

Our Engineered Wood Flooring Warranty

When you shop with us, you're always covered for manufacturing defects. We're confident in the quality of our products and are happy to offer a warranty on engineered wood flooring that lasts 25 years.

But to get the best out of your new floor it's important that the fitting process is carried out correctly and that you understand the full terms of our warranty. So please read the below conditions and guidelines carefully before you fit your new floor.

Warranty terms

1. Luxury Flooring is responsible for manufacturing defects.
2. Floors must be installed correctly according to the outlined instructions. The warranty covers regular use.
3. The warranty does not include the use of this product in outdoor spaces, basements, damp and wet spaces such as bathrooms or other high-humidity areas, or poorly ventilated areas.
4. It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing hardwood flooring.
5. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack.
6. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted. This product is produced with a manufacturing tolerance of + or - 0.5-1mm on the dimension of the board and in line with specified timber manufacturing guidelines, as such any items out of tolerance should be dismissed as part of the 5% manufacturing tolerance.
7. Colour and grade de-selection is not allowed for, as this is a personal choice and not a defect in the manufacturing of the product. To prevent colour grouping or repetitive patterns, unbox 3/4 cartons to arrange the planks to achieve a satisfactory appearance.
8. Prefinished flooring is subject to normal wear and shall not be covered by this warranty, i.e. any visual faults having arisen due to changed climate conditions, the influence of sunlight and the effects of normal ageing. If you don't maintain the floor correctly, the warranty is null and void.

9. Excluded under this warranty are scratches, heavy impacts, humidity, faults having arisen due to dampness or water damage or any other causes as a result of force majeure.

10. Damage caused by improper use or negligence is not covered under this warranty. For example stains or mechanical damage to the surface (scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.

11. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.

12. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss.

13. In case of a dispute arising from the Luxury Flooring warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.

14. Where the Luxury Flooring warranty applies, Luxury Flooring or its distributors will replace the faulty product. In case the product in question is no longer available, Luxury Flooring will ensure replacement of an alternative product of the same quality.

15. This warranty shall apply only to the original owner/ purchaser of the wood floor.

Installation guidelines

Site preparation

- Before installing your new Luxury Flooring, please ensure that the following points are addressed:
 - The building must be weather-tight, the heating system operable, crawl spaces and basements must be dry, and all wet trades (plastering, painting etc.) must have been completed.
 - Furniture, artwork and other valuables have been removed from the installation area.
 - Skirting boards and mouldings have been removed, door frames have been undercut, and all existing flooring and underlay has been removed, if necessary.
 - Kitchen cabinets and islands should be fitted prior to installation of flooring and NOT on top of the new flooring as the boards will buckle under the weight.

- Prior to dispatch, the MC, room temperature and relative humidity (RH) should be checked on site to determine the EMC, see current British Standards. This usually means air temperature between 18-27⁰C and relative humidity at 35-65% (60% maximum for planks wider than 175mm) before, during and after the installation. Keep a record of moisture content and room condition measurements that exist at the time of installation. Once these conditions are achieved the delivery of the materials to site should be as close to the installation date as possible providing at least 48 hours acclimatising period.
- The flooring should not be delivered to the site until these conditions have been met and maintained for 1 week for plywood subfloors and 2 weeks for concrete subfloors.

Subfloor preparation

- This type of flooring is suitable for installation on most types of flooring substrate, as long as it's clean, dry and level (e.g. sand and cement screeds, timber floorboards, chipboard, plywood are all suitable).
- Concrete & Screed subfloors: it is vital that the installer checks the moisture content of the concrete/screed before installation. If measured directly with an appropriate moisture meter, the moisture content should not exceed 12% to 14% for wooden subfloors, 3.5% (or 35% to 40% RH using the slab humidity test method) for cementitious subfloors, and 0.5% for anhydrite screeds.
- Over underfloor heating systems the moisture content of cementitious subfloors should be <2.5%MC and <0.3%MC for anhydrite subfloors. The floor screed must be levelled before installation to a tolerance of no more than a 3mm gap showing under a 3m straight edge.
- Timber Subfloors: Floorboards O.S.B and Plywood, are all suitable subfloors for Luxury Engineered Wood Flooring. Please Note: if installing on existing T&G flooring, make sure all old floorboards are secure and free of infestation.

Expansion gaps

- It is essential that an expansion gap of at least of 10-12mm is left around the perimeter of the room and around any obstructions such as columns, radiator pipes, door casings, hearths etc. and in doorways between rooms.
- In climates with large variations in humidity or in larger rooms, above 12m x 8m, a larger expansion space may be required. Expansion gaps can be covered with a variety of wood profiles or skirting, it is essential that any covers used do not impede or restrict the natural movement of the boards

that will occur throughout the life of the floor.

Underfloor heating

- All Engineered Flooring from Luxury Flooring can be used with water-based embedded Underfloor Heating systems, but we recommend consulting your UFH instruction guidelines before installing to ensure the correct system is in place before the wood floor is installed. The flooring installer should ensure the system has been correctly tested and is operational before commencing the installation of the flooring. Failure to do so can cause additional problems because of the wide range of temperatures the flooring is subjected to.
- Always turn off the Underfloor Heating system 24 hours prior to installation and allow it to cool fully. Once the installation is completed, wait 48 hours before turning the system back on, this gives any adhesive used the time to fully cure. When it's time to turn the system back on, do so in small increments of 5°C each day until you reach your desired room temperature. Do NOT turn the system straight up to the maximum, as this cause the timber to dry out quickly and cause the floor to split or crack.
- Maximum allowed contact temperate should not exceed 26°C, this is to the base of the board, not the top surface. Please note that loose carpets/rugs insulate the surface by around 2°C. Important: Follow the heating regulation recommendations given by the underfloor heating system supplier.