LAMINATE INSTALLATION, CARE & MAINTENANCE GUIDELINES

15 YEAR COMMERCIAL & LIFETIME RESIDENTIAL WARRANTY

Terra Nova 7” & Mesa Villa 9” Laminate Lines

Updated as of: 09/08/2025

These instructions and recommendations are based on the most recent information installation techniques and Lab Testing results. Please follow this guide to ensure a trouble-free and warranty-supported installation.

Always contact LUX (luxflooring.com) for any clarification regarding technical installation or repair methods. To ensure compliance with the warranty, it is important to follow the installation, warranty, and maintenance guides. The installer is responsible for ensuring that the latest documents are used during installation. Text or Link supported documents are available. Use the barcode scan on the box and clarify the supplied paperwork.

LUX Technical Support: Email orderdesk@luxflooring.com for any issues related to the products used prior to, during, or after installation or for repair support.

The installation contractor/owner is responsible for conducting a reasonable inspection of the product's proper floor and site conditions before installation and for proper ordering and maintaining dye lot integrity during installation. LUX will not be held responsible for visible defects after the product has been installed or improper ordering calculations and cannot be guaranteed. For additional boxes for the same run/lot matching shortfalls, a 25% restocking fee may apply, and LUX may not be able to support matching additional boxes.

HIGHLIGHTS FOR THE LAMINATE PRODUCT:

1. To prevent issues, areas receiving new flooring must be flat, clean, dry, smooth, and structurally sound, free of deflection movement, abrupt changes, or undulations in the substrate.
2. Roughness or unevenness of the subfloor may telegraph through, resulting in an unsightly surface and possibly causing excessive wear on high spots.
The subfloor must be smooth, level, and structurally sound to prevent the laminate flooring from moving vertically or laterally.
3. The subfloor's surface shall be flat and smooth with no abrupt changes in plane.

to meet 3/8" inch in 6 feet or 1/8-inch in 3 feet in all areas directions and radius within the floor assembly (60" Length Planks require 3/16" in 6' and ⅛" in 3' radius flat/smooth requirements).
4. You can use technology such as lasers, straight edges, and levels to ensure compliance. Alternatively, you can use a string line and mark segments at 6' and 10' with a black marker. Then, start in the middle of the floor, place a partial bucket of paint or a weight to pull tight. Checking in a radius and secure (1 US quarter equals 1/16" / 2 US quarters equals ⅛" and 3 US quarters equal 3/16" should not slide underneath the level edge as described).
5. Concrete substrates must comply with https://www.icri.org/ and NALFA Industry standards. 710.3–2022 - Guide For the Mitigation of Moisture in Concrete Floor Slabs.
6. Minimum of 6 mil black vapor barrier with overlap minimum of 6". Vapor barrier must be placed underneath the baseboard, up 6" on walls and properly sealed & or taped, with no exposure to the earths/or grade. Vapor barrier is required to be placed in a manner that does not allow moisture to evaporate or contact the floor.
7. Residential and commercial installations require pre-testing as described above and in compliance with additional regulations. CSP, Ph, ASTM F1869, ASTM F 2170.
8. Please keep in mind the following risk and health instructions: Always wear proper face covering, and wear eye protection when needed. Clean up and out any flooring-related dust from vents; and cold air returns, refer to NAFLA complete safety guidelines are under Appendix A.
9. WARNINGS SUBSTRATES PREPARATIONS: DO NOT SAND, DRY SWEEP, BEAD BLAST, SHOTBLAST OR USE ANY OTHER MECHANICAL MEANS TO PULVERIZE EXISTING TILE FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" OR ANY OTHER ADHESIVES. THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND CRYSTALLINE SILICA. FRIABLE INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY HAZARD. PROPER TESTING OF THE VCT FLOORING AND CUTBACK/ADHESIVE IS REQUIRED THAT MAY CONTAIN ASBESTOS MATERIAL.
10. Remember that before, during, and after installing LUX Laminate flooring, you need to ensure that the space where the installation will take place is conditioned for at least 48 hours. The conditions should be within the normal living and working range: 30%-50% relative humidity and ambient temperatures of 60-80 degrees Fahrenheit. Maintaining these conditions for the entire lifespan of the floor after installation is important.
11. Direct sun exposure must be limited, not exceeding 120 degrees Fahrenheit, and may show signs of thermal expansion, gloss level changes, or discoloration, blinds or window treatments are required for high-temperature changes and daily increases and or seasonal changes.

