



DRY BACK GLUE-DOWN LVP (LUXURY VINYL PLANK) FLOORING INSTALLATION GUIDELINES / WARRANTY

Before you start read these Installer/Owner Responsibilities:

Before starting installation, it is important you read all instructions and warranty information. By starting installation of this product, you are agreeing that you have read and understand all installer/owner's requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty.

Verify color and finish before installation. Once the floor is installed, it is deemed to have been inspected, approved, and accepted.

It is the sole responsibility of the installer/owner, prior to installation, to assure that the planned installation area is suitable for LVP flooring and meets local building codes. Confirm that all subflooring is dry, sound, flat and meets or exceeds all industry standards/local building codes; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job area/environment and subflooring requirements.

The installer/owner assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: print/color/texture, factory finish and locking system. If the product is not acceptable, DO NOT INSTALL IT. Contact your supplier immediately for assistance. Flooring that has been installed will be deemed to have been inspected and quality accepted.

Do not install over a radiant heating system. Rapid temperature changes and/or excessive heat will damage the flooring and/or the finish. Any damage to the floor caused by the radiant heating system will not be covered by the product warranty.

Installations in areas of potential rapid temperature change (solariums, sunrooms, saunas, etc.) may exceed the temperature limitations of the product and void the product warranty.

Product is rated for indoor use only within the required temperature range, do not install outdoors.

Tools required:

Safety glasses, utility knife, straight edge, chalk-line, tape measure, pry-bar, saw, spacers, LNG LVP adhesive and trowel (per adhesive manufacturer's requirements), mineral spirits and clean rags (for clean-up).

Pre-installation:

When calculating flooring square footage requirements, allow a minimum of an additional 10% for cuts, waste and defects. If installing a diagonal or other special pattern, allow for 10% additional materials.

Acclimatize LVT/LVP flooring for a minimum of 48 hours. We recommend you leave the products in their original packaging (straps left on each carton) until time of installation at a temperature of 68°F to 79°F (20°C to 26°C) in the area in which the flooring will be installed. Protect flooring from excessive heat/cold during storage.



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Subfloor Requirements:

All sub-floors must be clean, flat (smooth) and dry prior to installation, regardless of installation method. Floors installed over non-flat subfloors may squeak and/or deflect when walked on. Sweep or vacuum your subfloor immediately prior to installation ensuring there is no debris or grit, as it may interfere with installation and adhesive retention.

Wooden subfloors: Recommended $\frac{3}{4}$ " CDX plywood, OSB or boards must be flat, high or low areas exceeding $\frac{3}{16}$ " per 10' (5mm per 3m) or $\frac{1}{8}$ " per 6' (3mm per 2m) must be corrected. Sand down high areas, fill low areas with level compound. Note a layer of $\frac{1}{4}$ " underlayment should be laid if the existing subfloor is rough to prevent subfloor imperfections telegraphing through. Use a levelling compound on the seems and nail, screw or staple heads to stop from telegraphing through. Nail or screw down any loose areas and replace any damaged sheathing (damaged, swollen or delaminating). Verify moisture content of the subfloor does not exceed 15% on bottom side and 13% on subfloor facing into the climatized room. Make sure crawl space is dry and black 6 mil visqueen is on the ground cover. Note crawl space conditions can change between seasons. Crawl spaces must be dry through all seasons.

Concrete: most concrete subfloors (slabs) are not flat (smooth) and must be leveled before installation. In all cases, verify the subfloor using a 10' long straightedge to locate high and low areas, low areas should be filled with a self-leveling compound. The moisture content of the concrete subfloor should not exceed 3# moisture vapor emissions otherwise remedial moisture prep is required. If concrete subfloor is painted or otherwise sealed, verify with the adhesive manufacturer if compatible and if not, what steps must be taken to assure proper adhesion to the surface of the subfloor.

Do not install LVP flooring over soft, rough, non-flat or uneven surfaces. General

Tips:

- If you install your new LVP flooring over an existing ceramic tiled floor, you will need to skim coat the grout lines with a floor levelling compound.
- It is always recommended to draw panels from a minimum of 3 different boxes during installation to assure an even distribution of any minor color variations and slight differences in embossing levels.
- Verify planks or tiles prior to installing, checking for debris or damage. Clean, trim or discard any affected sections.

GENERAL INSTALLATION INFORMATION:

- Follow the directives noted above regarding sub-floor preparation.
- Installations may be made over most subfloors including: Plywood or OSB, ceramic/porcelain tile, smooth stone, marble, granite, and linoleum. Do not install over carpeting.
- Begin by measuring the width of the room and divide the total width of the room by the width of the panel. Adjust the first-row width so that you finish with at least a half a width of a panel on the far wall.
- Set up starting line for the first row by measuring the width of the (adjusted) panel. Add $\frac{1}{8}$ "

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(3mm) to this number and mark the floor at each end of your starting wall, approximately 6" (150mm) away from the corners.

