

Dear Customer,

As “Quality” is very important for Balterio, we regret to learn that a problem has occurred with your floor and we would be very grateful to receive more details. To be able to keep our quality aim high, we ask you to return the complaint form. This gives us the opportunity to make every effort possible to solve your problem.

Thank you for your cooperation in helping us to maintain our quality level and hope to provide you with a suitable answer to the problem as soon as possible.

GENERAL INFORMATION	
Customer information	Product info
Name	Balterio invoice number
Address	Product +Decor + # packs/boxes used
Phone.	Production date (backside of a board)
Fax	Details fitted address (=end consumer) name + address + phone
E-mail	Complaint date

Please send this form to BALTERIO AFTER SALES DEPT per fax +32 56 62 82 67 or per mail : aftersales.balterio@unilin.com

To analyze the default product, please send us a sample of the affected product to the following address:

**BALTERIO A DIVISION OF SA SPANOLUX NV
F.A.O. AFTER SALES DEPT.
OOIGEMSTRAAT 3
BE-8710 WIELSBEKE**

SITUATION	COMPLAINT/PROBLEM	#PACK	REMARKS
1. a. Is the laminate installed ? <input type="checkbox"/> Yes <input type="checkbox"/> No	A. Problems on the joint		
b. In <u>which area</u> is the laminate installed?	1. Open joints on <input type="checkbox"/> width / <input type="checkbox"/> length		
c. <u>When</u> was it installed?	2. Difficulties on joining panels		
d. <u>How many</u> boxes of m ² are installed ? <input type="checkbox"/> boxes <input type="checkbox"/> m ²	3. Height difference between two panels		
e. <u>How many</u> boxes of m ² <u>with problems</u> ? <input type="checkbox"/> boxes <input type="checkbox"/> m ²	4. Raised/tenting joints on <input type="checkbox"/> width/ <input type="checkbox"/> length		
2. a. Was the laminate acclimatized ? <input type="checkbox"/> Yes <input type="checkbox"/> No	B. Aesthetical problems		
b. <u>How long</u> acclimatized before installing? hours	1. Foreign objects within the surface		
3. On <u>what subfloor</u> is the laminate installed?	2. Pattern displacement		
<input type="checkbox"/> wood <input type="checkbox"/> concret	3. Variation in gloss level		
<input type="checkbox"/> chipboard <input type="checkbox"/> ceramic	4. Variation in colour between panels		
<input type="checkbox"/> other:	5. Wear / scratches		
4. Is there a floor heating system ? If so what kind?	6. Edging of the panels		
<input type="checkbox"/> Electrical <input type="checkbox"/> Water	7. Insufficient covering of v-groove foil		
With max. W. of: W	C. Technical problems		
5. Dampscreen used/integrated in the subfloor? <input type="checkbox"/> Yes <input type="checkbox"/> No	1. Convex/concave panels		
6. What underlay is used? (PE, NWS,...)	2. Non-square panels		
7. Is the floor installed in such a way that the floor can still	3. Lifting of total floor		
expand:	4. Porosity of panels		
→ <u>expansion gaps</u> of 8 mm around all fixed objects <input type="checkbox"/> Yes <input type="checkbox"/> No	5. White marks on decor		
→ use of <u>expansion profiles</u> <input type="checkbox"/> Yes <input type="checkbox"/> No	D. Others		
→ use of connecting profile for large surfaces (>10m) <input type="checkbox"/> Yes <input type="checkbox"/> No			
8. a. Which method of cleaning ? <input type="checkbox"/> Dry <input type="checkbox"/> Wet			
<input type="checkbox"/> Damp <input type="checkbox"/> other:			
b. What cleaning product(s) is used?			