PRODUCT HANDLING/INSTALLING KEY CONDITIONS AND SITE CONDITIONS:

1. Never install LUX flooring products outdoors or modify three-season rooms, She sheds, or Man caves, meaning controlled, consistently conditioned spaces.
2. Check batch, product details, and quantity for accuracy and alignment with the purchase order. (Samples boards may not reflect an exact color match due to dye lot runs and production dates).
3. Ensure the quality of your new flooring by meticulously inspecting each carton to confirm consistency in the lot or manufacturing run and mix with 4-5 boxes to achieve proper color, also end joint stagger to be 12" must be maintained. Blending (Installation of 150 square feet or more constitutes acceptance of the type, color, and grade of laminate and is not covered by any future warranty claims).
4. The materials must be acclimated in climate-controlled locations with constant Ambient Temperatures 65°F (approx. 18*C) for 48 hours before, during and after the start of the installation. Store cartons always lying flat and protect from direct sunlight during acclimation, and installation. Cross Stacking is recommended and mixing from 3 boxes for a uniform installation. For Extreme Heat Use temporary protection prior to full or partial occupancy of the building.
5. Store laminate boxes stacked evenly to avoid bending during storage or transportation. Consider your work location, and lighting, and avoid garages with colder temperatures or outside cutting areas with increased temperatures.
6. Ensure your job site has all other trades completed and all vertical items installed. No rolling loads, such as scaffolding or ladders, displaced uneven loads. All above lighting, painting, and fixtures should be installed before installation; this includes all cabinets/countertops installed before flooring, countertops, fireplace mantels, etc. Laminate should be the last item installed.

6. Protect the flooring with a combination of Ram board and signage to limit any traffic during installation. Document your residential job site for your records, and always leave 1 box for the end-user/consumer for any future repairs, Commercial sites require 3 Boxes.
7. LUX must approve repairs or plank replacement. A technical bulletin is required for each product and locking profile. Unauthorized repairs may void parts of the warranty. Contact the LUX Technical department to receive technical bulletins.
8. Additional underlayment is not permitted and will only be approved if each product is tested for compliance. Additionally, using additional underlayment voids the warranty without written permission or consent from LUX.
9. Non-acceptable wood Subfloors include Particle Board, Luan, or any unstable subfloor that is not deflection-free.
10. Crawl spaces must meet the concurrent building codes and the IBC guidelines.

- The minimum crawl space height should be 18" (457mm) from the ground to the underside of a joist. Additionally, there should be 1 square foot of crawl space for every 100 square feet of area, with proper side ventilation.
- Sump pits in the crawl space must be maintained and covered.
- Exposure to soil and rocks in the crawl space can increase humidity levels and affect the subfloor.
- Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene with proper perm rating and overlap 12" and seal with proper moisture type tape and include any CMU block or concrete pillars or any recommended puncture-resistant membrane, such as Class C, meeting ASTM D174. Check local codes.

11: Exterior Site Conditions: Grade from the foundation must be away from the building with any water source as sprinklers, drip irrigation, or soil erosion must be checked/serviced for any leaks that may encroach the interior spaces of the site.

QUALIFIED INSTALLERS REQUIREMENTS:

It is recommended to hire a professional who is certified/licensed in his/her respective professional installation trades/schools for Resilient/Laminate Installations per LUX. Recommendations to DIY, Handyman services, and other unlicensed or uncertified installation or trade-related installers are required to abide by All the LUX INSTALLATION, RECOMMENDATIONS, AND WARRANTIES TO RETAIN A WARRANTY. Please remember the following: Recommendation on long planks, two (2) qualified installers are preferred.

During installation, the installer is responsible for documenting all job site conditions and measurements, including the installation date, site relative humidity, temperature, and subfloor moisture content. For a complete list of points to address prior to installation, refer to the NALFA jobsite checklist.

