

CRAFTSMAN

20 Years Domestic/10 Years Commercial Product Warranty for Craftsman SPC Flooring

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Craftsman Flooring supplied under this agreement requiring replacement due to 'manufacturing defect' or 'wear out' from normal foot traffic within 20/10 years from date of purchase, the floor will be replaced subject to the conditions below and the Claims Procedure being followed correctly.

'Wear out' is defined as a complete removal of the pattern and/or colour of the Craftsman Flooring from normal traffic and regular maintenance.

'Manufacturing defect' is defined as failure of the surface of the Craftsman Flooring or failure of the locking system, causing the Planks to lift away from the floor and/or move apart.

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.

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 QA have been followed correctly.
- That the Craftsman Flooring has been installed fully in accordance with the Craftsman Fitting Instructions and important notes.
- That the appropriate expansion gap of minimum 5mm has been left around the whole perimeter of the floor area.
- That the Craftsman Flooring has been installed directly over the subfloor and has not been laid over a separate underlay.
- That the Craftsman Flooring has not been glued or taped to the subfloor in any area.
- That the Craftsman Flooring has been regularly maintained, fully in accordance with the Craftsman 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.
- For each successive year after installation, the contribution towards replacement of the Craftsman Flooring is limited to the proportion of the time left on the Warranty. (For example, after 5 years, 75% of the value would be replaced free of charge for a domestic installation and 50% of the value for a commercial installation.)

Warranty Exclusions

- Damage caused to the Craftsman Flooring and/or the Underlay 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 Craftsman Flooring.
- Damage caused by fixing items permanently onto, or through, the Craftsman Flooring.
- Variation of colour/shading between the final installed Craftsman Flooring and any samples distributed prior to selection and installation of the Craftsman Flooring.
- Variation of colour/shading caused by mixing different batches together in the same installation.
- Colour fading due to long exposure to direct sunlight.
- Damage caused by fire, flood, accumulation of water or intentional abuse.
- Damage caused by excessive damp, alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Craftsman Flooring caused by improper 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, and unevenness within the tolerance given in the Fitting Instructions, before installation
- Defects with the Craftsman Flooring due to installing over a separate underlay of any kind.
- Defects with the Craftsman Flooring due to failure to allow a sufficient expansion gap around the perimeter of the room, or any in-filling of the expansion gap after installation.
- Installation of the Craftsman Flooring or the Underlay in any outside/external location.
- Installation of the Craftsman Flooring in an area that is regularly wet, such as inside shower enclosures.
- Damage caused to the Craftsman Flooring by the floor temperature exceeding 27°C (whether an underfloor heating system is used or not) or exposure to any excessive heat sources.
- Any cost incurred due to failure to follow the Claims Procedure above and any course of action set out by QA.
- 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 Craftsman 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.

This warranty is non transferrable. It will terminate if the property changes legal ownership and/or if the Flooring is uplifted or moved.

This warranty does not affect your statutory rights.

Craftsman Fitting Guidelines

Always refer back to www.luvanto.com for the most current guidelines.

You can use the QR code to take you directly to the latest version.



Version: 3 (April 2024)

General Information

Craftsman is a 50% SPC based LVT. These specific instructions must be followed to ensure a satisfactory installation.

Craftsman) should be installed in accordance with the requirements of BS 8203 The installation of resilient flooring, along with the instructions below.

Craftsman 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.

Craftsman) 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 Customer Service at the contact details provided for guidance if you are 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 80m² the expansion gaps must be increased. Please contact the 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 the Technical team for advice before commencing floor fitting.

We recommend concealing the expansion gaps by using a suitable trim 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

Craftsman 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 are 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°C 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, Craftsman 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.

EASY FIT 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 manufacturer for subfloor preparation.

Areas of Extreme Temperature

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

Craftsman has a maximum operating temperature of 27°C. We do not recommend exposing the product to this temperature for long periods of time.

Craftsman **MUST NOT** be installed in areas of direct sunlight, or in areas of extreme temperature such as those listed above. Long exposure to sunlight may cause the product to discolour over time, and fail.

Underfloor Heating (UFH) / Radiant Heated Floors

Craftsman 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 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 10mm.

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 Craftsman 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 may be required.

Installation

We recommend that you have Craftsman flooring installed by a professional installer. However, should you wish to install it yourself, please use the easy-to-follow guide below. Incorrect fitting may affect the warranty of the flooring.



As a minimum, to install Craftsman flooring you will require a Stanley knife, tape measure, rubber mallet and a pencil. If you use a professional flooring installer, they will have all the right tools for the job.



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.



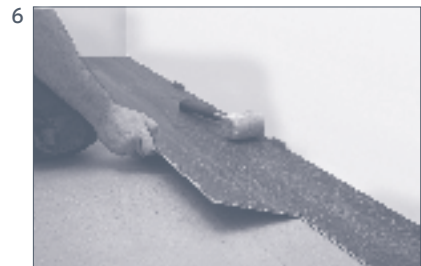
Make sure your flooring is level. If your floor is too uneven the locking system will not hold the flooring together. The quickest and easiest way is to use Jumpax Basic (visit www.luvanto.com for more information) as shown. If you are unsure, please consult our detailed fitting instructions contained in every box or a professional installer who will advise if the subfloor is suitable.



Measure from wall to wall and ensure that you start installing in a logical place to minimise any cut planks 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. More information in the detailed fitting instructions in each box.



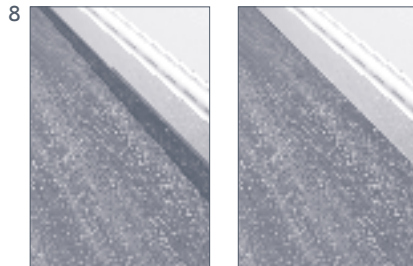
When planning where to start from, ensure that you stagger the joints on each row. There should be at least a 1/3rd of a plank or tile length between each end joint. Do not have all the joints running in a line.



Start the installation by angling each plank into the click locking system along the long ends and then lay each plank flat to the floor. The long ends have a click lock system to hold each plank in place. The short ends have a drop lock system. More details in the detailed fitting instructions.



Once you have positioned each "short end" into place, gently tap the top surface of the plank using a rubber mallet (from a height of approx 10cm above the surface) to engage locking system. The surfaces of the planks should be perfectly flush after tapping down. Do not use extra force and never use a solid tool such as a metal hammer as this could cause damage to the joint.



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.



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.

Aftercare

You should maintain your flooring with recommended floor care, cleaning, and maintenance products. Details of recommended cleaning kits to maintain the great appearance of the floor can be found at www.luvanto.com.

For example: Below is a basic outline on the 'how to' maintain the floor on completion using the Luvanto Floor Care, Cleaning & Maintenance Kit.

- 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 refer to our cleaning guide online.

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