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COMMON LVT FAULTS & ISSUES

LVT Discolouration Known as "Blush" Effect- NOT a Manufacturing Fault - Local Causes Chargeable

In some situations, where water is in prolonged contact with the floorcovering surface, an opaque or milky haze can be formed within the wear-layer of the product. This is commonly called "blush" or "blushing" Contributory causes can be, for example, water trapped under a fixture or fitting, floor protection, mat or towel, e.g. bin, toilet brush holder or pet food bowl, plant pot or floor ornament.

All heterogeneous (multi-layered) floorcoverings with a Polyurethane wear-layer are susceptible to the effect when water is left in prolonged contact with the floorcovering surface. If the affected area is left to dry out, for a period of time the effect will fade and, in most cases, completely disappear.

It is recommended that the floorcovering is dried after wetting and no water is left standing on the surface. Wet items, such as towels and mats should be lifted off the surface and water should not be entrapped understanding items.

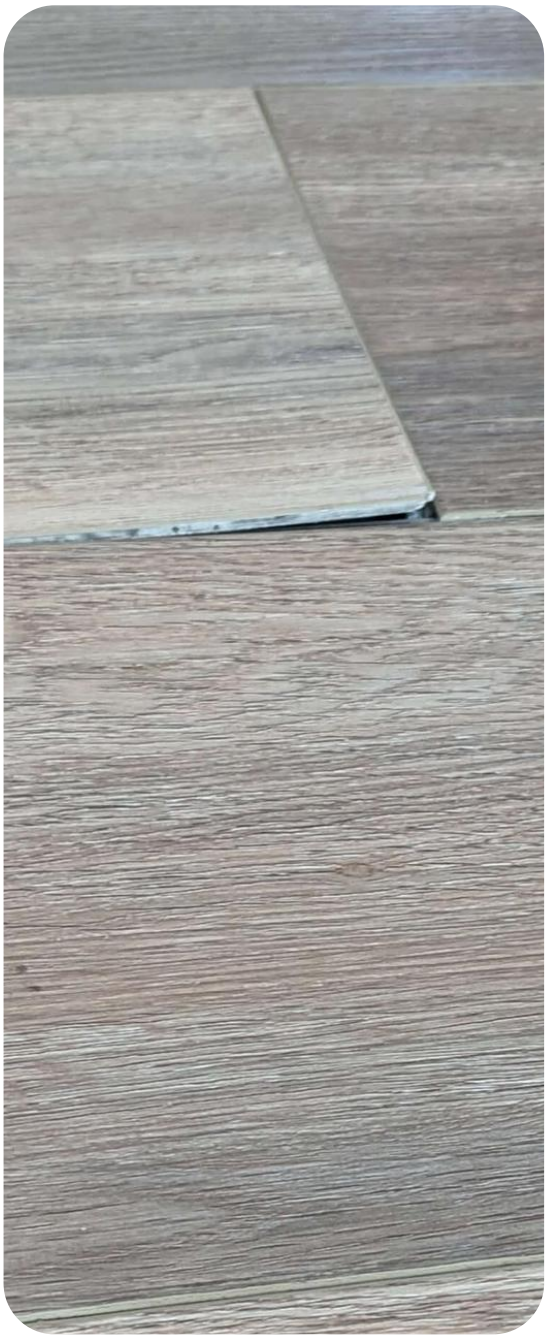
Example below, showing an area of "blush" left from a porous terracotta plant pot. The area recovered in 48 hours.

Telegraphing - NOT a Manufacturing Fault. Inspection required to confirm cause

“Telegraphing” is the term used to refer to visible swirls or patterns on the surface of resilient flooring such as LVT caused by the impression of some unevenness of the subfloor underneath it. Telegraphing is more visible with backlighting and is accentuated when the flooring is polished. It is much less visible on floorings that have a matte finish. Telegraphing occurs when the resilient flooring conforms to subfloor features or textures, coatings, adhesives, debris or plywood over which it is laid. The flooring eventually conforms to the subfloor, and the topography becomes visibly distinguishable on the flooring surface.

Gapping - Local Causes, Manufacturing Fault or Contractor Fitting Issue.

Gaps are created when the planks move away from their position creating space between the boards. These problems are mainly caused by decreases in temperature of the room, movement within the property and applying mastic around the perimeter too early. The composition of LVT and LVP is mostly vinyl, virgin or recycled vinyl. Vinyl expands when warm and contracts when cool. Installing LVT in new construction during the winter where they provide temporary heat can lead to issues. The LVT expands when the room is warm, and when the heat is removed, it contracts and starts to gap. Not only is the LVT affected, removing the heat also affects the adhesive. Click LVT gapping can be because of poor installation, if the click system isn’t properly connected. Refer to the relevant LVT installation guidelines on the on the PIC. Hairline gapping is normal up to 3mm; however some gapping will be considered excessive, and the product may not have performed as we would expect in which case a replacement may be necessary.



Lifting - NOT a Manufacturing Fault- Possible Local Causes. Inspection required to confirm cause

Generally caused by incorrect installation, issues with the subfloor or incorrect temperature setting of underfloor heating systems. Adhesives take 3-5 days to reach their cure. Extremes of temperature cold or hot can affect the curing process which also impacts the holding power of the adhesive. Underfloor heating systems must be switched off or down to below 15C, subfloor temperature, 48 hours prior to installation. The system should then be left off for 72 hours after installation and then recommissioned at a temperature increase of 3C to 5C per day, to the maximum operating temperature of 27C. This forms part of the installation guidelines for the majority of LVT products. Failure to follow this process can also lead to lifting. Mats, rugs, beanbags and other insulative items should also not be placed on areas of underfloor heating.

