



INSTALLATION INSTRUCTIONS

IMPORTANT NOTICE

The key to long term performance of any floor is the quality of the installation and the ongoing care and maintenance procedures used to clean and maintain the floor.

To help ensure correct installation and care and maintenance for this floor please ensure this guide is fully read and adhered to by your floor installer. Ideally your installer should be appropriately trained in wood flooring installation and be suitably competent to carry out the pre installation sub floor checking and preparation procedures and installation.

PRODUCT CHARACTERISTICS & SUITABILITY

Tuscan Forte Engineered 5G wood flooring is manufactured from a natural material, ie wood, which is a product of nature and therefore not perfect and normal wood characteristics will be present such as grain variance, colour shade variance to natural or light stained products, small knots, sapwood, slight bow to some boards and minor natural defects filled with filler during the manufacturing process.

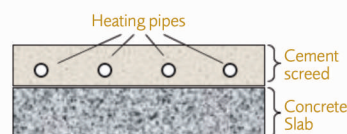
This flooring must be checked for visual suitability and acceptance prior to the installation commencing as the boards may show normal characteristics that were not present in marketing material photos, small samples or display boards viewed prior to purchase. If there are any concerns regarding the natural look and character of the product then do not commence installation of it until your concerns have been clarified.

Wood flooring is a natural material product which will mature with age. Natural or light coloured boards will change shade over time and variances in character between individual boards is perfectly normal.

Tuscan wood floors are manufactured in accordance with accepted industry standards, which permit normal grading deficiencies common to real wood flooring. These grading deficiencies may be of a manufacturing or natural type and therefore an extra quantity tolerance of minimum 5 -10% should be allowed for normal board wastage, cutting out, trimming, or setting aside any boards that may have any objectionable elements within them.

Tuscan Forte engineered wood floors are suitable for all domestic rooms **EXCLUDING bathrooms, shower rooms and any rooms that are subject to excessive moisture and or high levels of humidity.**

Tuscan Forte engineered flooring is suitable for use over Under Floor Heating Systems (UFH) that are **WATER PIPED IN SCREED SYSTEM ONLY** where the heating pipes are set within a concrete screed base and the pipes are located beneath the screed surface to a minimum depth of 75mm.



Tuscan Forte flooring is not recommended, and not guaranteed, for use over any other type of UFH system particularly systems that have the heating pipes or heating elements at , or on, the subfloor surface.

It is ultimately the responsibility of the owner, and or the installer, to ensure that any new or existing UFH system is of the appropriate in screed type.

INSTALLER / OWNER RESPONSIBILITIES:

Tuscan Forte engineered wood floors are warranted for use all in domestic rooms **EXCLUDING** bathrooms, shower rooms and any rooms, including below ground level basements, that are subject to excessive moisture and or high levels of humidity.

For commercial use applications guarantees are by application only prior to purchase of the goods and the installation commencing.

The intended installation room should have a consistent air humidity level of between 45 - 60% prior to, during, and following installation and during ongoing use.

It is the installer's responsibility to carry out the final inspection of the flooring **prior to installing the boards** to ensure the colour, grade, quality, manufacture and factory finish of the product is acceptable.

Carefully examine the flooring for colour, finish and quality before installing it. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies, whatever the cause.

If the product is deemed not acceptable for any reason, **do not install it and contact your supplier immediately.**

Prior to installation of any hardwood flooring product, the installer must determine that the job site environment and the sub floor surfaces involved meet, or exceed, all applicable industry European and British standards. Recommendations regarding the construction of the materials used as well as local codes must be followed. These instructions recommend that the construction and sub floor be suitably dry, stiff, of suitable load bearing strength and flat, (as per B.S. 8201: 2011 & B.S. 8204-1: 2003).

The manufacturer and distributor, declines any responsibility for job failure resulting from, or associated with, sub-surface, sub flooring or job-site environmental deficiencies, lack of or incorrect sub floor preparations and installation errors.