INSTALLER KEY NOTES:

Transitions: LUX supplies a wide range of Laminate transitions that are coordinated colors different styles/size types that transition to other types and levels of flooring. LUX is not responsible for custom/non-custom-Laminate transitions that include carpet metals, z-bars. Improper height issues and or improperly securing the flooring, such as screws, nails, or glue that obstructs free and proper expansion movement. Always check with the local code for compliance for any

Residential/Commercial ADA or height limitations based on the project/type. Any/all openings with 6’ distance or lengths/widths of 30’ require a proper transition for expansion.

COMMERCIAL INSTALLATION:

(See Technical Bulletins for limitations and complete details as thresholds may assist the overall span in 30’ requirement)

Jobsite Conditions: Do not deliver or install laminate flooring until all concrete, masonry, plastering, drywall, texturing, and painting primer coats are completed.

Rolling Loads: Residential/Commercial installations are limited, and you should always consult with your sales team member for proper guidance and traffic types prior to purchase and installation compliance. Additional Underlayment: Residential/Commercial installations that have substrate out of compliance undulations or floor flatness issues outside of these guidelines cannot be added Only unless tested with that specific underlayment that may be specified for IIC/DELTA/STC Sound reduction properties. (Contact Lux Technical Department for full details)

Floor noise: The level of noise in a floor installation can vary and is considered normal.
Noise may occur due to factors such as structural movement, sub-floor type, flatness, deflection, fasteners, environmental conditions, relative humidity, and pressure applied to the flooring. This type of floor noise is not seen as a product or manufacturer defect.

Expansion Requirements: LUX Laminate Expansion gaps: Laminate will have very minimal expansion and contraction; it is still required to leave 3/8" expansion space around the perimeter as well as all fixed objects (tile, fireplace, cabinets, transitions, barn doors, door stops, bifold closet doors brackets, lastly, Center Island trim/base that supports a solid surface countertop anything can obstruct free and proper expansion movement)

Radiant Heat Systems Note: Expansion space required 5/16” with 35’ overall length unless recommended. Flooring can be installed over 1/2" (12mm) embedded radiant heat. Radiant heat systems must have a minimum of 1/2" (12mm) separation from the product. Ensuring stable job site conditions, subfloor suitability and proper acclimation are especially important when installing over a radiant heat system. It is the responsibility of the installer to ensure that the recommended environmental conditions are met for installation. Refer to your radiant heat system manufacturer to determine its compatibility with laminate flooring, and to learn the specific requirements for installation.

- Because of the wide variety of systems on the market (Hydronic, embedded in concrete, electrical wire/coil, heating film/mat) each with its own features and applications, it is recommended that the user consult with the radiant heating provider for best practices, installation methods and proper subfloors. With Laminate Mavericks the floating installation method is the only method recommended for use with radiant heat systems.
- It is recommended that you turn off the radiant heat system 24 hours before installation and keep off 24 hours after installation.
- The flooring must be acclimated per LUX Laminate flooring acclimation instruction over the radiant heat with the system turned on throughout the acclimation time frame.
- The system must be turned down to 60°F and maintained 24 hours prior to installation.

- Once install is complete, turn the system back on and slowly bring back up to normal operating temperature over a period 4-5 days at 1.25 degrees each day.
- Floor should never be heated over 85°F. Consult with your radiant heating system manufacturer to successfully limit the maximum temperature.
- Always remember that rugs placed over radiant heated flooring can increase the surface temperature in that area by 3°- 5°F degrees. Relative Humidity must be maintained between 30-70%.
- When turning off the radiant heat system it must be turned down slowly at a rate of 1.5° degrees per day. You should never just turn the system off. Accumulation of heat under an area rug or because of insufficient ventilation under furniture (for example: an overstuffed couch with floor drape) must be avoided. Do not use area rugs during the heating season.
- Moisture Mitigation systems are not a 100% cure all for MVER always conduct Testing Per concurrent versions of ASTM F-710, ASTM F-2170, & ASTM F-1869. Ground water, Hydrostatic Pressure, Capillary action may occur.
- Dusty, Soft, and Overly porous concrete surfaces are not suitable for all types of resilient/laminate floor coverings.
- Make special effort to have your slab marked for the following items that may be within your slab, Post Tension Cables, heated water pipes and any electrical, low voltage etc. must be marked before drilling.

