

Installation, Care & Maintenance Guide

Rigid Luxury Vinyl Flooring

 QUICK-STEP[®]

EnduraTEK[™]ULTRA[™]

PERFORMANCE RIGID RESILIENT

EnduraTEK Ultra General Installation Guide: Rigid LVF

Materials Required for Installation

- Tape Measure
- Square Ruler
- Full Face Tapping Block
- Utility Knife
- Saber Saw/Circular Saw
- Chalk Line
- Pull Bar
- Safety Glasses
- Square
- Tile Cutter

NOTE: We recommend placing a single order for all cartons required for larger installations and commercial flooring project.

Acceptable Underlayment

EnduraTEK Ultra rigid luxury vinyl flooring click products can be installed directly over most existing floor coverings, excluding carpet (including needle felt), floating laminate, floating floor systems and cushioned vinyl flooring. You may install directly over ceramic tiles, PVC, VCT, glued laminate, glued hardwood and fixed wooden boards, provided they are installed over a wooden subfloor. Any resilient tile installed below grade must be removed as well as the adhesive prior to installing your new Rigid.

NOTE: Do not use chemical adhesive removers to remove existing adhesive.

Wood Underlayment

EnduraTEK Ultra can be installed over virtually any sound wood underlayments/subfloors. Always fasten underlayment in accordance with the manufacturer's recommendations. Any failure of the underlayment or flooring as a result of the underlayment is NOT the responsibility of QuickStep.

Concrete

Moisture levels of concrete slabs before, during and after installation must be 8 lbs. or less per 1,000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869, and pH must be between 5.0 and 9.0; or, if using ASTM F2170 In-Situ Probes, relative humidity should be less than 90%. Always measure, record and keep your testing results.

Radiant Heated Floors

- After-market radiant heated floors must be approved by the manufacturer for use in resilient flooring applications. The subfloor temperature should not exceed 85°F (29°C), and the system should be turned off 24 hours prior to and after installation.
- Radiant heating systems (water/electricity) which are built into the cement substrate may be used if a constant room and floor temperature of 65°F (18°C) can be maintained for 48 hours before, during and after the installation is complete. NEVER EXCEED 85°F (29°C).

Storage and Handling

- No acclimation is necessary with the rigid luxury vinyl flooring. Always store and transport rigid luxury vinyl flooring on a flat surface in neat stacks to prevent warping. Never store the cartons upright or in moist, dusty rooms or in places with extreme temperatures. Cartons should be evenly stacked no more than five high on a flat surface and away from any heating/cooling ducts or direct sunlight.
- EnduraTEK Ultra rigid luxury vinyl flooring has been designed for floating installations in indoor areas, including three-season environments, inclusive of sunrooms and solariums with ambient temperatures ranging between 0°F to 120°F (-18°C to 49°C). Extreme ranges of 0° to 55°F and 95° to 120°F are for unoccupied environments only. Occupied areas, as well as the installation, need to be controlled between 55° and 95°F (13° and 35°C).

Subfloor and Wall/Door Preparation

- Any unevenness of more than 1/16 inch over a length of 3 feet (2 mm over a length of 1 m) must be leveled out. Remove bumps in the subfloor by sanding or scraping. The same applies to unevenness of more than 1/32 inch over a length of 8 inches (1 mm over a length of 20 cm).
- Fill any low spots in the subfloor greater than 1/32 (1 mm) in depth and 3/16 inch (4 mm) in width with a portland cement leveling compound.
- Ceramic tile and embossed flooring exceeding the above requirements will require skim coating with a portland based patch to avoid bottom up pattern telegraphing.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal. Allow space for the rigid flooring to move freely under the trims and moldings.
- Undercut doorjamb, allowing the rigid luxury vinyl flooring to slip under doorjamb/case molding.
- Sweep the subfloor clean. The floor must also be free of all contaminants.

NOTE: Do not install cabinets on top of rigid luxury vinyl flooring. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

WARRANTY EXCLUSIONS: If you have frequent or heavy rolling conditions, you are at risk of joint separation in the flooring from rolling load traffic; our warranty excludes any problems associated with rolling loads.

Do not install additional underlayment (cushion) under your rigid luxury vinyl flooring. Use of additional underlayment (cushion) may damage your floor and void your warranty.

IMPORTANT: The insert on the end of the plank is designed to enhance and contribute the structural stability of the product. The insert must remain attached to the material in order for the warranties to apply. If it has slipped out, gently slip it back into position before installation of the material.

