



GLUE DOWN VINYL FLOORING INSTALLATION INSTRUCTIONS

**PLEASE READ ALL INSTRUCTION, CAREFULLY, BEFORE YOU BEGIN INSTALLATION, IMPROPER
INSTALLATION WILL VOID WARRANTY**

DRYBACK INSTALLATION & WARRANTY ADVISORY

Choosing the right product for the right site application is paramount for a successful and long-term experience. FINfloor have carefully selected the best products from the best factories to meet an African standard that can be trusted. We acknowledge that some of our products cannot be installed in all environments. Therefore floors should only be installed by contractors or installers who have demonstrated expertise in installing this type of flooring and are capable of correctly assessing each environment carefully. FINfloor recommends that SANS70070:2012 be compiled with at all times, plus all supporting products are correctly chosen with their respective installation requirements complied with to meet warranty parameters.

Site Assessment / Traffic usage

1. Site application and expected foot traffic = selected floor grade to be used.
2. Substrate must be level, Dry, and concrete must meet the required pull strength, free from foreign matter, and have the correct PH.
3. All Substrate/sub floors for Glue Down vinyl needs to be smooth, free of any undulation or cracks, i.e. the screed must be smooth like a mirror. Any undulation, irregularity will telegraph through to the surface layer and will compromise your installation.
4. The site must be climatically and suitably stabilised to required living conditions (**15 -30 degrees Celsius**)
5. Avoid any heat exposure from direct sunlight, fireplaces, underfloor heating etc. during the 48 hour acclimatisation period.
6. Do not overuse the floor for 48 hours after installation until adhesive has 100% cured.

Screeds & Adhesives

It is up to the installer to use the correct screed and adhesive products understanding their suitability and compatibility with the chosen FINfloor type, substrate and environment. Should there be any product and or installation failure on these supporting products, recourse is restricted through the supporting product warranty and the installer.

- Check porosity and moisture content of substrate to ensure a suitable specification or adhesion. Refer to adhesive data sheet and instructions.
- If screeding over tiles, it is necessary to ensure good adhesion and integrity of the tiles.
- Substrate must have a minimum pull strength of 20mpa and moisture content of < 3% on a Tramex meter or 12% on a Prontimeter. If not please refer to your supplier for advice. It is suggested to document moisture meter readings with photographs prior to install should issues occur at a later stage.
- **It is strongly recommended that a suitable moisture barrier be applied to all ground floor installations, even if your moisture readings are within the accepted norms**, as laid down by the adhesive supplier. This will prevent any moisture problems occurring in the future.

- The moisture barrier is a two part application, i.e. 1st coat North/South, 2nd coat East/West, there must be at least 3 to 4 hours drying time between each coat, before attempting to apply the flooring adhesive.
- Use the correct size of notched trowel for the adhesive to ensure correct volume applied - e.g. 1.5mm x 1.5mm V-notched, at 4mm spacing, trowel for dry back vinyl (Refer to adhesive manufacturers application instructions)
- Only apply/mix sufficient product that can be comfortably worked considering pot life, flash off period, curing guidelines, local weather conditions and possible underfloor heating. Always follow the adhesive manufacturer's instructions.
- Remove all/any excess adhesive, that may seep through, from product immediately and any excess adhesive off the sub-floor that is outside the area of the fitted floor panel. If left this will cause a problem with your installation
- Ensure the floor is rolled with a 3-part 68kg roller at various stages of the installation to ensure full adhesive transfer between substrate and underside of plank, where the area is too small to allow the roller to be used, it would be wise to use a small hand wheeled hand roller.
- The floor panels need to be regularly rolled in all directions, to ensure a good firm bond. This must be done continually during your installation time so as not to compromise your installation.
- Please follow adhesive suppliers' instruction on the adhesive application, in connection to climatic conditions and open curing time of the adhesive. **DO NOT** mix different suppliers' products, e.g., screed from one & adhesive from another.
- Don't wash the floors or expose floor to rolling loads until adhesive has reached full cure (Refer to adhesive manufacturer's instructions). Normally 48 hours after completion of the installation.
- Do not place heavy furniture items on the floor panels for at least 48 hours after the completion of the installation.
- The floor installation must be rolled once again after completion.
- Should installation venue have underfloor heating, confirm suitability with both the adhesive manufacturer and supplier of the material prior to application.
- Maintain contractors or supporting product manufacturers invoices and warranty requirements should warranties need to be activated at a later date.

Installation Guide:

1. Sub-floor must be clean, smooth, free of dust, solvent, paint, grease, oil and any other residues.
2. Sub-floor must be level, without any undulations, as these will compromise the installation. A tolerance of less than 3mm over 1.500m x 360 degree radius is acceptable.
3. The Sub-Floor **temperature must not be lower than 15°C**, prior and during the installation.
4. The ambient **room temperature should not be lower than 15°C or exceed 30°C**, if it is higher your adhesive could be compromised and your installation fail. If in doubt contact your adhesive supplier, as some adhesives react differently in high/low humidity.
5. The sub-floor construction must be sound, stable, no evidence of powdering/flacking, with a minimum MPA of at least 20, preferably 25/28 MPA.
6. Moisture test must be taken, both on the surface (reading 3% on Tramex or 12% on Prontimeter) and at least 100/250mm deep, this is to ensure there are no underlying moisture problems which will only show up after installation. To this extent we strongly recommend that these readings are recorded and dated, as proof, on the job card.
7. **We strongly recommend the use/application of a painted 2 coat moisture barrier on all ground floor installations, as water tables do fluctuate and any excessive moisture will influence the effectiveness of the adhesive.**
8. It is possible to install over ceramic tiles, provided they are firm and uncracked. Please contact your closest supplier for instruction.

