



## Creaking and squeaking Noises in Floating Installations Not Considered a Manufacturing Defect

From time to time we receive complaints from consumers/ dealers after installation that the laminate is squeaking and creaking when walking upon it.

The industry has conducted extensive investigations and research to understand what is causing the squeaking sounds from a floating floor. This research included tests to evaluate factors such as pinch points, temperature, relative humidity and different types of underlayment.

The conclusion from the data collected indicates that the noise issues are a direct result of any or a combination of the causes.

1. Uneven subfloor issues
2. Improper installation
3. An obstruction somewhere in the floor, not allowing for expansion

In accordance with our test results and warranty obligations, please note that **Stevens Omni will not cover any claim associated with the noise on any of our floating floors.**

Please refer to our suppliers instructions for floating floor installation. These guidelines are preventative measures that will reduce the chances of your floating floor making noises.