It is important that the installer checks each board for any type of defect. Any minor defects or objectionable elements within individual boards should be dealt with by trimming and or cutting of the board as is normal good installation practice accommodated for by the wastage factor tolerance added to the job quantity. If the installer has any concerns about the overall quality of the product these concerns must be clarified with their supplier of the product **prior to the installation commencing**. Claims for any visible defects within boards that have been fitted will not be accepted and are not covered by the associated product warranty.

1 PRE INSTALLATION PROCEDURES & CHECKS

Calculate the total square meters or square footage of the room(s) and add 10% for cutting and waste.

The packs of flooring should be placed in the room in which they are to be fitted to **acclimatize for 48 hours** and should be carefully stacked on suitable **level bearers**, in their packaging to allow air to circulate freely around them. The boards should be **stored and laid in a relative room humidity between 45%-60%** and at a room **temperature of between 18°C and 21°C**.

All substrates must be structurally sound, flat and suitably dry. **Concrete subfloors must have a moisture content by volume of below 3% and or a relative humidity of less than 65% when checked with a hygrometer in accordance with B.S. 8201: 2011 & B.S. 8204-1: 2003.**

Wood or wood based sub floors must have a moisture content by volume of 6 - 10%.

The sub floor surface should be free of all contaminants, paints, sealers etc and loose material. All potential sources of moisture e.g. walls, drains, damp proof courses, plumbing, refrigerators, washing machines etc. **MUST** be thoroughly checked and rectified if found to have excessive moisture or are leaking.

Where possible the boards should be installed lengthways towards the main incoming light source and, where possible, down the length of the room parallel to the longest wall.

If installing onto a new or existing concrete or screed base

- o **If a new concrete sub floor** has been installed checks must be made in accordance with B.S. 8201: 2011 & B.S. 8204-1: 2003 to ensure the moisture content and humidity of the slab is suitable to accept a naturally moisture sensitive wooden flooring. If the installer is not able to correctly assess the moisture condition of the concrete slab / sub floor then they should employ the services of a specialist contractor who can make the correct checks and assessment of the sub floor to determine its moisture condition. Alternatively **an appropriate liquid damp proof membrane** can be installed to eradicate any risk of moisture or humidity building up beneath the installed flooring that may then cause board movement issues.
- o **Existing screeds/concrete** must also be checked for moisture irrelevant of age or visual condition. This can be carried out using an appropriate moisture meter or hygrometer and readings must conform to B.S. 8201: 2011 and B.S. 8204-1: 2003. If the appropriate checks cannot be made for any reason install an appropriate liquid damp proof membrane as advised above. If the installer is unable to make the necessary checks or install an appropriate DPM then seek the advice or services of an appropriate professional to do so.

If installing onto a wooden sub floor

Tuscan Forte Engineered wood flooring can be installed directly over prepared floorboards, chipboard or ply panelled sub floors and any solid flat, sound and suitably dry sub floor. If the existing wooden floorboards are sufficiently flat and sound, the new boards can be laid directly over them. The Forte boards **should be laid at a 90° angle to the existing wooden floorboards**. If the new boards are to be laid in the same direction as the existing sub floor boards, plywood sheets (minimum 6 mm thickness) should be screw fixed in place to cover the existing floor as per BS 8201: 2011, allowing a 15mm perimeter gap for expansion.

If the existing floor is not suitably flat then it must be made flat and level by overlaying with a minimum 6mm thick exterior grade plywood. Loose boards must be secured or the new floor may squeak. **Please note:** Where screws are being used to secure an overlay, care must be taken not to damage pipes or electrical cables beneath.

All wooden or wood based sub floors must be checked for moisture content and the moisture content of the sub floor and or any ply overlays must be between 6 – 10%.

2 INSTALLATION METHODS

Your Tuscan Forte Engineered flooring can be installed using either a "floating" or full bond stick down method.

Apart from where specified in the following sections most existing unfixed floor coverings, e.g. lino, carpet etc, should be removed prior to installation of your new wood floor. It is very important that the method of installation used is as stated and all instructions associated with your chosen method are followed accurately **as the warranty offered with this product is only valid if these installation instructions have been correctly followed.**

A - Floating Floor installation

Minimum Tools required (not supplied) :-

o Utility knife o Jigsaw or Hand saw o Tape measure o 15mm Spacers o Square edge
o Pencil o Chalk Line o Gloves & Goggles for cutting boards.

