



Textures

REGISTERED EMBOSSED LVT

Terms and Conditions relating to the Sale of Textures LVT Flooring January 2024

Please note,

By purchasing Textures LVT you are agreeing to the following installation Terms and conditions of sale.

Check Installation Material Before installing Textures,

please check all material for correct colour, design, size and that the correct quantity is available to finish the job.

Checking all materials before installation can assure that the job won't be delayed.

Site Condition

Maintain all flooring material and adhesive between 65°F (19°C) and 85°F (30°C) for at least 48 hours before installation,

during installation, and after installation to ensure proper product and adhesive functionality.

The minimum temperature of the subfloor should not be under 10°C. The recommended relative humidity inside the room should be between 35% and 65% Heat should be maintained in areas to receive flooring with the building's permanent heating system.

All flooring material must be stored flat and kept away from direct sunlight, heaters, or air vents for proper conditioning.

Sub-Floors

Proper preparation of the subfloor is an important part of a successful installation.

No floor covering installation is better than the sub-floor over which it is installed.

The finished appearance and performance of the floor covering will be determined and affected, in part, by the condition of the subfloor.

The Floor should be rigid, finished smoothly, flat, level, clean and dust free.

Concrete sub-floors Concrete sub-floors must be dry, smooth, and free from dust, solvent, paint, wax oil, asphalt sealing compounds and other extraneous materials.

The surface must be hard, dense, and free from powder of flaking.
Wood sub-floors Moisture test should be performed using a pin-type moisture meter.
The moisture content should be 13% or less.

Adhesive Select

the appropriate adhesive for your installation from a reputable adhesive manufacturer our Textures LVT is accredited with the following companies F BALL, Uzin, Bostik or Mapei, as there are many different types of adhesives for different floor situations such as High Temperatures areas (each of these manufacturers can guide you to the correct adhesive and substrate to use.

we will not warranty our products with any other adhesive supplier, the contractor/installer if using any other supplier does this entirely at their own risk.

Adhesives contain a health-hazardous organic solvent, which may cause the intoxication and hallucination when inhaling an excess amount.

Those who work in the confined area should wear the personal protective equipment. In addition, the working area shall frequently be ventilated for the circulation of fresh air. Since the adhesives may have a peculiar smell, fully ventilate the room for 2~3 days after the installation.

Installation Laying Direction

Before starting to install tiles/planks, determine the type of laying considering the shape of the room and the design to be laid.

Always try not to end with less than 15cm from wall on tile and 15 to 30cm on plank for the best appearance. Plank Stagger each row of planks to ensure that the end joints do not coincide with the previous row installed.

If the last plank is longer than needed, mark and cut the plank installing the cut end next to the wall. The remainder of the plank which has been cut off can be used to start the next row along as it is 15cm or longer.

Post Installation

Never slide appliances or other heavy items across the floor. Use plywood and a hand dolly or an approved air ride appliance moving device.

Use furniture glides and protectors to prevent scratching and indentations. Recommend all rolling chairs have castors designed for resilient flooring that are not damaged.

Do not wet-wash, scrub or strip the floor for a minimum of 7 days following installation.

Underfloor Heating

Textures can be used with under-floor heating providing it is switched off for 48 hours before and after laying (the maximum permitted surface temperature is 27°C (80°F).

Once the floor has been installed and allowed to acclimatize for 24 hours, the underfloor heating must be gradually increased by increments of 5°C until it reaches the maximum operating temperature of 27°C (80°F) over a period of at least 24 hours.

Cleaning and Maintenance

The installed floor should be maintained temperature of 13°C and 30°C throughout its service life. Under no circumstances should steam cleaners be used with Textures LVT, this will have the effect of separation of the layers and is not covered under any warranty.

Waterproof (clarification)

Textures can sustain short periods of water exposure such as washing machine or dish washer accidents but cannot be emersed in water over a constant period, as the product is made of various layers and may separate if subject to long term water emersion.

Textures is not suitable for wet room installations.

You should always Clean up spills and water spillages as soon as possible to avoid any long-term damage to your new floor.

Prevention

Always protect floors when moving heavy objects to prevent permanent scratches and tears. Use appropriate wide floor protectors under tables, chairs, and any heavy furnishing to avoid permanent damage.

Place walk-off mats at all entrances, it helps protect the floor from water, grease, sand, and dust.

During peak sunlight hours, the use of blinds or curtains is recommended. Prolonged direct sunlight can result in discoloration and volatile temperature variations causing damage to the floor.

Routine Maintenance

Routine cleaning is important to prevent particles from abrading the surface of resilient floors. General cleaning can be carried out by sweeping, vacuuming, wet wiping. For heavy soiling use a polyurethane cleaner,

use a dry cloth or vacuum cleaner for cleaning.

When water or any cleaning liquid is used, please squeeze out all water for cleaning.

All stain-forming and aggressive substances must be immediately removed from the surface.

Complaints

In the event of a complaint, clearly identifiable defects can't be accepted once the flooring has been laid.

Any complaint must be accompanied with complaints form fully completed and photos of the issues.

A service is available for inspection.

- a) this is accepted from the retailer/contractor on the basis that if the complaint is upheld by the inspection report the cost of such inspection is accepted by the supplier,
- b) If the complaint is to be found by the independent inspector that the complaint relates to either a fitting issue or Subfloor issues, then the cost will be invoiced to the retailer/contractor as this shows the product is not at fault.

In the event any complaint is upheld the supplier will be limited to the **cost of the replacement material only** and no cost will be accepted for installation or refitting costs in any circumstances