



CARE & MAINTENANCE GUIDE



INTRODUCTION

ELSA now comes with Star Coating[®] surface. This is an industry first from us launched mid-2019. Please enter “Elsa plus star coating” into Youtube if you haven’t already seen the video to get an understanding of the great benefits of Star Coating[®].

An important note about our FloorScore certification. We were independently tested for emissions and we were found to be 5 times the requirement needed to pass the FloorScore program or CRI Green label certification. The best indoor air quality at home and the workplace is assured!

CARE AND MAINTENANCE

Congratulations, you have just installed ELSA luxury vinyl flooring. Your floor has been manufactured to the highest standards and quality and will provide you with many years of service if you follow our simple steps.

Firstly, all exposed edges of resilient flooring or edges abutting other floor covering materials shall be protected by means of diminishing strips or other suitable mouldings.

When installation is completed all scrap materials and debris shall be removed from the floor and the floor shall be swept or vacuum cleaned to remove all dust and debris.

After this we recommend a final clean up of the flooring. This can be done with a quality liquid vinyl cleaner to remove residue and factory film from the flooring, a surface polish with single disc type machine can be done with white pad (400rpm minimum).

All furniture legs and feet should be installed with proper floor protectors, high quality felt is preferred. Protectors will allow fixed leg chairs to move more easily over the floor without scuffing or scratching. Do not use rubber casters or rubber backed floor mats on resilient flooring.

All windows that may provide direct sunlight on the floor must have proper blinds or shades installed. During hot summer days, the ambient heat

combined with the heat from the harsh sun's rays may affect the installation. During these days, blinds and shades must be used to protect the floor.

Do not allow high heeled shoes that do not have proper tips on the heels; it may result in severe scratching to the surface. The same is true for pets with unclipped nails.

To avoid yellowing from asphalt driveways or parking lots, always use non-rubber backed doormats of a suitable size at entrance ways.

To keep your floor looking its best, dust mop or vacuum your floor at least twice a week. Do it more often on floors with heavy traffic or subject to commercial use. Do not use cleaners with wax ingredients as this may cause the floor to become slippery or damage the finish. Simply sweep the floor as often as needed and wet clean with a suitable routine cleaner for resilient flooring.

As ELSA luxury vinyl flooring has a polyurethane (PU) surface treatment, the application of liquid floor protector/sealer is not required.

If accidental fine scratches occur due to the result of normal domestic or commercial use, then it is only recommended to fill them with one or two applications of a good vinyl floor finisher.

Always clean up food spills as quickly as possible with a quality liquid vinyl cleaner. Make sure the cleaner is general purpose and NON abrasive. We do not recommend powdered cleaners. Shoe scuff marks can also be cleaned like this and if needed use a green scotch brite pad.

If accidental deep scratches appear on your floor, then it might be necessary to replace such damaged planks, please seek the expertise of a professional for this work.

We do not recommend the use of steam mops as the very high temperatures created underneath may affect the adhesives. Warm water mopping is fine.

REMINDERS

Please keep your original sales receipt. Please keep a record of the colour, type and batch number of the flooring (this can be done by removing one of the end labels provided on each box).

Please keep a record of when the product was installed, temperatures on site and the person who fitted the product. Please keep a record of the glue used and a record of the tests carried out to check the subfloor.

WARRANTY INFORMATION

This warranty covers the product from manufacturing defects and wearing out for the periods listed. It also covers delaminating and fading in normal residential and or commercial use. This warranty shall comply with current Consumer Law where applicable. This warranty is in lieu of any other warranties expressed or implied.

This warranty covers the affect areas only and is limited to the replacement of new flooring material of similar colour, pattern and quality to replace the defective area. Reasonable labour costs can be claimed for if a professional installed the flooring originally, this original installation must be within 5 years of date of original purchase.

Warranty claims must be made in writing, following our claims procedure within 28 days of noticing the defect. A form is available upon request, detailed descriptions, proof of purchase, photos and sample may be requested. A site visit may also be required to verify details.

Exclusions

The following are not covered by this warranty:

The use of this product outside or in exterior locations. Minor shading, colour or texture differences between samples and delivered product. Samples include but are not limited to, display stands, brochures, websites,

panels and swatches, while every effort is made to avoid this, printed material and monitors cannot precisely show the product and lighting affect colours dramatically.

Minor movement of the flooring which can include small gaps when cold, peaking when too hot. All PVC based floors are subject to temperature movements and this cannot be avoided without strict temperature controls.

Damage caused by fire, intentional abuse, cuts, tears, gauges or damage caused by heels, pets or furniture. Damage caused by vacuum beater bars, indentations or damage caused by improper rolling loads or chairs.

Damaged caused by exposure to natural light source.

Defects arising from poor installation and or subfloor preparation not carried out to AS 1884–2021. which include but are not limited to, excessive unevenness, incorrect glue, damp subfloors, objects protruding, like nail or staple heads, gaps in underlayment seams causing ‘peaking’, failure of the underlayment, visible trowel marks, staining from contaminates etc.

ELSA luxury vinyl flooring recommends that any defects thought to be related to poor installation or the subfloor first be addressed with the original installer or retailer.

Minor scratches or scuffing, a dirty appearance, particularly on darker, solid colours is not covered; these colours naturally show more scratches and require more maintenance.

The wear warranty is defined as 100% wear layer removal so the printed design or pattern is altered over a minimum of 1% of the total installation. The above described warranty is applicable to the original purchaser only and is non-transferable.

TECHNICAL SPECIFICATIONS

Slip Resistance	Please refer to website for surface finish results. P2 and P3.
Light Stability (UV Index)	ISO 105 B02: 6 or above

Wear Group Classification	EN649: Class 33, 42 = heavy domestic, heavy commercial, Moderate industrial
Surface Coating	Star Coating®
Abrasion Resistance	EN660-2 (Volume loss): < 6.94mm ³ /100r
Castor Chair Resistance	EN425: Pass
Chemical Resistance	EN423: Pass
Toxic elements test	EN71 Part3: Pass (No lead or heavy metals) Phthalate free, Phenol Free.
Fire resistance	EN13501-1: Bfl-S1
Factory standards	ISO14001, SGS, TUV (LGA) ISO 9004-2008
Sound Reduction ELSA+ XL	ISO 717-2:2013 Ln,w -61db
Dimensional stability	EN434: Pass
Thickness of wear layer	EN429:1993: Pass
Tile size	EN427: Pass
Total weight	EN430: Pass
Impact resistance	EN13329: Pass
Residual indentation	EN433:1994: Pass
Total thickness	EN428: Pass
Flexibility	EN435: Pass

Formaldehyde emission HCHO EN717-1 E1 Pass

PRODUCT DATA

Dimensions (Plank) ELSA	1227mm x 187mm x 2.5mm
Base type	Anti-slip layer only for both
Wear Layer & Type	0.5mm - Polyurethane (PU) Star Coating®
Wear surface guarantee	20Yr domestic - 10Yr general commercial
Finish(s)	IRE/Tick/H-Scraped/Random/Barnside
Core material	Virgin stock PVC high purity
Bevelled Edges	Yes - all sides 20 degrees