Before floating installation of the flooring begins ensure all necessary sub floor checks, remedial work actions and preparations have been completed. Install a non perforated **foam underlay that incorporates a polythene damp proof membrane on its reverse.** Run the foam underlay in the same direction as the flooring. The underlay should be butted side-by-side with no overlap. **Tape seams together with an appropriate vapor joint tape.**

Your floor has a "5G" locking profile on it's short ends and the joints are to be located together **without using adhesive.**

Leave an open **expansion gap of min 15mm** around the whole perimeter edge of the flooring, (use 15mm distance wedges or spacers), and around any pipes, stairs, columns, door frames, doorway thresholds and where the flooring meets any fixed object.

Where the flooring run exceeds **8 linear meters in width or length** insert an "in floor" 15mm expansion gap by using an appropriate "T" mould section. The floor must be able to naturally expand so do not install any boards tight to any construction part of the building or adjoining floors.

Rooms with off square areas of flooring, for example L-, F-, T-, U- shapes, separate these areas with an expansion joint **especially at door thresholds** again using an appropriate T moulding profile.

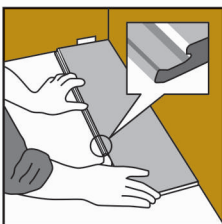
Claims regarding visible defective floor panels must be made prior to installation. Each board should be inspected to ensure that the quality is acceptable before installing it. No claims relating to surface defects can be accepted after installation where the effect complained would clearly have been visible at the point of installation.

The boards in this pack are of mixed lengths and should be laid randomly across the floor to create the best effect. The installer must open and mix / select boards from several packs at a time during installation to ensure a good mix of lengths and colour / shade variance of the overall floor is achieved.

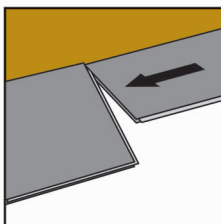
Installation of the boards

Measure the width of the room to be fitted minus 30mm (2 x 15mm expansion gaps), and divide the size by the width of the boards to be installed, From this, calculate the width of the final row of boards and if the width of this row is less than 50mm cut the width of the first row of boards to an appropriate width size so as to ensure the width of the final row of boards exceeds 50mm. The boards can be installed either left to right or right to left.

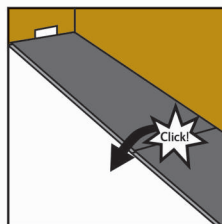
Left to right installation



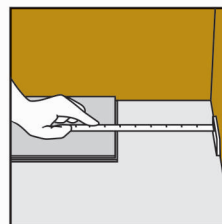
1. First board, first row. Place 15mm expansion gap spacers against the walls or skirting boards at the left hand end, and back long edge, of the first board and position the board end against the wall. The groove on the back edge of the board should be against the spacers on the facing wall.



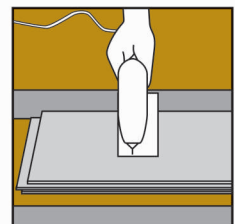
2. Second board, first row. Locate the board end into the short end of the first board and press it down until a 'small click' is heard and the end joints lock together.



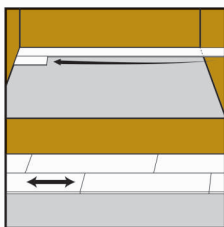
3. Continue with the next boards in the same manner.



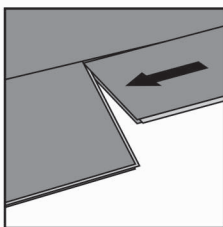
4. At the end of the first row, place a 15mm expansion gap spacer against the right hand wall or skirting board, and measure the length of the last board to fit.



5. Cut the last board to length – hardwood face turned down if using a jig saw or hardwood face upwards if using a hand saw.



6. Second row. First board, min length 500mm. Use the off cut from the final first row board, (if it is 500mm or longer) to start the second row of boards, Again leave an expansion gap of 15mm against the left hand wall or skirting board. Ensure a minimum 150mm distance between the short end joints of the boards laid in the previous row and the new row being laid.



