance. Any pieces with visible imperfections should be set aside or trimmed, regardless of the cause.

If there is any doubt about the quality or suitability of a piece, and it cannot be installed in a less visible

area or adjusted, the material should not be installed.

Installation is considered acceptance of the product by both the installer and the owner, even if the owner is not present at the time of installation.

If the flooring does not meet expectations prior to installation, contact your dealer immediately.



IMPORTANT: CONDUCT A VISUAL INSPECTION OF THE BOARDS BEFORE INSTALLATION. ONCE INSTALLED, THE BOARDS ARE CONSIDERED ACCEPTED BY BOTH THE INSTALLER AND THE OWNER.

Acclimation

Before installation, the site must be fully enclosed, with heating and cooling systems operational, maintaining a stable environment for 48 hours.

If applicable, any changes in temperature particularly in spaces with radiant heating systems should occur gradually with a maximum change of 2°C (35.6°F) per hour.

Subfloors

Installation is only permitted over structurally sound, clean, and dry subfloors that meet the technical requirements of the selected flooring product.

Approved subfloors include:

- Plywood 5/8" – OSB 23/32" (joists of 16" c/c or less)
- Plywood 3/4" – OSB T&G 23/32" (joists of 19.2" c/c or less)
- Concrete with a 6 mil vapour barrier: Fully cured concrete subfloors with appropriate moisture and pH levels (see "Moisture Testing" below)
- Radiant-heated subfloors

Radiant Heating Systems

Installation Conditions for Compatible Flooring:

- Radiant heating system must be operational and running for at least 48 hours before installation.
- Turn off the system 3-4 hours before installation to allow the surface to return to room temperature.
- After installation, restart the system and gradually increase the temperature over 6-8 hours.
- The surface temperature must never exceed a maximum temperature of 27°C (80.6°F).
- Temperature changes must not exceed an increase/decrease 2°C (35.6°F) per hour.

Humidity Note: Radiant systems often reduce ambient humidity. It may be necessary to use a humidifier to maintain indoor humidity within 40%-70%.

Subfloor Conditions

All subfloors must meet the following criteria before installation:

- CLEAN: Free of dust, oils, adhesives, paint, wax, sealants, and other contaminants. Avoid the use of solvents or citrus-based cleaners during preparation as they may stain or damage the flooring.
- FLAT: Level to within a maximum height variation of 3 mm over 1 m (0.12" over 3.3 feet).
 - Sand high spots.
 - Fill low spots with a compatible leveling compound.
 - Deflection must not exceed 1.1 mm (3/64").
- STRUCTURALLY SOUND: All wood subfloor panels must be securely fastened. Address any movement or squeaking prior to installation.

Moisture Testing

- CONCRETE SUBFLOORS:
 - Test method: ASTM F2170 (RH) or ASTM F1869 (Calcium Chloride).
 - Maximum allowed moisture: RH up to 85% or MVER maximum of 3-5 lbs/1000 sq. ft. per 24 hours.
 - pH must be within 7 to 9.
 - Concrete must be fully cured for at least 60 days.
- WOOD SUBFLOORS:
 - Use a calibrated wood moisture meter.
 - Moisture content must be between 6 to 9%.
 - Subfloor must be dry, clean, flat, and structurally sound.

Crawlspace Requirements

- Crawlspaces must have a minimum of 1.5 sq. ft. of cross ventilation per 100 sq. ft. of floor space.
- A continuous black polyethylene vapor barrier (min. 6 mil) must be installed on the ground, overlapping and taped at all seams.

Underlayment and Existing Floor Coverings

- Compatible underlayment for this flooring: RED UHD
- Do not install over:
 - Carpet (all types)
 - Existing hardwood flooring
 - Pre-existing vinyl, laminate, or loose lay flooring
- Heavy objects (e.g., kitchen islands, cabinets) should not be placed directly on floating floors.

SECTION 2 – INSTALLATION INSTRUCTIONS

Disclaimer: Goodfellow is not responsible for any labour costs, material replacement, or installation-related issues resulting from improper installation or poor on-site judgment by the installer.

Installation Tools

POWER TOOLS: Jigsaw; circular saw or miter saw (with fine-tooth blade); oscillating multi-tool.

HAND TOOLS: Utility knife with sharp blades; tape measure; chalk line; T-square or straight edge; spacers; rubber mallet (optional, for tight-fitting end joints); tapping block; pull bar (for last row); pencil; broom or vacuum; knee pads.