LUX WET AREA INSTALLATION KEYNOTES:

1. When installing in wet areas such as kitchens, bathrooms, laundry rooms and entrances, seal all expansion spaces with a 100% flexible silicone caulk and compressible PE foam backer rod. NOTE: do not use acrylic-based caulks as they are rigid and will prevent the floor from expanding/contracting.
2. Insert 1/2-inch (12 mm) compressible PE foam backer rod into the room's perimeter expansion space and cover it completely with flexible silicone caulk, just under ½" drywall.
3. Remember to use 3/8 inch (10 mm) compressible PE foam backer rod at transitions and cover with flexible silicone caulk. Use silicone only at door frames and fixed objects like plumbing. Install baseboards, quarter rounds, or moldings and immediately wipe up excess caulk. Attach them to the walls, not the floors.

LUX LAMINATE CARE & MAINTENANCE KEYNOTES:

Preventative Care:

1. Vacuum only with a soft beater bar only or sweep the floor with a soft broom or dry dust mop on a regular basis or as needed to remove dirt, sand, or grit to protect the floor from scratches.
2. Be careful of other debris such as small rocks and pebbles, sand being dragged across the floor.
3. Keep pet nails trimmed to avoid scratching.
4. To prevent indentations and scratches, remove small-diameter buttons or ends from furniture legs and replace them with soft, felt-tipped, non-staining floor protectors that cover the entire surface. Periodically check the felt tips for wear or the buildup of grit and debris, and replace them as needed.

5. Fit rolling furniture with soft rubber casters with a diameter of at least 2". • When moving large appliances or furniture, use proper dollies, glides, or 1/8" Masonite with the shiny side down – do not slide or drag across the floor.
6. Heavy appliances and furniture moving across the Laminate floor use an airlift system to avoid any potential wheel marks indentation from rolling carts. Plastic round movers will scratch your floor.
7. Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor; never allow liquid or moisture to dwell on the floor or under area rugs for an extended period of time.
8. Wet areas to consider: front/garage/entries, kitchen sinks, dishwashers, laundry rooms, toilets, showers. Use breathable rug underlay like mesh or grid pads. Avoid rugs with solid rubber or vinyl backings to prevent damage to the finish and gloss, or moisture trapped between the floor and the rugs.
9. Limit direct sunlight on the floor by using curtains and blinds in areas exposed to high UV rays.
10. Please avoid using abrasive or harsh chemicals to clean the floor. Do not use the following products on the floor: mineral spirits, paint thinner, ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials. Also, never apply wax treatments to the floor.
11. Heavy furniture and fish tanks weighing over 500 lbs may block the natural movement of a floated floor. Do not install flooring beneath permanent or fixed cabinetry, and refrain from nailing or screwing anything through a floated floor.
12. Never flood or mop the floor for weekly and monthly cleaning. Always use only a 7pH Neutral cleaner. For smudges and dark marks, use a magic eraser or 70% Iso Propropyl alcohol for more difficult unknown markings.
13. Never add gloss enhancements or scratch liquids. This will void your warranty.

INSTALLATION STEPS:

Uniclick® Installation Instructions can be found here: https://mailchi.mp/unilin/installation-guidelines

1. Start in a corner by placing the first plank with the tongue side facing the wall. Use spacers along each wall to maintain an expansion of space of 5/16" to 3⁄8" in between the wall and the flooring.
2. To attach the second plank, insert the end tongue into the end groove of the very first plank. When lowered, the plank will click into place. Line up the edges carefully. The planks should be flat to the floor. Then, using a rubber mallet, hammer the plank into place with enough force for the plank to flatten out and lock into place.
3. Continue connecting the first row until you reach the last full plank. Fit the last plank by Shield is a clear, self-adhering protective film used for rotating the plank 180° with the pattern side upwards, placed beside the row. Measure and mark, then using a ruler and utility knife, score the plank and snap off. Attach as described above.
4. Begin the next row with the off-cut piece from the previous row to stagger the pattern. Pieces should be a minimum of 12 inches long and joint offset should be at least 16-20" inches. Note: it is faster to assemble planks into a new row at the ends and then attach the entire row to the previous row on the long sides.
5. To start your second row, lay your first plank on the sub-floor. Take your second plank, insert the end tongue into the end groove of the first plank. When lowered, the plank will click into place by applying force using a rubber mallet. The plank should be flat to the floor. Make sure gaps are as small as possible. Continue assembling the planks this way until you have your second row complete.