Installation Preparation and Tips

It is the installer's responsibility to visually inspect all material before and throughout installation in optimal lighting. Do not install flooring with visible defects. If visible defects are present, contact your retailer immediately.

- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to ensure both are free of debris or damage.
- To achieve maximum appearance, mix planks or tiles from two to three cartons from the same production.
- For plank installation, we recommend staggering the end joints a minimum of 9 inches. Do not allow end joint to line up every other row. This may compromise the structural integrity of the plank installation.
- For tile installation, we recommend "half" staggering the end joints (ashlar/brick method).

NOTE: Do not install four corners together as this will not provide a stable installation.

- EnduraTEK Ultra rigid luxury vinyl click products allow you to choose your own starting position and direction, working one plank or tile at a time. (Most installations start at a wall.)
- Measure the room before you start the installation, making sure that the last row of panels is at least 2 inches (5 cm) wide. Walls are not always straight. Snap a chalk line for your first row to follow.

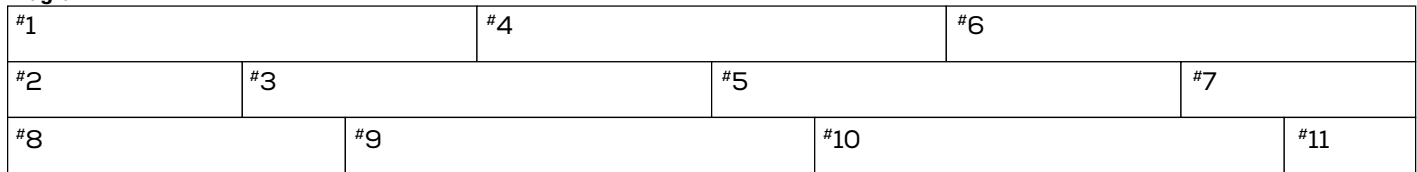


Installation

NOTE: Your starter rows will consist of your first and second row to provide additional stability. See Diagram 1 for examples of the instructions below.

- The first panel (#1) of the first row should be a full length panel. Trim off the profiles facing the wall and position the cut edges adjacent to the wall. Be sure to leave an expansion gap of 1/4 inch (5 mm) between the plank and wall, using spacers as needed. The entire perimeter of the floor and areas around any vertical objects require a 1/4 inch expansion gap.
- The first panel (#2) of the second row should not exceed 50% of the length of the panel.
- Align the first panel (#2) of the second row with the first panel (#1) of the first row at an angle and engage the length joint by folding down. The factory end should face in from the perimeter of the installation. Cut edges always face away from the field of the installation.
- Align the second panel (#3) of the second row against the first row and slide it along the length towards the first panel (#2) in the second row and fold down, engaging the end joint by pressing down with your thumb and palm of your hand. It is not recommended to use any mallets to engage the joints.
- Align the second panel (#4) of the first row against the second panel of the second row and slide it towards the first panel (#1) until they meet. Fold down the panel and engage the end joint.
- Continue building your starter rows until you reach the ends of the rows. Once the end panels of the two rows are properly fitted, you can continue the installation, connecting the panels in a continuous line for the full length of the row.

Diagram 1



- Installation of the final row of planks/tiles will usually require cuts. We recommend the following procedure. Lay a panel face up on top of the last row installed with the tongue and groove facing the same way as the field of the installation. (This will represent your final row to be trimmed.) Place another panel against the edge of the wall and on top of the final row. Mark the panel underneath. Cut the panel and install the last row, leaving ample expansion space.

NOTE: In place of a tile cutter, a miter or circular saw (with the blade cutting into the design side of the panel) can be used to cut the rigid luxury vinyl flooring. A utility knife can also be used, scoring the top of the pattern and snapping the panel. It will be necessary to cut the foam after snapping the panel.

CAUTION: Do not use a hammer, mallet, or tapping block to engage the end joint as it could possibly damage it. Never lift the end joint to disengage it. Always slide the end joint away from the one it is connected to.

Maintain a 1/4" (5 mm) expansion space around all walls and vertical objects. Quarter round or baseboard molding will cover this expansion space.

IMPORTANT: Maintain the 1/4" inch (5 mm) space around cabinets, pipes, toilet flanges and any obstacle in the floor. (It is not recommended to trim around a toilet, however leave the expansion space around the toilet flange).

Additional Notes

Molding and Transitions

- For all molding and transition strips, provide a 1/4 inch expansion space to allow expansion and contraction of the subfloor. Ensure moldings and transitions strips will not pinch the flooring.
- Never insert nails or screws into the rigid luxury vinyl flooring or the expansion zone around the flooring perimeter, as it will prevent proper expansion and contraction of the structure and flooring.
- Quarter round, base board, door jambs etc. should never pinch the flooring. This will prevent the floor from properly expanding and contracting and prevent the structure from moving freely over the floor.

