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FLOORING FOR LIFE



Luvanto Premium Design & Design Fitting Guidelines & Warranty

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Premium Design & Design

Fitting Guidelines

The following fitting guidelines cover all Luvanto Premium Design and Design plank, tile and herringbone products.

General Information

Luvanto Premium Design & Design flooring should be installed in accordance with the requirements of BS8203 "Installation of resilient floor coverings" along with our instructions below.

Luvanto Premium Design & Design flooring 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.

When using Luvanto Adhesive, ensure that you use the correct glue for the situation along with the correct notched trowel / application tool.

Should you need advice please consult the Luvanto Technical team or your adhesive supplier.

Acclimatisation Of Flooring

Luvanto 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.

Dry installing prior to wet setting the floor will not only speed up your install but give you the strongest bond.

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, then 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 Subfloors

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 & Uneven 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 manufacturer to obtain a specification.

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

These areas include (but not limited to) sunrooms, conservatories, orangeries, areas adjacent to panoramic / floor to ceiling glazing, large patio doors, south facing windows and unheated rooms.

Where the areas being installed will reach the temperature of 27°C Luvanto recommended adhesive is to be used.

When the floor surface temperature will exceed 27°C an epoxy adhesive must be used. All windows must be blacked out 72 hours prior to starting installation. This should be maintained throughout the installation and for a

further 72 hours after installation is completed.

It is essential these processes are followed to maintain the integrity of the flooring in these extreme areas.

We would strongly advise that window blinds are installed and ideally UV filtering film applied to the windows, to assist in reducing the solar gain and temperature fluctuation of the floor surface.

Underfloor Heating/Radiant Heated Floors

Luvanto Design flooring may be installed over underfloor heating systems, but these must be constructed and programmed so that the temperature at the adhesive interface does not exceed 27°C. You must use Luvanto's recommended adhesive.

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.

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 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.

Aftercare

You should maintain 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



Marking and scoring for cuts



Removing the BUR and applying the micro bevel



Applying the adhesive to the subfloor



Applying the flooring into the adhesive

Product Warranty for Luvanto Premium Design & Design Luxury Flooring

Luvanto Flooring (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Premium Design or Design Luxury 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 Design & Design flooring from normal traffic and regular maintenance.
2. 'Manufacturing defect' is defined as failure of the surface of the Luvanto Premium Design & Design flooring.
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.

This Warranty is subject to the following conditions:

- That the Claims Procedure and the course of action set out by Luvanto have been followed correctly.
- That the Luvanto Premium Design & Design Flooring has been installed by a professional installer with NVQ Level 2 Flooring qualification at a minimum and in accordance with the directions contained within the BS8203 (the standard for installation of resilient flooring), using the appropriate Luvanto adhesives.
- That the Luvanto Premium Design & Design Flooring has been regularly maintained, using the Luvanto Floor Care Kit.
- That precautions have been taken to prevent indentation 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.
- For each successive year after installation, the contribution towards replacement of the Luvanto Premium Design & Design 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 Design & Design 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.
- Issues on Luvanto Premium Design & Design Flooring falling within the stated tolerances on the specification sheet.
- 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 Design & Design Flooring.
- Variation of colour/shading between the final installed Luvanto Premium Design & Design Flooring and any samples distributed prior to selection and installation of the Flooring.
- Defects with the Luvanto Premium Design & Design Flooring caused by allowing insufficient time for acclimatization to the area of installation.
- Damage caused by the presence of moisture (due to failure to install appropriate DPM sheeting), alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Luvanto Premium Design & Design Flooring caused by improper or substandard installation, including the use of non-recommended adhesives, inappropriate tools or improper subfloor preparation.

- Installation of Luvanto Premium Design & Design Flooring directly onto an inappropriate substrate (e.g. particle board or chipboard).
- Installation of Luvanto Premium Design & Design Flooring in any outside/external location.
- Damage caused to the Luvanto Premium Design & Design 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 installation instructions.
- Damage caused to the Luvanto Premium Design & Design 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 Design & Design 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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