



Impervia Flooring
Unit 1 Helena Court, Hampton Street,
Tetbury, Gloucestershire GL8 8JN
Tel: 01666 504015 Fax: 05603 146907 Mobile: 07831 680206

Email: sales@ryderinternational.com
www.impervia.co.uk

STORAGE, FITTING & MAINTENANCE INSTRUCTIONS

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Manufacturing Tolerance:

Impervia™ is a trading name of Ryder International Limited and our floors are manufactured in accordance with accepted industry standards, which permit tolerances not to exceed 5%. The tolerances may be of a manufacturing or natural type (this does not include colour variation). We supply flooring material in accordance with our Product Specification and Data sheets subject to this 5% tolerance.

Specification and Defects:

It is the responsibility of the buyer to examine goods supplied by the company and to identify defects in materials and/or workmanship which might cause damage or injury. Illustrations, descriptions, weights and measurements shall be taken by the buyer as a guide only, and are not binding in detail.

The company reserves the right without notice and without affecting the validity of the contract to make such changes in materials, dimensions and design as are reasonable and desirable. No claims for damages / discrepancies can be made after installation as installation of our materials constitutes acceptance of the product in its current state.

Exposure of the flooring to direct sunlight may alter the colour of the floor, this is a natural reaction which is not considered a defect.

While the company endeavours to hold sufficient stock to meet all orders, if insufficient stock is held or the stock item has been discontinued, the company may, at its discretion, supply or deliver a substituted product or refund the buyer for such goods as soon as possible.



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Storage of Impervia™ Flooring:

Impervia™ flooring should be stored flat and away from any materials that could damage the product. No claims or returns can be made against quality or the condition of the flooring if you have stored it on site, or anywhere else for more than 30 days. We will not accept any returns of cartons of Impervia™ flooring if the cardboard packaging has been removed.

Subfloor Preparation

Your subfloor will need to be within the tolerances of SR1 (Surface Regularity). This means the deviation from a 2m straight edge can be no greater than 3mm.

Levelling compounds may be required to adequately prepare the subfloor. For more information on levelling compounds such as Schönox® please see our RetroFirst case study: <https://www.impervia.co.uk/retrofirst/>

Fitting:

Normal manufacturing tolerance of 5% have been set to allow for de-selection of material if deemed unsuitable for the installation. An additional 3% allowance should be made for cutting or wastage to the net square meters required.

IXPE Backing

Impervia™ flooring comes with an IXPE backing, therefore there is no need to use underlay. As standard, Impervia™ flooring has an acoustic rating of 21db which means it has an impact sound reduction of 75%.

5Gi Click-Lock

Impervia™ features a 5Gi click lock mechanism for securing the boards to each other. There is no need for adhesive in the joints or to bond the product to the subfloor.

Protection: If there are any other trades that need to work after the floor is fitted it must be protected properly.

Do NOT use plastic coverings because they are not breathable and, in some cases, if exposed to sunlight can affect the floor. The correct method is to use a "Breathable Soft Membrane" then lay hardboard on top and fully tape the hardboard sheets together at the joints.

Do not apply tape to the Impervia™ floor. This should prevent any dust and particles contaminating the floor underneath. The hardboard covering should be fully vacuumed prior to removal.

If remedial works are being done on walls and there is plaster or cement dust, under no circumstances should water be used before fully vacuuming the floor. Cement and Plaster are corrosive materials and will damage any floor. If this type of protection is not installed and subsequent damage occurs to the floor or finish then all warranties on our floors are null and void.



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Underfloor heating: Impervia™ is suitable to use with underfloor heating.

The installation of the flooring must be carried out according to the recommendations of the under floor heating supplier and engineer, it is vital that the underfloor heating system must be commissioned and working at full temperature to test the controls and then turned off so it is completely cold and left for two days, the floor can then be installed.

At no time should any protective covering be left on the Impervia™ flooring when turning the underfloor heating back on. All covering must be removed first.

Installer and Purchaser Responsibility:

It is critical that all installations are done in compliance with the procedures outlined in the Impervia™ installation and maintenance instructions. Failure to install in accordance with the instructions and to properly maintain your floor will void all warranties.

No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless.

It is the installers and purchaser's responsibility to set aside pieces with visible defects and not use them and you must make sure that the flooring meets the purchaser's expectations prior to installation. Likewise, it is the installers and purchaser's responsibility to check that the condition of the uninstalled flooring is within the acceptable range that Impervia™ warrants of 5% to 8% prior to installation. The installer and purchaser are also responsible for ensuring that the subfloor has an acceptable moisture content (maximum 40%) at the site are suitable prior to installation.

