

# INSTALLATION INSTRUCTIONS FOR WPC FLOORING

## **OWNER/ INSTALLER/ CONTRACTOR RESPONSIBILITY**

Read all instructions and warnings carefully before starting.

By starting installation of WPC flooring you agree that you have read and understand all owner/purchaser/installer requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty. The warranty is non-transferable and applies only to the original purchaser with proof of original UPC code on the box and original receipt of purchase (including the date of purchase).

It is the owner/ purchaser/ installer's responsibility to follow all manufacturer's written instructions and/or applicable industry standards. In the absence of any specific manufacturer's instructions revert to the National Wood Flooring Association (NWFA) current industry standards. It is the owner/ purchaser/ installer's responsibility to carefully inspect all material for visual defects prior to installation. It is the owner/ purchaser/ installer's sole responsibility prior to installation, to verify that the area/ environment planned for installation is suitable for WPC flooring and meets local building codes and that all subflooring is dry, sound, flat and clean and meets or exceeds all industry standards; 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. Planks that are considered imperfect or objectionable in anyway should be used in hidden areas, cut-off or not installed. This product is manufactured in accordance with industry standards which permit a defect tolerance not to exceed 5%. The defects may be of any type whether manufactured or natural. Do not install defective flooring as this may result in voiding the product warranty. Flooring that has been installed is deemed acceptable. The owner/ purchaser/ installer assume full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: milling, factory finish, color and damages. If the product is not acceptable, DO NOT INSTALL IT. Contact your retailer immediately for assistance.

If you decide to install over a radiant heating system, ask with the manufacturer of the radiant heating system to guarantee that it is compatible with this flooring. Temperature must never exceed 28° C (85° F) and changes in temperature settings must be measured. It is the owner/ purchaser/ installer's responsibility to validate the suitability of the radiant heating system for use with this WPC product. The manufacturer takes no responsibility in the selection/ choice and use of .any radiant heating system. The radiant heating system MUST be a minimum of 112n (12mm) below the subfloor installation surface and NEVER in direct contact with the WPC floor.

### **JOBSITE CONDITIONS/ACCLIMATION:**

It is the owner' s/installer' s responsibility to ensure the jobsite conditions and subfloors are environmentally and structurally acceptable prior to installation. Subfloors must be clean, flat, and secure and meet the minimum standards set forth. The manufacturer or distributor shall not have any responsibility for failures or deficiencies of WPC flooring resulting from or related to the subfloor, jobsite environmental conditions or improper storage and handling. Prior to delivering the WPC flooring to the jobsite, the site conditions must be at "normal living conditions" and maintained between 35% - 55% relative humidity and 15 - 26 degrees Celsius.

The jobsite must be fully enclosed and the exterior finishing complete. Gutters and downspouts must be in place and all exterior grading should divert water away from the foundation prior to installation. The HVAC system should be on and fully operational for a minimum of seven days prior to installation. All interior wet trades (i.e. paint, drywall, concrete, tiling etc.) must be completed prior to installation. Deliver all material to the jobsite to acclimate for at least 48 hours or as long as it is necessary to meet the proper requirements prior to installation. Store material horizontally in their original packaging in the same environment that be installed. Do not store material directly on a concrete floor, near windows in direct sunlight or vents. WPC flooring may be installed above grade, on grade or below grade.

### **RECOMMENDED SUBFLOOR SURFACES:**

#### Wood Subfloor

- Minimum 5/8" CDX plywood or minimum 5/8" OSB (flooring underlayment grade). Particle board is NOT an acceptable subfloor for WPC flooring.
- Maximum 16" on center joist construction
- Subfloor must be clean, secure and flat within a minimum of 3/16" over 10 feet.
- Sweep and or vacuum subfloor prior to installation so as to ensure that there is no debris as it will interfere with proper product installation.
- Make sure that no screws or nail heads protrude from the subfloor.