SAFETY EQUIPMENT: Safety glasses; cut-resistant gloves; dust mask; knee pads; ear protection (if using loud power tools).

STEP 1 – PREPARATION AND STARTING GUIDELINES

Jobsite Preparation

Before installation, ensure the site is fully enclosed and climate controlled. Calculate the total surface area and add a waste allowance of up to 12% based on project requirements. To acclimate, store the flooring in the installation area for at least 48 hours at a stable temperature of 18-25°C (64.4-77°F).

Subfloor Conditions

The subfloor must be clean, dry, level, and structurally sound. Remove all fasteners, adhesive residues, and debris. Sand high spots and fill low areas with a compatible leveling compound. (See “Subfloors” on pages 2-4).

Expansion & Movement

Leave an expansion gap of 12 mm-15 mm (1/2"-5/8") around all vertical surfaces such as walls, kitchen islands, staircases, and columns. Use spacers approximately every 20 cm (8") during installation to maintain consistent gaps. Do not exceed a continuous installation span of 8 m (26') in any direction without using a transition or expansion joint. Use transitional moldings at doorways, between separate rooms, or where the floor meets different types of flooring.

Layout

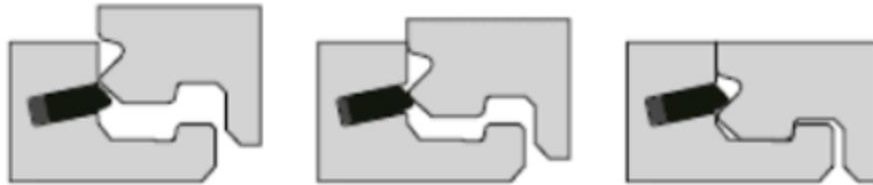
When planning your floor layout, always lay the planks parallel to the most visible wall. To ensure a stable installation, calculate how many full planks fit across the room's width. If your last row would be narrower than 5 cm (2"), cut the first row lengthwise to ensure the final row is at least 5 cm (2") wide. For optimal performance, stagger the joints on the short ends of the planks by a minimum of 30 cm (12"). Avoid aligning these end joints directly over one another or creating a repeating "H" or "ladder" pattern. Always dry lay the first few rows to confirm your layout and joint spacing before you begin.

Stair Installations

Do not float flooring on stairs. Fully adhere each piece using a stair-approved adhesive such as STAUF's M400, ensuring full contact with the substrate. Follow local building codes and safety standards.

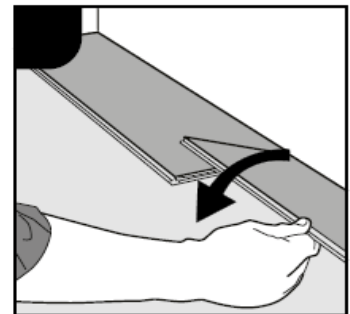
STEP 2 – INSTALLATION

The 5G® FOLD DOWN locking system by Välinge features a black plastic tab on the short edge of each board:

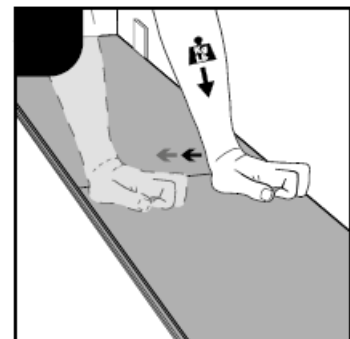


To learn more about the 5G® Fold Down installation, scan the QR code and watch the video.

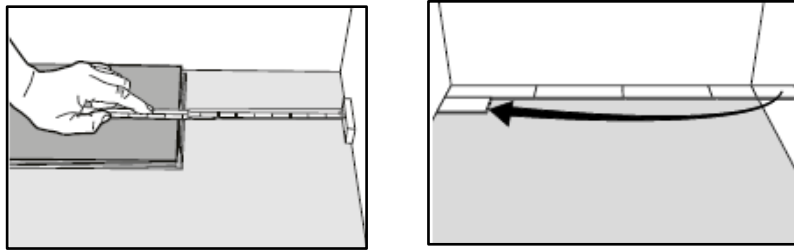
1. Assemble the ends of the boards by inserting the tongue of one board into the groove of another. Continue laying the boards, working from left to right.