7. Second board second row. Locate the long edge groove of the board onto the long edge tongue of the previously laid row.

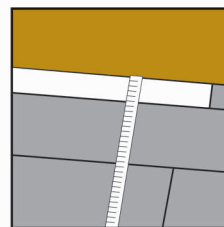


8. Place the board tight to the short end of the previous board and fold down in a single action movement, again ensuring the short joint 'clicks' and locks. Continue in this manner for the following boards and rows.



9. After 2-3 rows. Adjust, if needs be the distance between the front wall or skirting and the flooring edge and ensure adequate numbers of 15mm spacers are in place to keep the flooring edge a minimum 15mm away from the wall or skirting at all points along this edge.

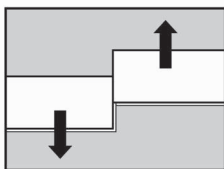
Continue laying all following rows of boards in this manner until the last row of boards is reached.



10. Final row. Measure the width of the final row of boards. The final row of boards must have a minimum width of 50mm and a minimum 15mm expansion gap must again be left at the edge.

11. Cut the boards to width and locate together as previous boards **but for this final row the short header joints may need to be glued together** using a wood PVA adhesive as the plastic locking slip maybe ineffective having been cut.

If installing boards right to left the tongue edge of the boards should be against the wall / spacers.



Removal of installed boards

Should it be necessary to remove any boards during or after installation the boards can be simply lifted up along the longer joints and removed. The short end joints can be separated by sliding them apart horizontally in opposite directions as left diagram shows.

DO NOT separate the 5G short joints by lifting the boards apart vertically as damage to the joint may occur.

B - Stick Down Installation

Suitable sub floors – Concrete, Chipboard, Plywood.

Tools required (not supplied) - As above for floating installation but including:-

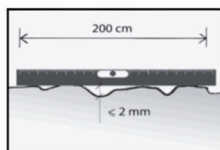
Recommended adhesives – Visit the Tuscan Flooring website – www.tuscanflooring.co.uk for Tuscan recommended adhesives.

o Appropriate trowel to suit adhesive & product being installed.

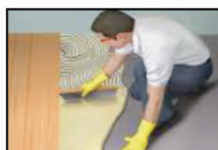
o Adhesive remover to suit adhesive.

The following is a guide to installing Forte engineered wood flooring using an appropriate wood flooring adhesive. Always ensure that the adhesive manufacturers installation instructions and industry norm practices are also followed.

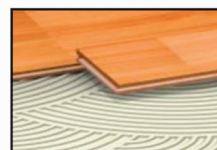
If in doubt as to your competence in installing the product using adhesives use the services of an appropriately trained installer.



Sub floor surface - Must be an appropriate type as listed above, appropriately dry (moisture checked), sound, free from laitance (concrete) and any contaminants. Must be appropriately flat to ensure uniform and full contact of the adhesive with the back of the boards.



Adhesive application - (Full bond only)
Apply with the recommended Trowel / spreader and ensure a uniform application to the sub floor with 100% adhesive coverage to it in appropriate amounts.



The pre selected Boards must be positioned and located correctly and pressed into the adhesive sufficiently to ensure full contact with the adhesive.

Avoid getting adhesive onto the faces of the boards and where this occurs wipe off any adhesive with an appropriate adhesive cleaner **during installation.**

Upon completion of the floor ensure that the adhesive is left to fully cure as per the manufacturers instructions before the flooring is walked upon.

INSTALLATION OF FORTE ENGINEERED FLOORING OVER WATER PIPED IN SCREED UNDERFLOOR HEATING SYSTEMS

CAUTION

There are many types and manufacturers of in screed water piped underfloor heating systems, so please ensure that the suitability and recommendations of the particular manufacturer of your system are sought and adhered to **BEFORE** commencing installation of your engineered flooring.

Tuscan Forte engineered flooring is **suitable for use over water piped in screed underfloor heating systems only, (as diagram)**, and the system must incorporate electronic temperature controls. Relevant British Standards should be adhered to which includes the B.S. recommendation **that the surface of the engineered wood flooring used over radiant heat sub floors must not exceed 27°C.**

NOTE! The floor surface temperature will normally be in the region of **5 - 7°C higher** than the ambient room temperature.