#### Concrete Subfloor

- All new concrete subfloors must be fully cured and they require a minimum of 60 days drying time before WPC flooring can be installed. Follow NWFA guidelines for proper moisture testing on concrete slabs. Moisture missions in a concrete subfloor cannot exceed 3 lbs / 1000sqft /24hr.
- Concrete floors must be clean, dry and flat within 3/16" over a 10' radius and free from any structural defects. Surface must be free from dry wall mud, paint, oil, wax, grease, old adhesives, curing compounds and other debris.

Other subfloors Terrazzo, tile and any other hard surface that is structurally sound and level are suitable for the installation of WPC flooring. As stated above, the surface must be sound, secure and free from contaminants.

### **GETTING STARTED:**

Thoroughly and carefully inspect the subfloor and replace and/or take out any loose nails that are not secured. Follow the installation instructions as this can minimize the risk of squeaks. Nonetheless, there is no warranty or guarantee that your floor will not squeak. The manufacturer does not warranty against the subfloor squeaking.

Squeaks may occur when the subfloor detaches from the joist or moves mechanically due to external force or temperature/ humidity changes. It is the owner/ purchaser/ installer and contractor's responsibility to follow the National Wood Flooring Association (NWFA) guidelines for subfloor preparation. This means that the owner/ purchaser/ installer and contractor should ensure that the subfloor is securely fastened to the flooring joists again. Please ensure that color variation in different dye lots are evenly distributed throughout the room(s). In order to obtain this you should use planks from a minimum of three (3) boxes at a time. You may set aside any planks that have visible blemishes for use in less visible areas of the room.

- Ensure that subfloors are clean, flat (free of any bumps and voids), and secure and meet minimum requirements as set forth.
- Undercut door casings 1/16" higher than the thickness of the floor being installed.
- "Racking the Floor" dry lay out several rows, staggering the end joints a minimum of 8" while avoiding "step" or "H patterns. To achieve a random appearance across the floor and to evenly distribute color variation in different dye lots, work from several cartons at a time. Do not install any boards that have a visual defect or are deemed objectionable.
- Maintain a 1/4" expansion space along each wall and against all fixed obstructions.

Note: We recommend that the subfloor is screwed down rather than nailed down.

#### **INSTALLING THE FLOOR:**

Establish a starting point - preferably the longest exterior wall that is perpendicular to the floor joists. Align a row of planks along the starter wall with the groove facing away from the wall. Place 1/4" (minimum) spacers between the wall and the first row to maintain the required gap and the plank do not shift when clicked into place. Cut a board half the length to stagger the end joints. Click the ends of the planks together. From left to right insert the next board in the end of the board until the end joint is secure. Be careful not to cause any damage to the face or the tongue of the plank. Continue along the row. Rack out (dry lay) several rows for a random appearance while inspecting each board for acceptability. Maintain a minimum of 8" between board ends.

#### **COMPLETING THE JOB:**

Install appropriate transitions and trim pieces such as thresholds, t-moldings, baseboards, quarter-round etc. Nail all baseboards and transitions into the wall or subfloor ensuring that the nails have NOT penetrated the WPC flooring. Sweep, vacuum and clean the floor with a WPC floor cleaner.

#### **FLOOR CARE & MAINTENANCE:**

Regular house cleaning with vacuums cleaners and/or microfiber mops will help your floor to keep its beauty and finish, while you remove any particles that could cause abrasion or scratch your floor. Here are some tips to keep your floors looking their best:

