

ARTHOUSE



FLOORING

LVT – Luxury Vinyl Planks

GUIDE TO SUCCESSFUL INSTALLATION AND USE

ARTHOUSE LVT is a luxury design flooring system intended for speedy and effortless installation. Soft, warm, quiet and comfortable underfoot, ARTHOUSE LVT can be used in all areas of the house and in most light to moderate commercial applications.

Please read the following installation guide to ensure that your new ARTHOUSE LVT floor looks fabulous both now and into the future.

Areas of use and suitability:

ARTHOUSE LVT can be installed over new or existing concrete and timber subfloors that comply with *AS1884-2021 Floor coverings – resilient sheet and tiles*. Floors must be clean, dry, smooth and level. Remember that ARTHOUSE LVT will only look as good as the subfloor. Do not install over existing floor coverings as any such installation may void warranty.

Hardboard sheet must be installed under all installations over timber subfloors, including ply. Hardboard reduces the show through caused by seasonal building movement and provides a more stable surface for installation. Cement sheet must be used in ALL wet areas, as PER *AS 1884-2021*.

Arthouse LVT can be laid on new or existing concrete sub-floor, including those that incorporate under-floor heating. Direct to earth concrete floors must have a suitable damp proof membrane installed. Before product is laid on a concrete substrate or screed underlay, the dryness shall be determined using either the hygrometer as described in *AS1884 -2021 Appendix A* or electrical resistance test. All chips or cracks should be filled with a suitable compound and any irregularities removed by grinding or sanding to ensure a smooth, even and level surface. Absorbent or dusty concrete should be primed with suitable primer prior to application of adhesive, check adhesive manufacturer's recommendations.

We can guarantee the product for its integrity but not the subfloor as this is beyond our control.

Acclimatisation and set out:

ARTHOUSE LVT should be stored on site in the area of proposed installation for a minimum of 48 hours prior to installation. Loose stack boxes, ensuring that they are laid flat in order for acclimatisation to occur. The environment for installation should be between 16 – 28C during this time and should be maintained within these levels after installation to ensure acceptable product performance. The minimum sub-floor temperature for the application of adhesives is 10C.

ARTHOUSE LVT planks should be laid in a random fashion to achieve best aesthetic appearance. Rotate or reverse planks to minimise pattern repeats if necessary. Minimum overlap/stagger of 300mm between planks is recommended.

Type of installation:

At all times refer to Australian Standard *AS1884-2021 "floor coverings – Resilient Sheet and Tiles – Laying and Maintenance practices."* ARTHOUSE LVT must be installed using a hard set acrylic type adhesive such as RLA Polymer 265/365 or GS200, Mapei – Ultrabond Eco VS90 Plus, Eco V4 SP or Eco MS 4 LVT and Nexus NA870 or Nexus 880. Always follow the adhesive manufacturer's recommendation and instructions for product suitability and application.

In instances where the subfloor and product is exposed to direct sunlight, care should be exercised to ensure that all windows are suitably "blacked-out" for a period of 24 hours prior to, during, and for 24 hours after installation.

NOTE: In instances where extreme floor temperatures may occur (constant direct/unprotected sunlight), and in areas frequently exposed to standing water, a 2-part polyurethane adhesive such as Roberts 555 or RLA Polymer 8000 should be used.

After installation:

Allow floor to settle for 24 hours before moving heavy items of furniture, appliances etc. onto floor. Always use a trolley and avoid stationary twisting/pivoting.

Sweep or vacuum the floor (using a brush attachment) to remove dust and debris. Mop sparingly using a pH neutral detergent in hot water or *Pegulan Clean Mop*, available from your place of purchase.

See separate care, maintenance and warranty guide for full details in looking after your new ARTHOUSE LVT floor.

CARE AND MAINTENANCE

Congratulations on the purchase of your **ARTHOUSE LVT** Flooring. Like any flooring a little care and maintenance will keep it looking great and performing at its best for longer. The following explains the basic care procedures and offers helpful hints so you will get the best from your new floor

ARTHOUSE LVT has an advanced factory applied Polyurethane surface coating. This gives it a 20 year residential surface wear warranty. Polyurethane PUR is a revolutionary surface protection designed to provide the ultimate in vinyl flooring protection. It gives superior scratch and stain resistance as well as being incredibly easy to maintain.

General care and maintenance

Sweep or vacuum the floor regularly to remove any grit or dirt that may scratch or mark the surface. It's a good idea to use good quality door mats to limit the amount of dirt and grit material carried into the house.

We offer a range of cleaning products that have been specifically developed to perform with our floors. PEGULAN/JASOL brand maintenance products are recommended.

Cleaning

Wash floor using PEGULAN CLEAN MOP as per directions, to leave a streak free finish. Alternatively, a solution of mild detergent and water can be used.

Note: Use of other products in an attempt to maintain your floor may damage the floor, rendering the warranty null and void. Maintenance products are available through your local flooring retailer.

CARE AND MAINTENANCE SUGGESTIONS

Whilst Arthouse LVT rugged, they are not indestructible. Please note the following suggestions to ensure the longevity and performance of your new floor.