Plank Replacement

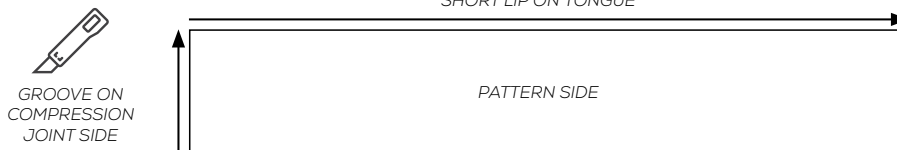
Should one of your planks/tiles become damaged and need to be replaced, follow these simple instructions:

1. Mark the top of damaged plank/tile with a marker or pencil. Make two triangle cuts near the end joint and then connect the points with one long cut in the middle of the plank/tile. (See diagram below.)



SCORE TILE AS SHOWN

2. The use of a chisel to tap through the panel (on scored triangle cut points) works well to complete the cut.
3. Lift and remove damaged tile.
4. With the pattern side facing up on the new replacement plank/tile, trim off the short lip (tongue side) along the length of the panel and the groove on the lower profile of the end joint, making it flush with the edge of the panel. Be careful not to damage the finish surface of the panel.



5. It will be necessary to remove the slim white insert from the end joint existing panel to allow a proper fit.
6. Cut several pieces of acrylic double sided tape made for vinyl floors and slide under the edges of the existing floor on the two edges where the replacement plank/tile has tongue trimmed off. The end joint will need a section of tape under it to secure it. Tape should face sticky side up; leave the paper on the lower side.
7. Using Premium Seam Bond or an approved secondary alternative, run a small bead of sealer on the groove edge of the panel of the existing floor where the replacement plank/tile will rest.

NOTE: The long tongue of the replacement plank/tile and the uncut compression fit end joint will not need tape or seam adhesive as you will be using the locking mechanism.

8. Install replacement plank/tile by angling the long groove of the replacement panel under and over the tongue of the floor panel until the finish edge of the replacement panel is tight against the finish edge of the floor panel and the compression end joint is lined up. Rotate down, locking the length tongue joint then pressing the end joint with your thumb or palm of your hand to lock into place.
9. Wipe any excess sealer that comes to the surface of the tiles with a damp cloth and follow with a dry cloth to ensure all sealer is removed from tile surface.
10. Keep foot traffic off the replaced plank/tile for 24 hours.

*QuickStep will not be held responsible for problems that may arise from approved secondary alternative seam sealers. Please contact the seam sealer's manufacturer with issues.

Rigid Flooring Care and Maintenance

To properly clean and help protect your floor, follow these care and maintenance guidelines.

Preventative Maintenance

- Prevent indentations and scratches with the use of non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least one inch in diameter.
- Do not flood floor or subject to standing water.
- Protect your floor from tracked-in dirt by using mats at all outside entrances. Mats should have a non-rubberized backing and be marked as non-staining.
- Avoid tracking in tar or asphalt from driveways.
- Avoid high heeled shoes on your floor, as they can cause permanent indentations.
- Protect your floors against burns. Burns from cigarettes, matches or other extremely hot items can cause permanent damage.
- Avoid exposure to direct sunlight for prolonged periods, as this can cause discoloration.

Cleaning and Maintenance

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral PH floor cleaner.
- For every day maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.

DO NOT use the following on your EnduraTEK Ultra rigid luxury vinyl floor:

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Ammonia or bleaches. For spot treatment, a diluted 10 to 1 solution of water to liquid bleach can be used for stain removal.
- Vacuum cleaner with a rotating beater bar

NOTE: Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. When moving furniture or heavy items, always lift and carry the items. Place hardboards between the flooring and object to move.

How to Treat Stains, Spills and Scuffs

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for EnduraTEK Ultra rigid luxury vinyl flooring. Always rinse the affected area with clean water after treatment.

Common Stains and Spill: acids, alkalis, blood, catsup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

The Remedy:

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10 to 1 dilution of water to liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

Paints and Solvents: Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

The Remedy:

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

NOTE: Do not use acetone or nail polish remover!

Substances that Won't Wipe Up: adhesives, chewing gum, oil, grease, candle wax and tar

The Remedy:

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

Scuffs and Smudges: rubber heel marks, shoe polish, scuffs and smudges

The Remedy:

- Rub the scuff with a fingertip. The friction from rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION! Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.