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Luvanto Premium Click Plus Basketweave Fitting Guidelines & Warranty

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Luvanto Premium Click Plus Basketweave Fitting Guidelines

General Information

Luvanto Premium Click Plus Basketweave is an SPC based LVT. These specific instructions must be followed to ensure a satisfactory installation.

Luvanto Premium Click Plus Basketweave should be installed in accordance with the requirements of BS 8203 The installation of resilient flooring, along with the instructions below.

Luvanto Premium Click Plus Basketweave should not be installed in any exterior locations or in areas that are continuously wet.

Before installation, all the flooring must be checked to ensure that the boxes are all from an identical batch and free from defects. Complaints regarding clearly identifiable defects cannot be accepted once installation has started.

We recommend that all other trades are complete prior to starting any preparation and installation.

Luvanto Premium Click Plus Basketweave is not suitable for areas of wheeled traffic (e.g.. wheelchairs, wheeled furniture, etc.) or for under very heavy furniture with castor wheels or legs (which will apply extreme point loads to the floor).

Please contact Luvanto for guidance if you're not sure.

Expansion Gaps

An expansion gap of 5mm minimum should be left around the perimeter and any fitted furniture such as kitchen units and islands (depending on the temperature in the room).

For any installations larger than 80m^2 the expansion gaps must be increased. Please contact the Luvanto Technical team for specific advice on the installation before commencing floor fitting.

If the floor area exceeds 8m continuous run in either direction a minimum 10mm expansion joint must be inserted at an appropriate point in the floor and covered with a suitable cover strip. If the flooring is to run through multiple rooms, an expansion joint must be inserted across all doorways between each room.

For installation in any areas of exposure to high temperatures (e.g. areas of direct sunlight) please contact Luvanto for advice before commencing floor fitting.

We recommend concealing the expansion gaps using the colour matched Luvanto Finishing Strips or by running the flooring under the skirting boards. In this case you must leave 1-2 mm gap between the floor and the bottom of the skirting board to allow the flooring to move freely underneath.

DO NOT seal the expansion gap or skirting boards with silicone or any other gap filling products.

Acclimatisation of Material

Luvanto Premium Click Plus Basketweave flooring must be acclimatised for 48 hours prior to installation. We recommend you remove the packaging and stack the product flat in the room you're installing in. Ensure the material is stored securely and kept clean during acclimatisation. The room must be warm, dry and well-ventilated.

The room temperature should be maintained between 18 and 21°C. If the materials have been stored at cooler than the recommended temperature, the acclimatisation period should be increased to 72 hours.

The subfloor temperature should be no lower than 10°C during acclimatisation.

Subfloor Preparation

The correct subfloor preparation is key to getting the best overall appearance of the finished floor.

The subfloor should be free from any irregularities, hard, smooth, clean, dry and free from defects. Should this not be achieved, the floor will break down over time and runs the risk of failure.

The subfloor level should be within tolerance of the national standard of 3mm height variation over 2m distance in any direction, as stated in BS8203.

The subfloor should be treated appropriately prior to install. If it is within tolerance and meets the correct standard, Luvanto Premium Click Plus Basketweave can be installed directly to the subfloor.

Should the flooring be installed without defects being corrected, no responsibility can be accepted for subsequent damage or failure of the flooring.

Moisture In Subfloors

The moisture content of the base subfloor (e.g. concrete) must be measured according to the relevant standard:

- Where the Hygrometer test is specified the moisture content of the subfloor must be less than 75% RH.
- Where the Calcium Carbide test is specified, contact the smoothing compound manufacturer.
- Where the Calcium Chloride test is specified, contact the smoothing compound manufacturer.

For any subfloor showing a moisture value above these limits, a suitable damp-proof membrane / moisture suppression system must be used. If in doubt, contact your smoothing compound manufacturer.

Concrete / Sand Cement Screeds

We recommend you comply with the requirements of BS8204 specific standard. Should you need guidance on this, contact the smoothing compound manufacturer.

New & Old Concrete Flooring

Concrete subfloors, regardless of age, should have all contamination removed (e.g. laitance, paint, plaster, old adhesives, etc.)

If the concrete subfloor has cracks, we recommend speaking with your subfloor manufacturer for best practice on repairing these prior to installation of the flooring.

Should the moisture level be above 75% RH apply the correct moisture suppressant prior to applying any primer and smoothing compound. Thickness can be found on the data sheets of the chosen system used. Contact the smoothing compound manufacturer for further assistance.

Power Floated Concrete

Power floated floors require abrasion to remove surface laitance due to how hard this sets. Diamond segment grinding machines, such as the Wolf Neo 230, or shot blasting can be used.

Where moisture values exceed the above limits, these surfaces must still be abraded before the application of a surface damp proof membrane. The floor should then be primed, and a compatible levelling compound applied. Please refer to your subfloor manufacturer for guidance if required.