This recommendation must be adhered to as if the flooring is heated in excess of this temperature then movement or distortion of the boards may occur.

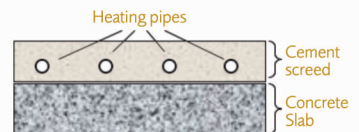
The underlay used **must not be a perforated type** and must have a moisture barrier layer on its reverse.

You should **always** consult the manufacturer or supplier of your heating system to confirm its suitability in terms of laying a wooden floor over it, and to confirm if any specific commissioning processes in relation to your specific system should be employed - both when turning on the system for the first time and prior to installation of the floor and for its use after the flooring has been installed.

Be aware that wood species of high contraction coefficient react more to temperature and air humidity changes, which, when combined with a light colour species of wood, may create or emphasize gaps more than other species.

The heating system should be checked to ensure heat is evenly distributed under the entire surface of the floor. This will help prevent any irregular heating of the flooring, and therefore avoid any issues relating to board movement between heated and lesser or unheated areas of flooring and cold or hot patches within the laid floor.

The intention to use **mats or rugs over your wood flooring over floor heating systems** should also be carefully considered as mats & rugs insulate the floor surface and hot spots can be created under such floor coverings which may affect the stability and colour change of the flooring beneath them. If mats or rugs are used they are done so at your own risk and any resulting board movement, distortion or colour change will not be covered by the associated Tuscan warranty.



Prior to Installation of the Flooring

These instructions must be followed in conjunction with the heating system manufacturer's commissioning instructions.

- o Once the sub floor **is confirmed as being suitable dry as per the above stated British standard guidelines**, switch on the heating system and **gradually increase** its temperature, over a minimum of 72hrs, to achieve a room ambient temperature of 18 - 23°C.
- o The unopened packs of flooring should then be located on **level height bearers** and left within the end use room at the 18 - 23°C ambient room temperature and 45 – 60% R/H stated environment conditions for 48 – 72hrs hours **prior to the installation commencing**.
- o Following this period **switch off the heating system** and allow the sub floor to cool to its normal unheated temperature **before installing the new flooring**.
- o Install your Forte flooring as per the installation instructions stated above.

Following Installation of your Forte Flooring

- o Switch the system back on and introduce the heating system beneath the flooring in a **slow, controlled manner**, using small incremental staged increases of temperature. High increases in temperature can cause "heat shock" which may induce natural movement of the boards.
- o Switch the system on in normal operating mode at its lowest operating temperature, (less than 18°C), and **gradually, over a minimum of 3 days**, increase the temperature in incremental stages to 18°C at the installed floor surface and leave at this temperature for a minimum 48 hours.
- o Then, if required, gradually increase the temperature by 1 or 2°C a day until your normal / optimum temperature has been reached. The installed **floor surface must not be heated in excess of 27°C** as this may induce movement and distortion of the boards.
- o The atmospheric relative humidity in the room should be kept between 45– 60% at all times. Small, inexpensive room hygrometers are widely available to monitor this as are humidifiers and dehumidifiers that can be used to stabilize the room humidity between the stated parameters.

NOTE!

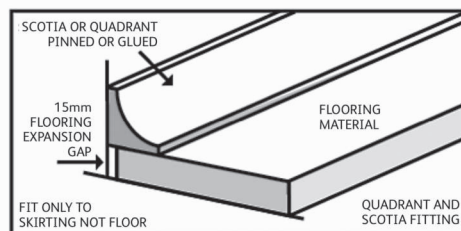
The maximum recommended underfloor heating unit power output is 75W/m2 and the sub floor surface must not exceed 27°C whilst the heating is running following installation of the flooring.

Occasional natural movement affects of a wooden flooring can occur such as minor creaking, expansion, or minor gapping of boards, at periods where a heating system is switched on or off or during seasonal changes such as during the summer or winter when atmospheric humidity levels change or heating cycles are introduced and therefore natural movement effects of this type are not grounds for complaint.