Also, the use of Anhydrite or Lignite screeds that are not subsequently treated and prepared properly will lead to the surface layer of the subfloor breaking up and then causing the tiles to lift.

Chipping & Scratches - NOT a Manufacturing Fault- Local Causes or Contractor Fitting Issue

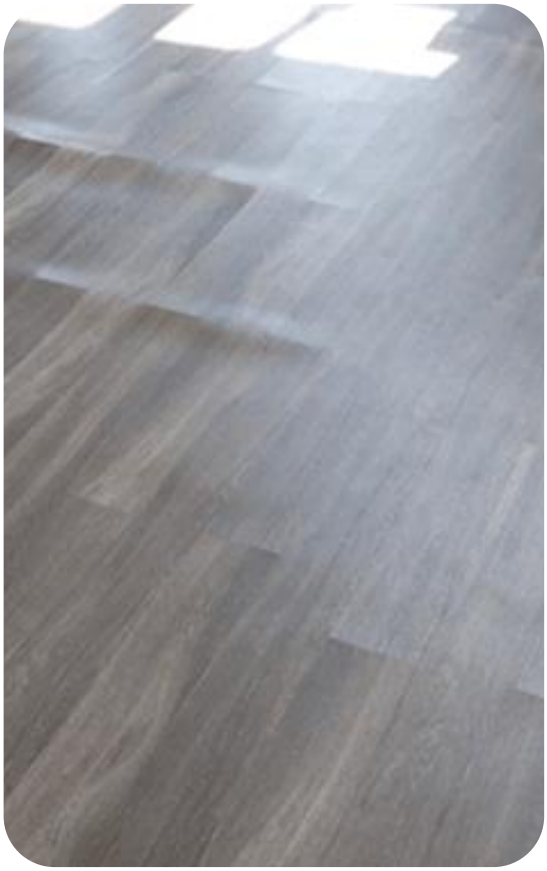
These floors are built up of several layers and it is possible on the click versions of LVT for the design layer to be chipped when it is struck by a falling object, during installation i.e. when tapping blocks/mallets make contact with the flooring causing dents or chips. Vacuuming with the beater bar attachment or careless handling of the flooring before it's installed can also lead to scratches.

Blown Latex Due to Laitance- NOT a Manufacturing Fault- Possible Local Causes Inspection required to confirm

Laitance plays an important part in flooring installation failures, by forming a weak layer on the surface of the screed. Laitance forms on all screeds to varying degrees, and the action required will depend on the screed type. This laitance layer prevents a bond forming between the screed and substrate and needs to be removed. Causes for laitance are mainly due to excess water during curing of subfloor, which causes cement and fine aggregates to rise to the surface. Rain damage during install, over trowelling and contaminants in subfloors made of calcium sulphate or lignite, which can rise to the surface and form a crumbly crust. In many cases where there is laitance present it must be removed before any resilient floor covering is fitted. Failure to communicate the type of subfloor could lead to the incorrect products or procedures being implemented.

Peaking - NOT a Manufacturing Fault- Possible Local Causes. Inspection required to confirm cause

This condition occurs when the tiles/planks push up against each other at the joints, creating unlevel high points. This defect is common where the boards were not installed with sufficient space to expand around the walls. Another cause can be when doorway or perimeter moldings are fixed to the floor by nails, screws or mastic, which prevents natural expansion. Without the proper expansion joint, there can be a pressure build up, causing the flooring to peak. A good quality, Low Modulus Neutral (LMN) silicone is recommended as it is low shrinkage and has good compression and elasticity. Using the incorrect mastic or too much mastic can lead to mastic grab.



Mastic/ Silicone Grab- NOT a Manufacturing Fault. Possible Local Causes. Inspection required to confirm cause

There are strict guidelines within the installation of LVT regarding perimeter sealing. Most manufacturers of LVT recommend perimeter sealing with a suitable silicone sealant in bathrooms and WCs. Perimeter sealing other areas is not a technical requirement. A good quality, Low Modulus Neutral (LMN) silicone is recommended for this purpose as it is low shrinkage and has good compression and elasticity. Acetoxy silicones (acetic/vinegar smell) should be avoided as these may shrink and cure very hard.

It is very important that silicone sealant is not applied for at least 72 hours after installation to allow the adhesive to fully cure. If it is applied before this time there is a strong likelihood that the silicone will shrink back, lift or pull the perimeter panels causing gapping in the LVT, and a split in the mastic can be seen around the perimeter.

Gapping - Local Causes, Manufacturing Fault or Contractor Fitting Issue

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Batch Matching - NOT Generally Considered a Manufacturing Fault. Chargeable Replacement. Manufacturer May Offer Support as a Goodwill Gesture

All pack products are manufactured in batches, and therefore there can be a difference between batches manufactured at different times. It is important to understand that partial replacements are not always possible, some products are more forgiving than others.

Header Joint Failure/Damage - Manufacturing Fault or Contractor Fitting Issue

The end joints could be damaged in the production process. This will be visible before installation and may be noticed during installation if the tiles do not fit together. This should be reported immediately. You should not attempt to use any tiles that have damaged end joints. The problem may or may not extend to the other tiles within the pack. The end joints can also become damaged if the product is not handled and installed properly.