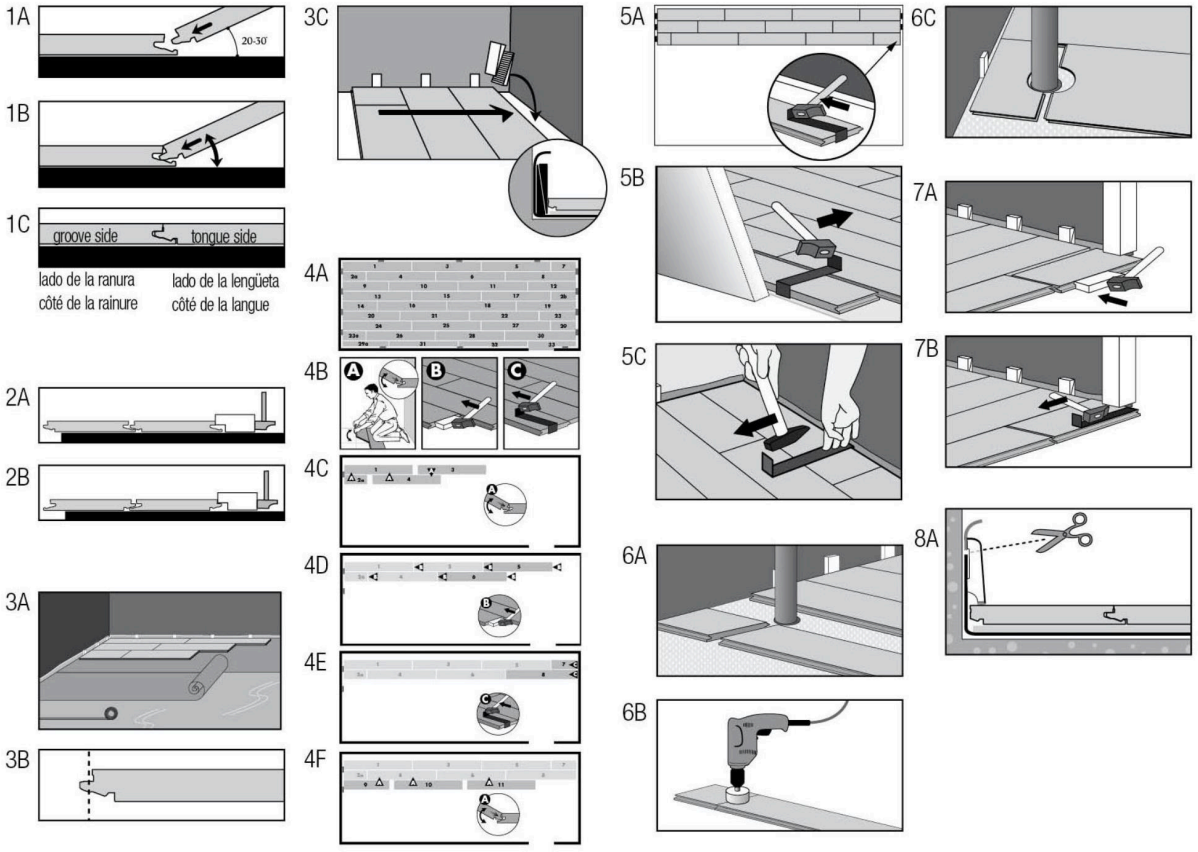
To attach the second row to the first row, tilt and push the side tongue into the side groove of the first panel. Lower and click into place lining the edge up carefully. Continue laying remaining planks in this manner.