'Anhydrite' (Calcium Sulphate-Gypsum)

Anhydrite screeds can be difficult to identify and can be easily mistaken for more traditional products. Please refer to a subfloor manufacturer for testing and guidance.

Asphalt

Asphalt should be inspected, and cracks repaired. A DPM may be required. Please seek advice from your subfloor manufacturer.

Painted Floors

Mechanically remove all paint back to the original substrate. Treat the subfloor accordingly in line with our instructions and the chosen subfloor manufacturer.

Standard & Undulating Timber Floors

These should be levelled by using tools such as sanders and planers prior to patch filling.

All flooring should be fixed down correctly and where the floor is damaged it should be replaced. Once repairs are complete, flooring grade plywood should be installed. The minimum requirement is 5.5mm Class 3 exterior plywood. These details can be found in BS8203 along with advice on the correct fixings and spacings. The correct primer should be used along with a fibre reinforced smoothing compound to a minimum of 3mm.

All Chipboard / Particleboard / Weyroc / MDF / OSB flooring should be overlaid with flooring grade plywood and fixed with the correct fixings as stated in BS8203.

All plywood joints should be staggered, and feather finished or a fibre reinforced smoothing compound applied.

Any type of Wood Mosaic Panel, Woodblock, Wood strip, Laminate and Click joint flooring products, along with any underlays, must be removed prior to work commencing.

The subfloor should be treated appropriately.

Metal Floors

For further information on this process please contact your subfloor manufacture to have a specification written.

All Other Subfloor Types

For any subfloor containing magnesite, lignite or granwood please contact your subfloor manufacturer.

Asbestos in Flooring & Walls

Subfloors and walls in some older buildings may contain asbestos. Please seek professional advice from asbestos specialists and your chosen manufacture for subfloor preparation.

Areas of Extreme Temperature

Luvanto Premium Click Plus Basketweave has a maximum operating temperature of 27°C and therefore should not be installed in areas of extreme temperature.

These areas include (but are not limited to) sunrooms, conservatories, orangeries, areas in front of large south facing windows, large patio doors and unheated rooms.

Luvanto Premium Click Plus Basketweave may be used in other areas of limited direct sunlight although precautionary measures must be taken, such as using blinds at large windows and Velux type windows/rooflights to reduce sunlight exposure.

Long exposure to sunlight may cause the product to fail and/or discolour over time.

Underfloor Heating / Radiant Heated Floors

Luvanto Premium Click Plus Basketweave flooring may be installed over underfloor heating systems, but these must be constructed and programmed so that the temperature at the underlay interface does not exceed 27°C.

The underfloor heating must be commissioned before installation starts. Please refer to BS8203 for methods of commissioning. Should you need guidance please contact the Luvanto Technical team.

It should then be switched off 48 hours before and remain switched off during and 48 hours after installation.

Once complete the temperature can be gradually raised to peak temperature over a minimum of seven days after installation.

Electrical underfloor heating: Please consult the manufacturer to ensure their system is compatible with

this flooring. Mesh / wire heating systems must be installed according to the manufacturer's instructions; embedded into a basecoat of appropriately reinforced smoothing compound in a single coat to a minimum depth of 10 mm.

The room temperature must be between 18°C and 21°C prior to, and during installation. This is applicable for both concrete and timber subfloors.

Underfloor heating pipes set into concrete: ensure you have removed any contamination and have the relevant moisture systems in place prior to priming the surface and applying a compatible smoothing compound to a minimum of 3mm.

Important: Care must be taken to avoid damage to the Luvanto Premium Click Plus Basketweave flooring caused by localised "hot spots / thermal blocks". Some items of furniture and the placement of rugs can result in these hot spots. Please take into consideration hot air circulation.

No responsibility for damage to the flooring can be accepted under these circumstances.

You may be asked for a copy of any written advice / certification provided at the time of installation should a complaint be logged in the future.

Your UFH system must be compatible with LVT. Evidence of this maybe required.

Installation

We recommend that you have Luvanto Premium Click Plus Basketweave flooring installed by a professional installer. Incorrect fitting may affect the warranty of the flooring.

Aftercare

You should care for your flooring with the approved Luvanto Floor Care Kit to maintain the great appearance of the floor. Below is a basic outline on the 'how to' maintain on completion.

- **Luvanto Revive** – For the initial protection and refreshment of your floor we recommend removal of old care products, wax and adhesive residues with Luvanto Strip and then giving the floor a new care treatment with Luvanto Revive.
- **Luvanto Clean** – For daily cleaning and care of LVT floors. It creates a matt, anti-slip protective finish.
- **Luvanto Strip** – A powerful basic cleaner for the removal of old care products, wax and adhesive residues from LVT floors.

If you require further information on commercial aftercare, please contact Luvanto Technical.