- Constantly maintain "normal living conditions" in the home. Maintain the relative humidity between 35%-55% and the temperature between 15-26 degrees Celsius. The proper use of a humidifier or de-humidifier may be required.
- Sweep and vacuum (do not use a vacuum with a beater bar or power rotary brush head as this may void your warranty) regularly to keep dirt and grit off the floor.
- Remove spills immediately with a soft absorbent cloth.
- Only use WPC cleaning products with a microfiber mop. NEVER wet or damp mop your floor with water or other products. DO NOT use abrasive cleaning products that contain oils soaps, detergents, bleach, surfactants, ammonia, acrylic finishes, chlorine or acidic base solutions. Do not use polishing products or wax which may damage the finish of the plank. The use of these products may permanently damage the finish of your floor and may void the warranty.
- Keep pet nails trimmed.
- Remove shoes with spiked or damaged heels. Use protective pads under furniture legs to reduce scratches and dents. Chair casters will cause premature wear in the finish. Protect the floor when moving heavy furniture and appliances. Do not roll or slide furniture or appliances with castors across the floor. Safely lift the furniture or appliances and move the object across into place.
- Long term exposure to direct sunlight can cause damage the floor. Close drapes or blinds during peak sunlight hours.
- Do not wear high heeled footwear with missing heel lifts as they can cause denting to the WPC floors. Damages resulting from any footwear traffic specifically excluded from this warranty.

#### **WPC FLOORING WARRANTY:**

The finish of the WPC plank is warranted not to wear through under normal indoor residential use for a period of 25 years and 10 years for normal indoor light commercial use from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 5% of the total installation. Gloss reduction or surface scratches are not considered surface wear. The WPC plank is warranted to be free of manufacturing or material defects. This warranty applies to the original purchaser and original installation site.

The limited warranty applies to the original purchaser of the flooring and is not transferable with proof of purchase (original receipt of purchase with date and UPC code from carton box). Manufacturer's warranty and liability does not extend beyond the WPC flooring strips, the original installation site and is limited to a maximum value of the original purchase price of the WPC flooring. The limited warranty does not apply to products referred to "seconds", "mill trial" or "sold as is" grade products. The limited warranty does not cover conditions or defects caused by improper installation, inadequate subflooring or improper subflooring preparation. The limited warranty does not cover construction related damages.

The manufacturer or its representative reserves the right to visit the premise of the original installation site, where the product claim is generated. The manufacturer or

representative will inspect the product in dispute and may remove samples, take pictures and/or conduct technical analysis of the original installation site. Failure of the owner to provide reasonable access to the claim area or to provide requested information and/or documentation may result in negation of the claim, thus it may void the warranty.

#### EXCLUSION FROM THE WARRANTY COVERAGE:

- Indentations, scratches or damage caused by negligence, fire, water, wet mopping, sand, pebbles, pets, high heels, spike shoes and abuse.
- Damages resulting from vacuuming cleaners with beater bar or power rotary brush head.
- Damages resulting from the use of a steam cleaner.
- Damages from abuse; such as moving appliances or furniture across the floor without any or adequate protection.
- Noises including, but not limited to squeaks, popping etc.
- Damages caused by footwear or footwear classified as toys, such as, but not limited to sneakers/ running shoes with rollers, wheel shoes, soccer cleats, roller skates, golf shoes, high heeled footwear with missing heel lifts etc.
- Naturally occurring changes in color from exposure to sunlight.
- Damage caused by failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Problems occurring due to poor installation workmanship.
- Problems occurring due to improper care and maintenance.
- Damages resulting from or caused by improper use of maintenance, such as, but not limited to:
  - \*loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - \*damage resulting from failure to follow reasonable floor care instructions.
  - \*scuffs, scratches, cuts or damage or discoloration from carpet dyes, fertilizers or other chemicals.
  - \*damage caused by burns, flooding, fires and/or other accidents.
  - \*use of mats that are labeled "non-staining".
- Damages resulting or caused by water or excessive moisture in the floor, in the subfloor or underneath the floor (pet urine, appliance leaks, household mechanical failures, leaking pipes etc).

#### **HOW TO MAKE A CLAIM:**

Any claim made under the warranty must be made by contacting directly your retailer within 30 days after the basis of such claim is detected. In addition, any claim under the limited warranty must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, as well as UPC code from packaging is required and must be presented to make a claim.

Disclaimer: Disclaims all other express or implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, with the respect to the flooring product. Warranty cannot be altered by sales representatives or distributors.