6. To fit the last row, lay a plank on top of the previous row. With the tongue to the wall, lay another plank upside down on the one to be measured and use it as a ruler. Don't forget to allow room for spacers. Cut the plank and attach into position.

7. Door frames and heating vents also require expansion room. First cut the plank to the correct length. Then place the cut plank next to its actual position and use a ruler to measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side.

8. May use a scrap/cut off piece to place a mark/cut line that is 1⁄8" to 3⁄8" higher. Take an undercut saw, or similar tool to make an even/level cut. Wall Base, Quarter Round, Shoe molding or any custom base, you must allow 2/64" vertical clearance (0.03125) for proper expansion and contractions.

9. End Joints stagger is required to be a minimum of 12" with ending any room must have width of 3" 10". H patterns, stair steps are not recommended and will cause poor visual effects and other installation related issues. Always complete a dry layout in order to not have small pieces. Always start on the straight outside end room of the wall and work left to right, away from your floor. Use the boxes to cover and protect the locking mechanism if installation is not completed for additional protection.



LAMINATE WARRANTY:

DEALING OR USAGE OR TRADE. LUX FLOORING MAKES NO WARRANTY, EXPRESS OR IMPLIED, OF MERCHANT ABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

1. CLAIM PROCEDURE:

Written notice of any claimed defect must be reported by Buyer within thirty (30) days of its discovery. Notice may be emailed or mailed to orderdesk@luxflooring.com or LUX Flooring, Inc., 3040 Red Hat lane, City of Industry, CA 90601. Such notice must be received by LUX Flooring within the Product Warranty Period.

In the event that products have visible defects at the time of installation, LUX Flooring must receive written notice within fifteen (10) days of installation. Notice must be accompanied by a copy of the original invoice. Upon receipt of the notice, LUX Flooring may send a certified third-party inspector to verify and determine the warranty claim defect. LUX reserves the right to have material analyzed and reviewed by receiving 5 uninstalled planks. Do NOT send partial/cut planks. Please properly protect during shipping and or allow Inspection services to receive the same 5 uninstalled planks for review.

LUX reserves the right to interpret any third-party certified independent flooring inspector. LUX may hire any inspection person or company to conduct inspections of the materials or site in order to gather facts related to any claim, no matter its nature. LUX prides itself on providing the highest level of service in the industry. Please ensure that the minimum amount of leftover product is always stored in a proper location on-site for any potential future repairs or partial replacements. Always provide a copy of the Invoice and fully complete the claim form with several photos at ground level, standing 6’ away, and a wide view of the room and issue. Email the claim form to orderdesk@luxflooring.com or mail the form to LUX FLooring, Inc., 3040 Red Hat Lane, City of Industry, CA 90601.

LUX FURTHER, RESERVES THE RIGHT TO OMIT ANY TYPE OF LABOR FEE on a per claim basis.

2. LIMITED REMEDY:

Buyer's sole remedy under the Product Warranty shall be limited to the supply of replacement products for the defective material without charge or, at LUX Flooring's option, a refund of the product’s purchase price. Replacement product shall be issued from LUX Flooring’s regular product lines, and LUX Flooring makes no guarantee that the same flooring product will be available at any time for replacement purposes.

LUX Flooring will supply as a replacement product new goods of the same or similar color, design and grade as the defective product. Correction of any defect by replacement or by refund shall be issued within a commercially reasonable period of time.

Any services provided as part of this Product Warranty shall not extend or restart the Product Warranty Period. THE PRODUCT WARRANTY SHALL NOT APPLY TO CONSEQUENTIAL OR INCIDENTAL EXPENSES RELATED TO ANY DEFECTIVE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY EXPENSES INCURRED IN THE DISCOVERY, REMOVAL OR REINSTALLATION OF THE AFFECTED MATERIAL, SUCH AS LABOR COSTS, LOSS OF TIME, INCONVENIENCE, OR PROPERTY DAMAGE.

3. LIMITATION OF LIABILITY

LUX Flooring shall not be liable in contract, in tort (including negligence), or otherwise for damage, loss of property, loss of use of property, loss of profits, loss of revenue, claims by customers or agents of the buyer, or for any other special, indirect, incidental or consequential damages whatsoever. Under no circumstances shall LUX Flooring's liability exceed the purchase price of the goods with respect to the damages claimed.

