



# Luvanto

Luxury Design Flooring



## **LUVANTO PACE** FITTING GUIDELINES & WARRANTY

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### **Latest Fitting Guidelines**

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



# Luvanto Pace

## Fitting Guidelines

### General Information

Luvanto Pace flooring should be installed in accordance with the requirements of BS 8203 "Installation of resilient floor coverings" along with our instructions below.

Luvanto Pace flooring should not be installed in any exterior locations or in areas that are continuously wet.

Before installation, all Luvanto Pace 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.

Luvanto Pace requires a minimum of 5mm expansion on installations up to 80m<sup>2</sup> floor area.

If the required expansion cannot be maintained, you will need to increase the expansion or place expansion joints in the most appropriate places like doorways. This will help reduce the risk of expansion and gapping within residential dwellings.

For advice on installation in commercial areas please contact the Luvanto Technical team.

The whole floor area will need rolled with a 65kg floor roller after installation to ensure a good bond to the subfloor.

Please contact Luvanto for guidance if you're 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 80m<sup>2</sup> the expansion gaps must be increased. Please contact the Luvanto Technical team for specific advice on the installation before commencing floor fitting.

We recommend concealing the expansion gaps using scotia or Luvanto Finishing Strips or alternatively 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

Luvanto Pace 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. Do not stack higher than 5 Packs high.

The room temperature should be maintained between 18 and 21°C during acclimatisation. 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 may 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.

### 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.

Tempered hardboard & Lauan board are not suitable to install over.

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.

### Expansion Joints - Subfloor

For any floor that has expansion joints in the substrate a corresponding expansion joint must be left in the finished floor. Failure to do this may cause the floor covering to fail if the substrate moves.

For further advice on how to finish these types of floors please contact the Luvanto Technical team.

### Adhesive Residue

Old adhesive residue on the subfloor must be removed prior to starting installation. For advice on how to do this please contact your subfloor manufacturer or the Luvanto Technical team.

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

Luvanto Pace flooring is not recommended to be installed in areas where the maximum operating temperature of 27°C could be exceeded. We would strongly advise that window blinds are installed, and UV filtering film applied to windows, to reduce the solar gain and temperature fluctuation of the floor surface.

If you have any questions, please contact the Luvanto Technical team.

### Underfloor Heating / Radiant Heated Floors

Luvanto Pace 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.

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 normal operating 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.

## Installation

We recommend that you have Luvanto Pace flooring installed by a professional installer. Incorrect fitting may affect the warranty of the flooring.

- We recommend that you stagger end joints by a minimum of 200mm, to avoid a brick bond effect.
- A 'dry fit' to establish balance before installation can be done by laying the planks/tiles with the release paper still attached to the back.
- To install the planks/tiles permanently, carefully peel the release paper from the back of the plank/tile, to expose the adhesive, and press firmly to the subfloor. Upon completion, ensure you roll the floor with a minimum 68kg heavy roller.
- The adhesive system will allow the planks/tiles to be uplifted and re-laid, so you can reposition them if needed.
- Do not use any additional glue to install.
- Upon completion install skirting, scotia or Luvanto-Finishing Strips to cover the expansion

gap around the wall. Take care to nail or glue the skirting to the wall and not to the flooring.

### Please Note

Whilst Pace can be uplifted and relaid, the more often this is done the less the adhesive will stick and may require the full replacement of that plank or tile.

## Aftercare

You should care for 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.

# WARRANTY

## 25 Years Domestic/10 Years Commercial Product Warranty for Luvanto Pace Luxury Design Flooring

QA Flooring Solutions Ltd (hereinafter referred to as 'the Company'), hereby guarantees that in the event of the Luvanto Pace Luxury Design Flooring supplied under this agreement requiring replacement due to 'manufacturing defect' or 'wear out' from normal foot traffic within 25/10 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 Luvanto Pace flooring from normal traffic and regular maintenance.

'Manufacturing defect' is defined as failure of the surface of the Luvanto Pace flooring or failure of the locking system (causing the Vinyl Planks/Tiles 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 write or email us straight away at

QA Flooring Solutions Ltd  
2 Hurricane Drive Liverpool  
L24 8RL  
T: 0151 427 6000  
sales@luvanto.com

Please quote your details, the nature of the problem and include a copy of your Invoice.

A member of the Luvanto team will contact you to assess the problem in more detail and set out a course of action, either to correct the problem or arrange to inspect 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.

### Warranty Subject to the Following Conditions:

- That the Claims Procedure and the course of action set out by QA have been followed correctly and a valid proof of purchase has been presented to QA.
- That the Luvanto Pace flooring has been installed

fully in accordance with the Luvanto Pace Fitting Guidelines and important notes.

- That the appropriate expansion gap, as stated in the Luvanto Pace Fitting Guidelines, has been left around the whole perimeter of the floor area.
- That the Luvanto Pace flooring has been installed directly over the subfloor and no separate underlay has been used.
- That the Luvanto Pace flooring has not been glued or taped to the underlay or subfloor in any area.
- That the Luvanto Pace flooring has been regularly maintained, fully in accordance with the 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.
- That the Luvanto Pace flooring has been regularly cleaned and maintained, using only the Luvanto Floor Care Kit and other approved cleaning appliances.
- For each successive year after installation, the contribution towards replacement of the Luvanto Pace flooring is limited to the proportion of the time left on the Warranty. (For example, after 10 years, 60% of the value would be replaced free of charge for a domestic installation)

### Warranty Exclusions

- Damage caused to the Luvanto Pace 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 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 Luvanto Pace flooring.
- Damage caused by fixing items permanently onto, or through, the Luvanto Pace flooring.
- Variation of colour/shading between the final installed Luvanto Pace flooring and any samples distributed prior to selection and installation of the Luvanto Pace flooring.
- Variation of colour/shading caused by mixing different batches together in the same installation.
- Colour fading due to long exposure to direct sunlight.
- Defects with the Luvanto Pace flooring caused by allowing insufficient time for acclimatization to the area of installation.

- Damage caused by excessive damp, alkaline substances or fluid pressure from the subfloor over which the floor is laid.
- Defects with the Luvanto Pace 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 before installation.
- Defects with the Luvanto Pace flooring due to installing over any separate underlay.
- Defects with the Luvanto Pace 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 Luvanto Pace flooring in any outside/external location.
- Defects with the Luvanto Pace flooring caused by installation in a non-recommended area without the prior assessment and written consent of QA Flooring Solutions Ltd.
- Damage caused to the Luvanto Pace 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 Fitting Guidelines.
- Damage caused to the Luvanto Pace 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 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 Luvanto Pace 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.





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Luxury Design Flooring

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