- Avoid gouging or scratching of the floor when moving heavy objects. Lift, walk or slide them into position on sheets of hardboard or plywood. The use of a trolley is recommended.
- Avoid heavy point loading on vinyl by ensuring furniture is fitted with suitable swivel glides or castors (not roller castors) with a large enough bearing surface to distribute the weight and prevent indentation of vinyl.
- Do not use caustic or ammonia based cleaners. Do not use wax polish.
- Certain rubber products can permanently stain vinyl turning it a yellow colour. Always avoid extended contact with rubber products, such as rubber backed mats, rubber tips on furniture and certain types of shoe soles (particularly black rubber soles). Also be aware that some paving paints or bitumen carried onto vinyl may stain; likewise furniture stains can lead to various shades of discolouration.
- Fading of vinyl can be caused by ultraviolet light and heat from the sun, extreme exposure to sunlight through glass doors and windows must be avoided. Draw your drapes or shades during periods of peak sun exposure.
- Remember that any vinyl flooring can be damaged or scarred by cigarette burns, matches or other very hot items. Particular care should

Note: FLOATING FLOORS will not assume responsibility for failure of material caused by any of the above, or for incorrect installation or misuse of material. When in doubt, contact your place of purchase.

WARRANTY CERTIFICATE

Scope

Covered by this warranty are all the floor coverings in the Arthouse LVT range intended for laying in domestic applications. The warranty applies to current ranges as stated in literature, brochures and samples or as printed on the material at the time of purchase.

Validity period

The warranty's duration varies according to the products and may be up to 20 years depending on the qualities, and the use, as recommended by the distributor (Floating Floors Pty Ltd).

The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties. **The warranty covers the original purchaser only.**

Warranty

The warranty applies only to products classified as perfects and used according to Floating Floors Pty Ltd specifications for domestic use.

The following is covered by the Floating Floors Pty Ltd warranty:

- Apparent defects, indicated to Floating Floors Pty Ltd or to the retailer prior to laying, such as: appearance defects, structure defects, indelible stains, defects on the backing other than back printing.
- Manufacturing defects, indicated to Floating Floors Pty Ltd or to the retailer during the warranty period, causing after a time an abnormal change such as early wear (beginning of the pattern legibility loss).

The following are excluded from the Floating Floors Pty Ltd warranty:

- Products sold in a quality other than perfect, this includes discontinued and deleted lines.
- Defects caused by an installation which is not according to laying instructions given on the packaging or specified by the manufacturer.
- Unsuitably stored or mishandled product and product subjected to use other than for domestic/residential application. Product is for internal application only.
- Products damaged during transportation outside Floating Floor's responsibility or in any other way outside Floating Floor's responsibility.
- Products which are cut or laid with an obviously apparent defect.
- Products having been unsuitably maintained; in a way not complying with the care and maintenance instructions
- Product for which deterioration, leading to its failure, is caused by sub-floor/substrate unevenness.
- Differences in colour, gloss and embossing structure between the product sold and pictures or samples and differences in manufacturing, including colour variation between different production batches.
- Damage caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of colour caused by carpet backings, painted surfaces, discolouring caused by external products (including but not limited to asphalt, tar, rubber, paint etc).
- Damages caused by stiletto heels and unprotected furniture legs.
- Damage caused by castor chairs, or any heavy point loading. Ensure that load is suitably spread in order to limit indentation damage.
- Defects and damages caused by circumstances outside Floating Floor's Pty Ltd control.
- Loss of colour or damage caused by outside sources, including but not limited to: water leaks, flooding, heat, fire and very strong sunlight.

All products can display discolouration caused by contact with some rubber products (e.g. Furniture feet, rugs/mats) which will likely leave permanent marks. Place rigid cups under furniture feet. Discolouration caused by the feet of waxed or stained pieces of furniture will likely leave permanent marks. Protect any sensitive parts with felt pads or rigid PVC style cups.

Any defect shall be indicated to Floating Floors Pty Ltd or the retailer immediately after it is found. The defect shall be acknowledged after examination of the covering by a Floating Floors Pty Ltd representative or a duly qualified authorised agent. Floating Floors Pty Ltd reserves their right to require a sample showing the defect for the purpose of further analysis.

Condition of compensation

For any defect found on a product covered by this warranty and conforming to the criteria of cover and application, and further to the file being accepted by the relevant Floating Floor's department, compensation shall be granted.

Such compensation covers the replacement of the product only with either the same or comparable product or colour. Compensation takes into account actual reasonable usage over time and is broken down as follows:

Period after purchase that the defect was recognised.	Rate of reimbursement – Replacement Compensation
Years	ARTHOUSE LVT
≤1	100%
≤3	100%
≤7	80%
≤10	60%
≤15	40%
≤20	20%

Limited commercial/industrial warranties, are available upon application.

Written and signed on 1st JUNE 2020

The information printed in this brochure has been published in good faith for the assistance of our customers. All recommendations and suggestions are made without accepting liability since conditions of use will vary and be beyond our control.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

To obtain services under these warranties, start at the source where you purchased your flooring.



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