4. NON TRANSFERABLE

The Product Warranty applies only to the Buyer and the original installation site and may not be transferred.

5. PRODUCT SUITABILITY

LUX Flooring is not responsible for determining or guaranteeing the suitability of the goods for the uses and applications contemplated by Buyer other than as stated in the LUX Flooring Luxury Vinyl Maintenance Program (the "Maintenance Program") in the form attached hereto. Such determination shall be the sole responsibility of the Buyer.

6. EXCLUSIONS

The Product Warranty does not apply to products with slight color or texture variation from factory samples or to products with visible defects at the time of installation, absent proper notification under Paragraph 2 above. The Product Warranty does not apply to any scratches, discoloration, or other damage caused by any of the following: (1) Water or moisture, including but not limited to water or moisture trapped beneath the floor, whether due to improper sub-flooring, hydrostatic pressure, the presence of alkalis, or other conditions, and to water or moisture left on the floor, whether due to leaks, humidity, or other conditions. (2) Sunlight, excessive heat, fire, smoke, or any other contact by lit or heated objects. (3) Subsidence, earthquake, or any other change in the building's foundation or level. (4) Improper cleaning, including machine scrubbers, floor buffers, steel pads, vacuum cleaner beater bars or any techniques other than those recommended by Lux Flooring under its Maintenance Program. (5) Improper use, including furniture and castor wheels moved or protected in a manner other than that recommended by LUX Flooring under its Maintenance Program. (6) Chemical substances other than those recommended by Lux Flooring under its Maintenance Program, whether intentionally or negligently applied. (7) Abnormal use, including intentional abuse or alteration by any actor, whether or not an agent of Buyer. (8) Cuts, tears, or punctures caused by sharp objects, including indentations caused by heavy point-loading, such as by high heels. (9) Improper installation, including the use of any adhesive other than an adhesive recommended by Lux Flooring. (10) Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents, or cuts, including (without limitation) those caused by pets/nails, pebbles, sand or otherwise abrasives, construction traffic, or failure to maintain the floor as required. 8. Applicable Law. The Product Warranty grants to Buyer specific legal rights. Buyer may have additional rights under state or federal law.

GENERAL CARE & PREVENTATIVE MAINTENANCE:

1. Dry cleaning, similar to a dry sweeping pad or microfiber pad, is required to remove loose debris and dust from the floor. Once the pad is full, replace it with a new one until the floor is cleaned.

2. Remember the following instructions for cleaning: Use wet cleaning with a wet jet system or Bona moistened cleaner pad, but do not spray it directly on the floor. The moist pad will properly clean the surface of the flooring. Only use pH 7 neutral cleaners, or else Bona Stone Tile & Laminate Floor Cleaner can also be used. If you prefer another cleaning tool, the O-Cedar Microfiber Spin Mop is recommended.
3. Do not allow excess cleaners liquids to sit on the floor for an extended period.
4. Improper Floor Protection: Nylon/hard plastic glides or casters are improper and inadequate floor protection and increases the risk of damage occurring around Tables, Chairs with improper rolling loads.
5. Proper Floor Protection: All movable furniture legs and chair legs or corners must have proper permanent soft felt, clean floor glide protectors installed on all contact points to reduce indentation, wear, scratching and other flooring or finish damage. Nylon/Hard plastic, combination of metal/soft felt glides are not recommended due to the angle of the chair legs.
6. Office Chairs Residential/Commercial: Rolling seating chairs in desk areas must have a resilient flooring chair and require 2" soft rubber swivel style wheels, a desk chair mat with a smooth backing installed over the finished floor to protect floor covering in the proper size and thickness.
7. Improper Floor protection includes: Plastic/Metal rolling and swivel-type casters with no protection with rolling loads that will damage the surface of the flooring.
8. Avoid direct sunlight for an extended period of time that may result in Fading, Curling, Discoloration or Thermal Expansion of the flooring, window treatments and blinds with high U-factor windows are effective ways to reduce the above concerns.
9. Moving any heavy furniture or appliances, never drag any item across the floor. An air lift system is always recommended; see the link: https://airsled.com/product/heavy-duty-appliance-mover/
10. Use RAM board correctly and then a flat new subfloor; use caution when servicing any appliances and or receiving any new furniture or heavy items never drag any item.