Installation Guide

The best way to enjoy your Luvanto flooring is to have it installed by a professional installer. However, should you wish to install it yourself, please use the easy-to-follow guide below. This guide is only an overview.

1

As a minimum, to install Luvanto Premium Click Plus Basketweave flooring you will require a utility knife, tape measure, rubber mallet and a pencil. If you use a professional flooring installer, he will have all the right tools for the job.

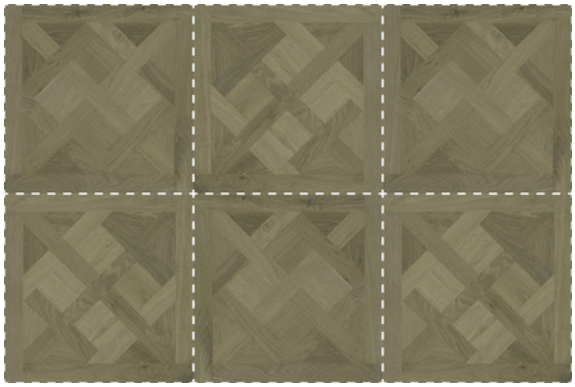
2

A 5mm expansion gap is needed around the entire perimeter of the flooring. You may wish to remove the skirting boards and replace after installation or use Scotia beading to cover the expansion gap. In this instance we have removed the skirting boards.

3

Measure from wall to wall and ensure that you start installing in a logical place to minimise any cuts across the panels to the perimeter of the installation. Mark a “starting line” on the floor with your pencil. Ensure that you include the 5mm expansion gap when measuring.

4



The panels must be laid in straight rows as shown. Do not stagger the joints along each row. All the joints must be perfectly aligned in both directions. We recommend you mix the panels from a few boxes together for best mix of the finished pattern.

5

Each panel has an angle lock system in one direction and drop lock system in the other direction. All panels must be installed with the angle lock system in the same direction you will install the flooring. Start the installation by angling the tongue of the 2nd panel into the groove of the 1st panel and drop it flat to lock the panels together. Repeat this process until you have completed the first full row. Take care to ensure the panels are perfectly aligned along the edge to avoid any gaps or misalignment of the pattern.

6

To start the 2nd row, position the drop lock joint of the panel over the joint of the panel in the 1st row and tap into place using a rubber mallet. Again, take care to ensure the joints are perfectly aligned before tapping into place. Continue the 2nd row by angling the tongue of the 2nd panel into the groove of the 1st panel and tapping the drop lock joint into the adjacent panel of the 1st row. Repeat the process until all rows are installed.

7

Now your floor is fully installed, you can replace your skirting boards. Be careful not to fully trap the flooring as it needs to be able to expand and contract freely. Usually 1-2mm is enough to allow this to happen. If you left the skirting boards on, then use Scotia beading to cover your 5mm expansion gap. Never use any type of filler to cover your expansion gap.

8

Give your flooring a good clean down and it can be walked on straight away. Using a professional cleaning kit like the Luvanto Luxury Cleaning Kit (see www.luvanto.com for more information) is the best option to ensure you can enjoy your new flooring for years to come.

Product Warranty for Luvanto Premium Click Plus Basketweave Luxury Design Flooring

Luvanto Flooring (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Premium Click Plus Basketweave Luxury Design Flooring supplied under this agreement requiring replacement due to 'manufacturing defect' or 'wear out' from normal foot traffic within the following periods after the date of purchase, the floor will be replaced subject to the conditions outlined below and the Claims Procedure being followed correctly.

Domestic – Lifetime
Commercial – 10 years

Any other claim in respect of alleged manufacturing defects must be notified to the Company in writing within 3 months of the product being supplied otherwise any such claim will be treated as having been waived.

Definitions

1. 'Wear out' is defined as a complete removal of the pattern and/or colour of the Luvanto Premium Click Plus Basketweave flooring from normal traffic and regular maintenance.
2. 'Manufacturing defect' is defined as failure of the surface of the Luvanto Premium Click Plus Basketweave flooring or failure of the locking system (causing the Planks/Tiles to lift away from the floor and/or move apart).
3. 'Domestic' installation is defined as a private domestic residence.
4. 'Commercial' installation is defined as areas of public and/or commercial use.
5. 'Lifetime' is defined as 40 years.

Claims Procedure

In the unlikely event of any complaint under this warranty, please contact the retailer where you purchased the flooring from straight away to report the issue.

Please quote your details, the nature of the problem and include a copy of your invoice and supporting evidence (photos/videos) of the defect.

Your retailer will assess the problem in more detail, report it to the Company and confirm a course of action, either to correct the problem or arrange an inspection of the Flooring in situation if necessary.

If, following inspection and validation that your floor has been installed and maintained as specified, it is shown that part or the entire floor is faulty, the Company will provide a replacement of the same or similar material up to the equivalent of the residual value of the Warranty.
This warranty covers replacement of the material only.