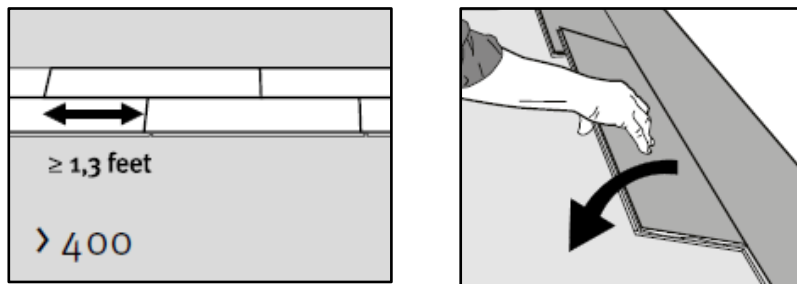
2. To engage the locking system, press the end of the board until you hear a click. A click indicates that the locking system is properly engaged.



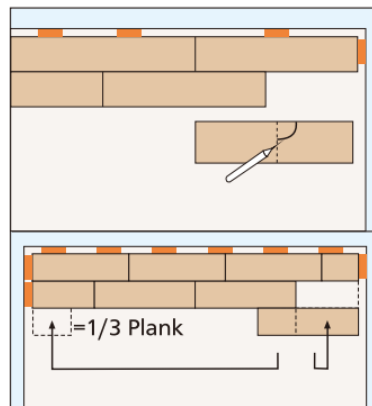
- Start the second row with a plank that is at least 30 cm (12") shorter or longer than the plank used in the first row. This will avoid aligning or clustering the end joints.



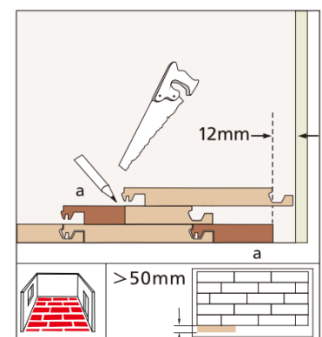
- Fold the plank down, pressing lightly on the left. Check that the plank is well joined to the top one.



- Install the next rows.

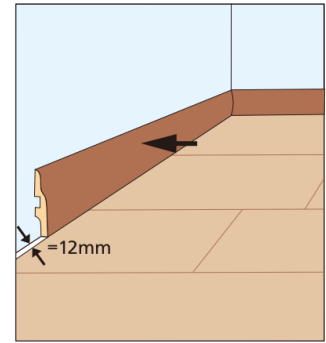


- The width of the last row must be 5 cm (2") or more. To do this, place a full row of planks on top of the last row installed. Insert a 12 mm-15 mm (1/2"-5/8") spacer against the wall, and using a full-width strip, trace a line the width of the final row from the wall. Cut planks for the final row to the designated width.



7. Install the transition pieces, baseboards and quarter round mouldings.

To achieve optimum results, make sure that the colours of the mouldings are similar to the colours of the planks that will be installed. Variations in planks and mouldings colours are normal.



8. Inspect the final floor for nicks or minor gaps and fill with appropriate wood putty of similar colour.

STEP 3 – POST-INSTALLATION CARE

After installation, clean the flooring by vacuuming or sweeping thoroughly to remove all dust and debris. If additional work such as painting or construction will continue in the area, protect the surface using floor protectors such as Gator shield, Goodfloor Protector, Floor Protection (sticky white pad).

Maintain stable indoor conditions with relative humidity between 40% and 70%. Avoid rolling heavy furniture or equipment directly across the surface without proper protection. Wait at least 24 hours after installation before placing heavy furniture, appliances, or rugs on the floor.

SECTION 3 – MAINTENANCE

Cleaning

To maintain the appearance and performance of your flooring, regularly vacuum using a hard floor attachment (never a brush bar), sweep, or dust mop to remove abrasive particles that may scratch the surface.

Use a cleaner specifically formulated for your Vinyl flooring.

Avoid the use of:

- Oil-based soaps or detergents
- Waxes, polishes, or floor polishers
- Ammonia-based or abrasive cleaners
- Steel wool, scouring powder, or powder detergents
- Excessive water or saturated mops

Spills should be wiped up immediately using a damp cloth—never allow liquids to stand on the floor. Over time, too much moisture can cause swelling, warping, delamination, or joint-line separation, which may void the warranty.

For tougher stains like ink, paint, oil, or lipstick, test a small hidden area with acetone or nail polish remover. If there's no visible damage, gently treat the stained area and wipe clean immediately.