It is the installers and purchaser's responsibility to inspect the flooring prior to installation and to install the floor (in respects to handling intended colour variation) in a random and harmonious mix, and with good workmanship.

The Impervia™ warranty does not apply to claims made on pieces of flooring installed with surface damage and any warranty does not cover poor workmanship by the installer. Once the flooring has been installed, the installer and purchaser have deemed the flooring acceptable and Impervia assumes no further responsibility for defects visible at the time of installation or moisture/humidity problems.



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Samples: We always insist on sending samples of Impervia™ products and our floors are sold on the basis of the samples that are part of each batch production. However, because we are replicating the aesthetic of a natural product with inherent characteristics samples can only be an indication as to what you will get.

We can accept no claims for colour variations or characteristics which are part of the design of the product. Not every board will have the same features or characteristics as the sample we send.

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Impervia™ will replace (material only) such portion, at no cost to the original purchaser, with the same product or another product of equal value. To file a claim please contact the claims department at sales@ryderinternational.com.

Claims must also be filed within the warranty coverage period and a receipt verifying the date of purchase and the ownership of the products will be required. Impervia™ warranties are non-transferable and the warranties are valid ONLY if the owner can provide an original proof of purchase.

Impervia™ reserves the rights to have a designated representative inspect the floors and remove samples for technical analysis. No distributor, installer, retailer, agent or employee of Impervia™ / Ryder International Ltd has the authority to alter the obligations or limitations of any Impervia™ warranty.

Advice, Information and Opinion: Advice, information and opinion given by any Director, Employee or Agent of the company is given without legal responsibility. Any recommendations or suggestions made by the company relating to the use of goods, whether in technical literature or in response to a specific enquiry is made in good faith, but it is for the buyer to satisfy themselves of the suitability of the goods for their particular purpose, and shall be deemed to have done so.

Limit of Liability: The company shall not be liable for damage or injury caused by its goods or workmanship beyond replacement of goods or work verification of the buyer's complaint.

The company shall not be liable for any consequential loss caused by its failure or delay in supplying, servicing or repairing goods, whether the loss arises from the actions or from the omissions of the company, its employees, agents or subcontractors.

Wear & tear (such as but not limited to: surface scratches, dents or discolouration from improper care) are excluded from the warranty.



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Post fit Care:

Once the Impervia™ floor is fitted. You'll want to ensure a good proactive approach to the care and up keep of the floor to ensure longevity. Impervia™ floors are easy to clean, for more information on the cleaning method please see the next page. It is also strongly recommended that you do the following to reduce the risks of accidental damage to the Impervia™ floor:

Use felt protector pads on the base of any furniture, especially chairs & foot stools
Have a welcome mat in entrance ways to remove potentially damaging contaminants (i.e. stones).

Clean the floor using safe products.

Do not apply oils, resins or waxes to the surface of the floor.

Do not drag objects across the floor as this is likely to leave small scratches across the grain effect and is not covered by the warranty.

Once your floor starts to look a little dull, has markings or is soiled, then it's time to give it a Routine Clean. You can do this as often as you like, as the Blanchon Lagoon Cleaner is a gentle but effective cleaning agent.

This simple process should be followed to keep your floor looking clean and like new. By using the professional cleaning products, we supply, you can increase the longevity of your floor.



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How to Clean Impervia™ Flooring

DO NOT USE SOLVENT OR CHEMICAL BASED CLEANERS (INCL. BLEACH).

Light Clean: For quick, light cleaning it is best to use the Microfibre Flat Mop. This will remove most of the dust that will collect on the floor and is quick and easy.

You can also use a vacuum cleaner with a soft brush head.

Do not use a vacuum with a rotating brush if it has support bar underneath, as this can leave marks and scratches on the floor.

Routine Clean

MUST ALSO BE COMPLETED AFTER INSTALLATION

Once your floor starts to look a little dull, has markings or is soiled, then it's time to give it a Routine Clean. You can do this as often as you like, as the Blanchon Lagoon Cleaner is a gentle but effective cleaning agent.

Step 1:

Complete a 'light clean' as directed above. Then Shake the spray bottle of Blanchon Lagoon well before moving onto step 2 below

Step 2:

Using the Blanchon Lagoon, spray a small amount onto a small area of the floor (please note a 0.5L spray bottle can cover up to 200m², so it can be used sparingly). Wipe the sprayed area with the Microfibre Flat Mop.

Step 3:

Continue to clean the rest of the floor; working in small areas. If the floor is very dirty, it might be necessary to do several cleans.

Step 4:

Allow the floor to dry before putting it into use, drying times are usually 10-15 minutes. Once dry, the floor can be put into full use.