

# Designer Contracts

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FLOORING  
BLINDS & CURTAINS  
FURNITURE & LIGHTING  
NATIONAL COVERAGE



## COMMON LAMINATE FAULTS & ISSUES

### Appearance - NOT a Manufacturing Fault

Laminate is supposed to look like real wood, simulating the grain and texture of a wood floor. However, it is a synthetic product, so the natural variations seen in a wood floor won't be there with laminate. There will be more of a regular pattern and not the occasional light or dark plank that breaks up the view with a natural floor. It is imperative that Fitters must open the packs and mix before installation to ensure a random natural effect. If the packs are not mixed before installation and a random effect is not achieved, this may be cause for a replacement.



### Gapping - NOT a Manufacturing Fault, Inspection required to confirm cause

Hairline gaps are normal and not a fault; this should be explained to the customer. Larger gaps can be caused by incorrect installation and movement within the property. Gapping can also be caused by using the incorrect Mastic around the perimeter of the floor. A low Modulus Silicone must always be used.



### Water Damage – NOT a Manufacturing Fault- Local Causes

For general cleaning of laminate our care leaflet suggests customers should use a damp cloth mop, and to avoid excess water, and never use a steam mop. If excessive water is used during cleaning or a steam mop this can lead to swelling within the high-density fibre board and shows as a bubbling effect to the top décor layer, often around the edge of the planks.



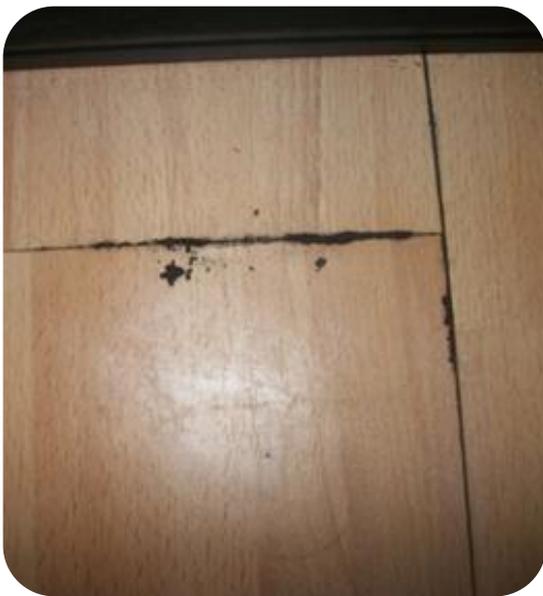
## Chipping - Not Generally a Manufacturing Fault, Local Causes

As the name implies, these floors are built up of several layers laminated together, as opposed to a hard wood floor which has a large piece of wood that makes up a section of the floor. Since it has multiple layers, it is possible for the laminate to be chipped when it is struck by a falling object, during installation i.e. tapping blocks/mallets, vacuuming with a beater bar attachment or careless handling of the flooring before it's installed. If damage is done during fitting this would be cause for replacement of the effected boards.



## Mould & Mildew - NOT a Manufacturing Fault- Local Causes

Before installing laminate flooring any possible moisture issues must be addressed. In most cases, mold is the result of humidity or moisture, therefore look out for leaky pipes or radiator valves, any issues found should be resolved before installing the new flooring. It is also very important to never use a wet mop or steam cleaner to clean laminate floors, refer to our care leaflet. By eliminating the source of the mould, you also prevent its action in the future.



## Scratches - Not Generally a Manufacturing Fault- Local Causes

Laminate flooring planks are prone to scratches, therefore moving furniture or heavy objects directly on the surface should be avoided. Minor scratches can be repaired using touch up kits. Felt pads or castor cups should be recommended to the homeowner as to avoid scratches. A replacement of effected boards would only be considered if damage was proved to be caused prior to or during fitting.





## **Growing/Peaking Floor - NOT a Manufacturing Fault. Inspection required to confirm cause**

Increased moisture is the cause of a growing floating floor. The effect will range from no noticeable change in appearance to peaking, cupping, buckling (tenting), warping, delamination, blistered edges, finish damage, squeaking and gaps.

The middle section of laminate is made of HDF (high density fibreboard) and when water seeps into it, it swells. Even though HDF is treated with water repellents, too much exposure to water can overwhelm the repellents and cause expansion. The only way to remedy this is to replace the affected floorboards. Moisture is the enemy of most flooring and laminates are no exception. Damp subfloors and areas, like the bathroom or the kitchen, can be a regular source of moisture. Suitable waterproof laminates must always be fitted in bathrooms, and it's important to NEVER use a wet mop or steam cleaner to clean laminate floors, refer to our care leaflet for correct maintenance.



Peaking can be caused by improper installation. This defect is common where the boards were not installed with sufficient space to expand around the walls. This can sometimes be rectified by removing the last row of laminate boards and cutting it longitudinally.



Another cause for peaking can be when doorway or perimeter moldings are fixed to the floor by nails or screws, which prevents natural expansion. Since laminate is a floating style floor, it should never be fixed to moldings or subfloor. Doing so will prevent both expansion and contraction. Peaking can also occur when a very long section of flooring lacks an expansion joint. Without the proper expansion joint, there can be a pressure build up, causing the flooring to peak. When the length is more than 13m or widths are more than 13m, there should be an intermediate expansion joint.