Protecting

To protect the surface of your floor from wear, shocks, and discoloration, take these preventative measures:

- Use high-quality mats or doormats at exterior entrances to prevent dirt, sand, gravel, or other substances like oil, asphalt, or asphalt protective coating from being tracked onto your floor.
- Use floor protectors and large felt pads under furniture or appliances to reduce indentations or scratches caused by heavy objects. The heavier the object, the wider the floor protector should be.
- Do not use rubber or plastic mats with foam backing, as they may discolor the floor.
- Do not walk on your floor with high heels, golf shoes, or shoes with spikes or cleats, which could cause imperfections.
- Periodically move rugs and furniture to ensure the floor ages uniformly. Sun exposure can lighten or darken the colour of different floors.
- Use a dolly, plywood thicker than 6 mm (1/4"), or a hardboard when you need to move heavy furniture or appliances. Never try to slide or roll heavy objects across the floor.
- Make sure your pets' claws are always well-trimmed or consider using "booties" available at pet stores.

SECTION 4 – LIMITED WARRANTY ON FLOORING

Duration and Scope of Warranty

Subject to the terms and conditions of this warranty, Goodfellow Inc. ("Goodfellow") warrants its flooring products in their original manufactured condition to be free from defects in manufacturing and workmanship including assembly dimension and grading.

By purchasing the product, the purchaser accepts the warranty and hereby acknowledges that this warranty is in lieu of all other representations, warranties, or conditions, express or implied, statutory or otherwise.

Goodfellow does not grant to any person or entity the authority to create for it any obligation or liability in connection with Goodfellow flooring.

Goodfellow shall not be liable to the customer or any other person for any incidental, special or consequential damages, arising out of a breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, which may vary depending on the state or province.

Terms and Conditions

- This limited warranty is conditional upon compliance with the installation instructions set out in this document, including instructions for protecting the floor against subfloor moisture, and upon compliance with maintenance standards. Failure to comply with these instructions and standards will invalidate the warranty.
- This limited warranty is valid only in North America and the United Kingdom.
- The warranty is not transferable. It extends only to the original retail consumer.
- This limited warranty is conditional upon written notice and supporting documentation being submitted to Goodfellow in accordance with the claims procedure detailed below prior to any repair being made in order to confirm that the product has one of the covered defects. Failure to comply with these requirements will invalidate the warranty.

Exclusions

- If the product is found to be unsatisfactory before installation, for whatever reason, it must not be installed and the building owner must notify their dealer immediately. Installation or use of the product constitutes acceptance of the product by the customer. Goodfellow can in no way be held responsible for any costs or defects arising from the installation or use of a defective or nonconforming product.
- Goodfellow shall not be liable for any consequential or special damages or expenses (material, labour or other) arising from the application of this warranty.
- Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor. Any product deformity that is visible only at a certain angle or certain lighting is not considered a defect and is therefore specifically excluded from this warranty.
- This warranty does not cover any other damage caused by:
 - a. Mishandling, faulty installation, improper storage or faulty building design
 - b. Movement or settling of the structure or subfloor on which the product is installed
 - c. Repairs or modifications to the product
 - d. Excessive or inadequate humidity in the area of use
 - e. Full or partial exposure to sunlight and weather
 - f. Indentation, scratches or damage caused by negligence, moisture, insects, animals, and high-heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture not having floor protectors
 - g. Man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.
- This warranty specifically excludes all other compensation whatsoever, including labour costs, if necessary, installation or reinstallation costs and other direct or indirect, actual or foreseeable, present or future damage.

Claims Procedure

- This procedure constitutes the only way to make a claim in regards to this limited warranty.
- Before making a claim, please ensure that you have read, understood, and followed the installation and maintenance procedures to ensure the validity of your warranty. Any failure covered by this warranty must be reported to the authorized dealer within 30 days of discovery.
- Any claim under this warranty by the purchaser of the product must be made in writing during the warranty period and must include the original purchase invoice or other proof of purchase from the authorized dealer, as well as a description of the problem and a photo or sample clearly showing the warranty problem.
- Following prior written agreement between Goodfellow, the dealer and the product claimant for the resolution of a claim, corrective actions may include:
 - a. A refund equal to the purchase price of the defective product.
 - b. Product replacement, free of charge, equal to the quantity of product to be replaced.
- In the event of a claim, the owner assumes all other costs including but not limited to: labour; installation; removal; replacement of cabinets, appliances, furniture, or other fixtures; transportation; and any other costs related to the performance of the work.
- Any agreement between Goodfellow, the dealer and the product claimant to refund, replace or otherwise remedy the product shall constitute a final and complete resolution of all claims under this warranty.