LUX TECHNICAL BULLETIN: Laminate Line

It's important to address any issues with your laminate flooring as soon as you notice them. These issues can include scratches, peeling, chipping, dents, and soft spots. More serious problems such as buckling and water damage may necessitate replacing the affected flooring or planks.
Some repairs, such as fixing small scratches, chips, and dents, are purely cosmetic. However, any issues that could pose a trip hazard should be addressed immediately, as well as any problems with the flooring that could allow moisture to seep beneath into the underlayment and subfloor.

REPAIRS IN THE EVENT OF WATER DAMAGE:

Water damage, large scratches not from regular wear and or chips are not warranty related items and are the buyer's responsibility to fix.

If water is allowed to sit for a long period of time or if a leak occurs, it's important to remove the affected areas. This includes the perimeter base, caulk, backer rod, and using a shop vac to remove any water. If there is access to the subfloor, it's also important to carefully remove any affected areas in that area. For non-invasive repairs and if the subfloor can be gained access. By drilling several holes only through the thickness of the subfloor. Additionally, using air scrubbers, movers, and dehumidifiers can help with the drying process.

Plank/Planks replacement boards are required to always keep several boxes left over from the

original order for any future repairs. First, cut from the center section to each corner, stopping at the drilled hole. Be careful not to cut too far! Then, cut a relief notch from the center section out towards the seam of each plank. Use a chisel to tap into each relief notch to break out the uncut portion. Finally, remove all the cut pieces. If the floors were glued or fastened with glue, that doesn't mean you can't do an 'in-place' patch on those floors, too. Follow all the cutting directions shown for a snap-together floor. The new plank has a groove at one end and one side, as well as a tongue at the opposite end and side. But you can't install it until you cut off the bottom lip of both grooves and the side tongue. Score the tongue several times with a utility knife. Then snap it off with pliers. Shave off any remaining scraps with your knife.

Here's a tip for cutting the groove: Stick the blade inside the groove and cut off the bottom from the inside (or use a table saw).

Once all removal and cutting are complete shop vacuum the entire area and any debris
Apply 3m tape under all 4 sides of the bottom of the floor assembly not overlapping. Use a 3' wide moisture type 3 m tape to only adhere the planks and allow 1.5" of exposed edge.
To adhere to the floor assembly and the new plank to be installed, apply an exterior bead of wood glue to all four edges of the new plank. Insert the glued tongue of the newplank into the groove on the existing flooring and drop the plank into place. Wipe off any excess glue quickly and
place a 12" flat subfloor over the repaired area then apply evenly across the boards. Place another partial box of planks or anything uniformly for 24 hrs until it's dry.

LAMINATE SCRATCHES OR CHIPS:

Always contact LUX for any clarification regarding technical installation or repair methods. To ensure compliance with the warranty, it is important to follow the installation, warranty, and maintenance guidelines. The installer is responsible for ensuring that the latest documents are used during installation. Support is available for both text and link documents. Use the barcode scan on the box to ensure that the supplied paperwork in the box matches the product.

If you accidentally chip your laminate floor, you can fix it yourself. Gather leftover pieces or one plank and go to a home center or flooring supplier to find matching laminate floor patching material and a gloss kit. Also, buy a matching brand of cleaning solvent and check with LUX for any special solvents not to use. Clean the flooring with 70% isopropyl solvent and allow it to dry. Then, replicate the damage on a leftover scrap piece and test the repair method in several areas before attempting it on the installed plank.

Place a small amount of laminate repair paste onto a spare piece of flooring or a mixing board. Use a putty knife to mix it until it starts to dry. Next, apply a thin layer to the chip, making sure not to try to fill the entire chip. Use solvent to clean off any excess that is outside of the damaged areas. Let the first coat dry for one hour before applying the next, note these repairs may show gloss/sheen difference.