Completing the installation

Once the flooring is installed, whichever method you have used, remove all expansion spacers and cover the expansion gaps by either re-fitting the skirting boards or alternatively, attaching scotia trims **to the skirting** using glue or panel pins.

At doorways a "T" moulding threshold strip must always be used to separate each individual room floor, even if of the same type ie. Forte, to provide the required 15mm expansion gap, and to protect the edges of the floor and provide a decorative transition from one floor to another.



TUSCAN INSTALLATION ACCESSORIES:

Tuscan Forte transition profiles.

Complementary coloured profiles to accommodate threshold door breaks and transitions from Forte flooring to another type of floor surface.



Tuscan edge scotia

Conceals the expansion gap between the edge of the floor and the skirting board.



Wood Flooring Adhesives

Visit the Tuscan Flooring website – www.tuscanflooring.co.uk for Tuscan recommended adhesives.

Damp Proof Membrane Products & Underlays

Visit the Tuscan Flooring website – www.tuscanflooring.co.uk for Tuscan recommended adhesives.

CARE AND MAINTENANCE

Please leave these instructions with the owner of the floor.

Correct care and maintenance of you Tuscan Forte wood floor will help ensure your floor always looks its best and will aid its long term reliability and performance.

Following installation and for routine care and maintenance please follow these simple instructions:

Tuscan lacquered or UV Oiled finished floorings

- o Dust, Hoover or brush your floor.
- o Clean the floor with **Bona - Wood Floor cleaner** taking care to use the correct type of flat mop and to follow the instructions on the container.
This cleaner is available through your supplier of your Tuscan flooring.
- o A **Bona - Wood Floor Cleaning Kit** and **Bona Spray mop**, is also available to make cleaning your floor even easier.



Ongoing care & maintenance

- o Vacuum or sweep the floor weekly, or more frequently if required. The vacuum head must be brush or soft felt. Do not use a vacuum that has beater bars or a hard metal head.
- o A floor swivel head flat mop with replaceable cloth cover is highly recommended to eliminate finer particles of dirt and grit that may build up on the floor.
- o Spillages and tracked in dirt should be wiped off the floor immediately.

Periodically, or as is deemed necessary based on dirt build up etc, thoroughly clean your lacquered or UV Oiled floor by using the **Bona - Wood Floor Cleaner**.

For occasional "refreshing" of your floor surface the following products are available:



Lacquered finish :
Bona – Wood Floor Refresher



UV Oiled finish:
Bona Oil Refresher



Both these refresher products should be applied using **Bona – Refresher applicator pad beige**.

All these maintenance items should be available through you flooring supplier.

Things to do, avoid and be aware of:

- o **DO** - Make use of door mats at all external entrances and over high traffic areas of the floor as this will significantly help to avoid dirt and grit being walked on to the floor.
- o **DO** - Use furniture protection pads under all furniture legs and feet as this will avoid damage being caused by the movement of furniture across the floor. Use work station mats at desks, under chairs and in front of any furniture where footfall is continual in a small specific area. This will avoid damage and excessive or accelerated wear from castors, chair feet and specific continual footfall in these areas.
- o **DO** - Keep the relative humidity within the room between 45–60% as this will minimise the floors natural tendency to move during the seasons of the year. Small humidity meters can be purchased via many online companies and should be relatively inexpensive and should be used to monitor the humidity levels within the room. Where humidity levels drop below, or rise above the stated 45 – 60% then a humidifier, or dehumidifier, should be used to correct the humidity levels within the room and keep them at the recommended levels until natural levels return between the stated 45 – 60%.
- o **DO** - Protect your floor from constant direct sunlight where possible as areas subjected to constant sunlight will age and discolour at an accelerated rate compared to shaded areas of the floor.
- o **BE AWARE!** - If mats or rugs are laid on the floor, occasionally reposition them to avoid edge discolouration forming beneath them and at their edges as the flooring ages.
- o **BE AWARE!** - That your floor is a natural wood product and as such will show signs of natural movement, such as minor gapping, occasional creaking etc, during the initial "settling in" period following installation and changing seasons of the year as it reacts normally to its environmental conditions. Minor creaking of boards may also occur during these periods of natural movement due to wood being a hygroscopic material.
- o **BE AWARE!** - That shade and colour variance is also a normal feature of wooden flooring and that "blending" of the boards is a normal part of the wood floor installation process to ensure an overall blended acceptable appearance is achieved when fitted.
- o **BE AWARE!** - That natural wood character & variance in the form of knots, sapwood, grain variance, mineral streaks etc are all a normal feature of wooden flooring and that careful selection of boards, defect trimming & "blending" of the boards is a normal part of the wood floor installation process to ensure an overall blended acceptable appearance is achieved when fitted.
- o **BE AWARE!** - That fillers are also used as part of the normal manufacturing process to repair broken knots & open splits etc prior to finishing the boards so the presence of filler in some boards is not grounds for complaint.