Warranty Subject to the Following Conditions:

- That the Claims Procedure and the course of action set out by Luvanto have been followed correctly and a valid proof of purchase has been presented to Luvanto.
- That the Luvanto Premium Click Plus Basketweave flooring has been installed fully in accordance with the Luvanto Premium Click Plus Basketweave Fitting Guidelines and important notes.
- That the appropriate expansion gap, as stated in the Luvanto Premium Click Plus Basketweave Fitting Guidelines, has been left around the whole perimeter of the floor area.
- That the Luvanto Premium Click Plus Basketweave flooring has been installed directly over the subfloor and no separate underlay has been used.
- That the Luvanto Premium Click Plus Basketweave flooring has not been glued or taped to the underlay or subfloor in any area.
- That the Luvanto Premium Click Plus Basketweave flooring has been regularly maintained, fully in accordance with the maintenance instructions.
- That precautions have been taken to prevent indentation and joint damage from heavy point loading (e.g. furniture), damage by moving castor wheel furniture over the floor and surface scratching caused by dragging heavy or sharp items across the floor.
- That the Luvanto Premium Click Plus Basketweave flooring has been regularly cleaned and maintained, using only the Luvanto Floor Care Kit and other approved cleaning appliances.
- For each successive year after installation, the contribution towards replacement of the Luvanto Premium Click Plus Basketweave flooring is limited to the proportion of the time left on the Warranty. (For example, after 10 years in a Domestic installation, the contribution towards replacement would be 75% of the value of replacement).

Warranty Exclusions

- Damage caused to the Luvanto Premium Click Plus Basketweave flooring by stains and spillages, burns, scratches, indentations, floods, and any other accidents. This includes damage from asphalt, battery acid, bleach or similar corrosives.
- Improper care due to the use of non-approved maintenance products and appliances.
- Surface scratching and scuffing due to not regularly removing dirt and grit from the floor.
- Any reduction in surface shine due to normal wear and tear.
- Minor scratching and superficial scuffing marks from general foot traffic.
- Damage caused by sharp and/or heavy objects being dropped onto, or dragged across, the Luvanto Premium Click Plus Basketweave flooring.
- Damage caused by fixing items permanently onto, or through, the Luvanto Premium Click Plus Basketweave flooring.
- Variation of colour/shading between the final installed

Luvanto Premium Click Plus Basketweave flooring and any samples distributed prior to selection and installation of the Luvanto Premium Click Plus Basketweave flooring.

- Variation of colour/shading caused by mixing different batches together in the same installation.
- Colour fading due to long exposure to direct sunlight.
- Defects with the Luvanto Premium Click Plus Basketweave flooring caused by allowing insufficient time for acclimatisation to the area of installation.
- Damage caused by excessive damp, alkaline substances, or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Luvanto Premium Click Plus Basketweave flooring caused by improper or substandard installation, including the use of any adhesives and any inappropriate tools.
- Damage caused by not repairing subfloor imperfections and ensuring subfloor is in good condition before installation.
- Defects with the Luvanto Premium Click Plus Basketweave flooring due to installing over any separate underlay.
- Defects with the Luvanto Premium Click Plus Basketweave flooring due to failure to allow a sufficient expansion gap around the perimeter of the room, or any infilling of the expansion gap after installation.
- Installation of the Luvanto Premium Click Plus Basketweave flooring in any outside/external location.
- Defects with the Luvanto Premium Click Plus Basketweave flooring caused by installation in a non-recommended area without the prior assessment and written consent of Luvanto.
- Damage caused to the Luvanto Premium Click Plus Basketweave flooring by switching on, and heating up to full temperature, any underfloor heating system before sufficient time has elapsed after installation as stipulated in the Fitting Guidelines.
- Damage caused to the Luvanto Premium Click Plus Basketweave flooring by the floor temperature exceeding 27°C (whether an underfloor heating system is used or not).
- Any cost incurred due to failure to follow the Claims Procedure above and any course of action set out by Luvanto.
- Any re-installation labour costs or subfloor preparation costs.

Important Information

This warranty is the only warranty given to the user by the Company and does not guarantee the Luvanto Premium Click Plus Basketweave Flooring supplied to be fit for particular purpose or use. It is responsibility of the user or installer to satisfy themselves that the product is suitable.

The Lifetime Domestic warranty is fully transferrable and will remain with the floor in the property where it was installed should the original purchaser pass the legal ownership of the property to a new owner. In the event of the warranty being transferred, only the remaining warranty period from the original date of purchase of the flooring shall be transferred to the new owner.

This warranty will terminate if the flooring is uplifted and/or reinstalled in another location or property.
This warranty does not affect your statutory rights.

In the event of a dispute English Law shall be applied.

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