



***Urban Collection***

***Grandeur Collection***

## **Warranty Card**

Traviata DRYBACK represents a culmination of consultations and is a distillation of what Architects, Designers and Home Owners demand from flooring today. A larger plank format that complements open Residential and Commercial environment. Traviata DRYBACK designs come in a carefully curated selection of colours, offering everything from rich wood tones to striking neutral greys. Weather hospitality, retail, office space or a home, these new wood finishes have the flair to bring any interior together.

**When installing TRAVIATA XL DRYBACK LVT flooring always follow the most current standards for the installation of floorcoverings, such as SANS 10070 national and local standards.**

### **Site Assessment/Product Grade**

1. Assess site application and expected foot traffic, in order to select the correct floor grade?
2. Integrity of substrate– Level / Dry / Pull Strength / Free from Foreign Matter / Stable / Porous / Correct PH?
3. At time of installation will site be climatically stabilised to required living conditions (15°C – 27°C)?
4. Avoid any heat exposure from direct sunlight, fireplaces, underfloor heating etc during the 48-hour acclimatisation period.
5. Do not overuse the floor for 48 hours after installation until adhesive has 100% cured.
6. Does client understand chosen product characteristics as well as cleaning and maintenance requirements?

***“It’s the Perfect Fit”***



## Product Warranty

*Traviata XL-DRYBACK Urban -*

20 years Residential

5 years Light Commercial

*Traviata XL-DRYBACK Grandeur-*

25 years Residential

10 years General Commercial

## Warranty Inclusion

Traviata XL-DRYBACK Vinyl flooring products come with a Manufacturing defect warranty, according to the fit for use grading the product is graded for.

As well as a Wear, Fade or Stain warranty – Definitions to be covered:

- “Wear” – must be through the wear layer to the degree that the printed pattern is affected or altered.
- “Fade” – must be to the degree that the floor is permanently discoloured.
- “Stain” – must be from normal household cleaning agents, chemicals or routine care & maintenance, according to the installation instructions supplied by Traviata Flooring.

The product is 100% waterproof and can be installed in traditional wet areas i.e Kitchens and bathrooms. Please note that the warranty does not cover flood situations.

## Warranty Exclusions

**Screeds & Adhesives** - It is up to the installer to use the correct screed and adhesive products understanding their suitability and compatibility with the chosen Traviata type, substrate and environment. Should there be any product and or installation failure on these supporting products, recourse is restricted through the supporting product warranty and the installer.

**Workmanship – Traviata Flooring** - does not warrant installers workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Traviata products should be professionally installed by contractors or installers who have demonstrated expertise in installing this format of flooring.

The flooring Contractor or installer must inspect the product(s) before installation for any visual manufacturing, colour or dimension defects. Traviata accepts no responsibility where a product with visible defects has been installed. Once the product is installed this confirms acceptance of the product and will void the manufacturer's warranty.

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**Under no circumstances will this warranty cover damages caused by and/or in the following situations:**

- Accidents, abuse or misuse of the floor: e.g surface damage caused by dropping/dragging sharp or heavy objects.
- Exposure to extreme temperatures e.g incorrect underfloor heating setting/operation, No protection from direct sunlight in excess of 50°C.
- No under carpet heaters are acceptable for use under the flooring panels. The elements must be imbedded in at least 10mm of screed, please refer to your installer for detailed operational/usage specifications.
- Installation of product with visible manufacturing defects.
- The floor was not installed according to the manufacturer's recommended instructions.
- The floor was not maintained or used properly according to the recommended usage or maintenance procedures e.g floor cleaning with abrasive pads, industrial solvents etc. Refer to the Traviata XL DRYBACK installation manual for Care and Maintenance clarity.
- Flooring is installed on top of a wet/moist sub-floor outside the allowable specification (3% dry reading on Tramex/Caisson moisture meter), refer to the Traviata XL-DRYBACK installation guide for clarity. Sub-Floor level variation, roughness etc. Please refer to installation instructions for clarity.
- Fading caused by direct ultraviolet radiation from direct sunlight exposure.
- Office chairs must be fitted with soft wheeled castors or if nylon castors are being used, use protective mats/felt pads underneath the chair.
- Flooring panels used in places where the traffic exceeds the utility class that is recommended.
- Surface defects that can only be seen from an angle source of light.
- Flooring panels damaged during renovation work by others.

**NB: The services provided as part of this warranty do not extend the original warranty period. The warranty is not transferable and applies to the original purchaser of the product only. The warranty is of reducing value. The warranty is carried by the Manufacturer and not by Traviata Flooring.**

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