Very important "dont's" and things to avoid:

- o **DON'T** - "Wet mop" the flooring, as this will cause excessive expansion of the floor and possible damage to the lacquered and / or oiled surface finishes.
- o **DON'T** - clean the floor with any form of **STEAM MOP** as steam can affect the boards due to its high temperature and high humidity content.
- o **DON'T** - Walk on the floor in narrow hard, or stiletto type, heels as this may damage the surface of the flooring.
- o **DON'T** - Slide heavy furniture or objects across the floor as this may also damage the surface.
- o **DON'T** - Use ammonia based cleaners, acrylic finishes, wax based products, detergents, bleaches, polishes, abrasive soaps or cleaners, or any acidic based cleaners. These type of cleaners can etch or pit the surface of your flooring.
- o **DON'T** - Excessively heat your flooring if it is laid over an UFH system ! (see instructions above)
- o **AVOID** - Letting pets with claws run across the flooring and always keep pets claws trimmed as animal claws may scratch the surface of the floor.
- o **AVOID** - Letting sunlight shine on the floor for long periods of time as this will accelerate ageing of the floor, particularly if your room has large windows or patio doors. The use of curtains & blinds is recommended to reduce the effect of U.V. light ageing the floor.
- o **AVOID** - Using mats or rugs where your floor is laid over an Under Floor Heating system as hot spots are created under mats or rugs which can affect the flooring.

Warranty Information



Your Tuscan Forte Engineered flooring comes with a 25 year limited residential use warranty against manufacturing defect.

To maintain the validity of your Tuscan warranty your Tuscan Forte Engineered floor must be installed, cleaned and maintained in accordance with the published installation, care and maintenance details.

Please note that any longer term renovation of your floor involving sanding and sealing will render the original warranty invalid.

A copy of the associated Tuscan warranty document stating its terms and conditions is available to download via our Tuscan flooring website – www.tuscanflooring.co.uk

For commercial use applications guarantees are by application only prior to purchase of the goods and the installation commencing.

What to do if you have any problems

If there is a problem with your Tuscan flooring, prior to contacting Tuscan you must have attempted to contact your supplier and/or installer to report the issue with your product and have requested an initial inspection of the products by your supplier and/or installer. Following this, but within 28 days from the date that the defect arose or became apparent, if it is believed that a manufacturing defect is the cause of the problem with the product, you should contact Tuscan on info@tuscanflooring.co.uk. It is likely that the supplier/distributor will wish to inspect the product and the purchaser must allow reasonable access to the product in order for such inspection to take place. It is strongly recommended that proof of purchase and any associated documentation (for example, written documentation confirming the sub floor moisture suitability and moisture levels recorded prior to installation of the Product) are kept in a safe place as proof of purchase and any associated documents will be requested before any investigation takes place.

This warranty is subject to English law and to the exclusive jurisdiction of the English Courts.

Product and installer details (keep these details safe!)

INSTALLATION DATE	PRODUCT BATCH No.*
INSTALLER DETAILS	

SUB FLOOR MOISTURE READINGS CONDUCTED	RESULTS
ROOM HUMIDITY READINGS AT INSTALLATION	
RESULTS	
ANY OTHER DETAILS	

* 7 Digit number found on the cardboard packaging of this product.

For more information

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Disclaimer: We reserve the right to make amendments to these instructions without prior notification. E&OE.