- Using a chalk-line, carefully snap a line between these two points. Check to make sure there will be approximately 1/8" (3mm) between the edge of your first row of panels and the wall. This space allows for slight expansion of the LVP flooring and will be covered by the baseboard / quarter-round.
- Trowel out adhesive (per adhesive manufacturer's directions) for 2-3 rows of plank or 1-2 rows of tile at a time.
- Working from left to right, layout first row of panels, assuring that the rows are straight and square. First panel should start 1/8" (3mm) from the wall. Cut the last panel to finish 1/8" (3mm) from opposite wall. We recommend you use temporary shims to keep the floor away from the walls, as the floor may shift during installation while the adhesive sets. Place the shims every 2-3' (60-90 cm) along the starting wall, plus at the end of each of the starting rows so panels do not shift when set into place.
- To start the second row, use the remainder of the last panel of the first row if it is longer than 30cm (12") long, otherwise, cut a new panel in half and proceed. It is recommended to **ALWAYS STAGGER THE END JOINTS FROM ROW TO ROW BY AT LEAST 20cm (8")**.
- If a doorframe must be undercut, lay a panel of flooring next to the doorframe with the patterned side facing down. Undercut the doorjamb with a saw, then slide the flooring panel under the doorjamb with the decorative pattern facing upwards. Please note that the floor must be allowed to expand under the doorjamb and recommended expansion gap must be respected.
- Ensure there is a minimum 1/8" (3mm) gap around the entire floor perimeter and any obstacles. Measure and cut the last panels to fit so that there is a minimum 1/8" (3mm) gap along the last wall.
- Remove all temporary shims, clean up any glue spots, sweep & vacuum immediately.

Finishing Details and Maintenance:

- General cleaning: It is recommended that you sweep & vacuum the area immediately after installation to remove potential damaging grit and debris. Clean with an approved pre-finished floor cleaner and a dry micro-fiber mop, as required. Do not buff, wax or use cleaning products that contain surfactants.
- Never steam clean or use a steam mop on the floor.
- Baseboards and quarter rounds: Replace or install new matching baseboards and quarter rounds in all areas. Baseboards are to be nailed into the wall and quarter rounds into the baseboards. DO NOT nail either of these into the LVP flooring.
- Transition pieces: If you have removed any transition pieces and not covered their place with LVP flooring, reinstall them immediately.
- Furniture & appliances: If you are moving and placing furniture and appliances in areas with LVP floors, cover all feet and floor contact points with heavy self-adhesive felt pads to protect the floor. Lift heavy objects when moving (furniture or appliance) DO NOT roll or slide them



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across the floor.

- We recommend that areas with “rolling loads” (wheelchairs, hospital beds, carts, racks, tables, etc.) should be glued down with an LVP firm set adhesive.
- Felt pads on chair legs should be replaced periodically, as they wear and accumulate grit with use and can damage the floor.
- Outdoor footwear, hard soled shoes and stiletto type heels should not be worn when walking on your LVP floor, as they may mark, abrade or otherwise damage the surface and finish of your floor.
- Keep pet nails trimmed, especially dogs, as they may damage the floor.

Limited Flooring Warranty:

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

LVP flooring products carry a limited residential warranty, when installed in a residential situation* (SEE NOTE AT BOTTOM OF WARRANTY), against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer’s installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Consult your original packaging for the warranty time specific to the product you have purchased. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. This warranty is not transferable and is limited to the original owner. Manufacturer’s warranty and liability does not extend beyond the flooring planks or tiles and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks or tiles at the sole option of the manufacturer. The warranty does not include secondary costs. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, chips, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion from pebbles, stones, sand, all other abrasives, wet mopping, inadequate protection, insects, rot, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, high moisture, excessive cold, natural disasters, excessive heat, heating and air conditioning systems, accident, improper installation or handling, cleaning agents, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the manufacturer’s instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer’s installation instructions will render the warranty null and void.

This warranty excludes noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor.

This warranty excludes floors which have been installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature level



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throughout the entire year as required herein.

This warranty excludes changes to sheen/gloss levels.

This warranty excludes claims due to differences in the color and texture from display models and literature, as well as differences in color and texture from board to board.

The warranty excludes claims due to lightening or darkening of the product from exposure to sunlight, or to areas which have not darkened due to less exposure to sunlight than surrounding areas.

This warranty explicitly excludes products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.

This warranty specifically excludes damages to floors caused by heating systems: heating ducts, heat sources and heating system components of all types.

This warranty specifically excludes color variances from one print/batch number to another. Prior to installation, verify the colors are an acceptable match. Co-install all batches in evenly distributed and well mixed manner.

In the case of claims for commercial installations, please note the following should your floor carry a limited commercial warranty. If applicable, the limited commercial warranty is only applicable to "light commercial" use and applications, which are defined as follows: low traffic areas in commercial offices, showrooms and retail spaces. In all cases, installed areas must not be subject to wet or abrasive debris or other conditions caused by wet or dirty footwear, these types of conditions will void the warranty. High traffic areas as defined previously herein are excluded from this warranty.

Warranty is applicable to the original owner that purchased the product, when in its original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein. The manufacturer/distributor warrants to the original user that the finish on its products will not wear through during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations, and conditions herein.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the manufacturer/distributor assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province.

To file a warranty claim, contact the original supplier where the flooring was purchased

* NOTE: Rental units, leased properties and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and



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installations. If your product purchase also carries a limited commercial warranty, it is the limited commercial warranty that applies to rental units, leased properties and apartments per the condition, exclusions and terms specified herein.

Note that manufacturer/distributor reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

All warranty claims must be made in writing through the original supplier and must include a complete copy of the original purchase receipt, installation documentation, as available, and other information that may be requested.