Starting the Installation:

On establishing the quality/condition of the screed and the product has been acclimatised it is time to begin.

1. Make sure you have sufficient adhesive, floor levelling screed, mixing tools etc., without these you cannot begin.
2. You must have a notched trowel, with 1.5 x 1.5 x 1.5 V notches at no less than 4mm spaces.
3. 68 kg., 3 part roller and smaller hand held solid roller for those areas that the large roller cannot reach.
4. Moisture Meter.
5. Guillotine, utility knife & jig saw, with a fine cut blade, that will not damage the surface layer.
6. Pencil & permanent marker (for marking any screed levelling that may be required)
7. Ball of string and nail, to establish floor levels.
8. Bucket of water and cleaning cloths.

Setting out & installing:

1. To ensure that you don't end up with small pieces at the completion of your installation. Take a floor panel and starting from the longest wall, it is always better to work in the direction of the longest wall or strongest light source, rotate the narrow side of the panel across the room, this will show you how big or smaller a piece you will have to finish off. If this piece is less than 60mm wide, just trim off the first panel and move this against the wall and use the off cut against the finishing wall. This will make for a neat installation.
2. The same method can be used in the length, always trying to have at least 250mm minimum off set on the header joints.
3. Once you have done a dry lay set out and are satisfied with the result you are ready to install.
4. Remember to only use the amount of glue that you can cover within the curing time of the adhesive, remember adhesive will react to climatic conditions. This includes placing the panels and rolling. Normally about 30 mins.
5. Try to avoid working into/in direct sunlight within a room, this will create a problem. With both the panels and curing time of the adhesive

Cleaning & Maintenance Post Installation

- Floors should only be swept or vacuumed and not wet cleaned until adhesive has fully cured, normally 48 hours - Refer adhesive manufacturers advice.
- Do not place heavy items on the floor until the adhesive has fully cured, normally 48 hours.
- Protective non-staining wide bearing casters or felt pads should be placed underneath all furniture and floor protector mats should be used at major work zones.
- Place walk-off mats at all external entrances to reduce grit and particle transfer onto vinyl floors. Note: rubber based/backed products can stain the vinyl and must not be placed on the floor surface.
- Provide responsible cleaning personal with correct tools and methods for daily vinyl floor care, e.g., Micro-fibre broom, vacuum with beater bar disconnected, soft bristle brush.
- Castor wheel chairs must be fitted with soft wheeled castors to prevent damage to the floor surface.
- Secure a few spare planks in a safe and flat location in case damaged planks needs to be replaced in years to come.

Daily, Weekly Programme

- Sweep or vacuum (disconnect the beater bar) daily to remove dust and grit from the surface.
- When/if required complete, a damp clean using your micro-fibre broom, dedicated floor cleaner and a bucket of clean room temperature water to rinse off.
- DO NOT USE harsh chemicals, dishwashing liquid or polish.
- With a slightly damp micro-fibre broom, brush the floor from one corner to the next regularly checking the broom for uplifted dirt. As soon as dirt is transferred to the brooms cleaning pad, it is time to rinse. DO NOT CONTINUE to brush the floor with a dirty pad, this just moves the dirt from one side to the next causing streaks and a residue build-up of dirt around the peripheral of the room.
- DO NOT USE EXCESSIVE WATER as this can impact the adhesive and result in a floor failure.
- Maintain pet nails to minimise surface scratching.
- Rugs should be moved around from time to time to prevent fade patterns occurring.
- Clean floor protectors and casters regularly to prevent capture of sand particles and other such debris that can cause scratching.

CAUTION: Heaters | Underfloor Heating | Fireplaces

- Mobile and fixed heaters/fireplaces need to be placed on a protective platform to prevent concentrated heat impacting the floor underneath and in front of the heat source.
- If Underfloor heating is to be used, it is important that you advise your supplier, so the correct system is installed, with proper detailed instructions.

FINfloor Warranty:

FINfloor Aurora - Residential only 20 Years, Light commercial 5 Years.

FINfloor Galaxy – Residential only 30 Years | General Commercial 10 Years.

IMPORTANT NOTE:

FINfloor Vinyl flooring products come with a Manufacturing defect warranty, according to the fit for use grading the product is graded for. Plus a wear, Fade or Stain warranty*.

*Definitions/to be covered:

“Wear” – must be through the wear layer to the degree that the printed pattern is affected or altered.

“Fade” – must be to the degree that the floor is permanently discoloured.

“Stain” – must be from normal household cleaning agents, chemicals or routine care & maintenance, according to the instructions supplied in this document.

The warranty is not transferable and applies to the original purchaser of the product only.

Once the product is installed this confirms acceptance of the product, failure to follow Pre-Installation and installation guidelines will void the manufacturer's warranty.

The warranty does not cover damage from improper care, use, installation or maintenance, including excessive water damage, denting, scratching, fading, staining or telegraphing. Please review our warranty coverage information for specific terms and conditions on our product. Retain a copy of your invoice as proof of purchase and warranty.

Definitions:

Residential: Residential Areas are areas of use defined as domestic home environments with light to moderate foot traffic, light point loads and lack of rolling traffic.

Light Commercial: Light Commercial Areas are areas of use defined as environments with light to moderate foot traffic, light point loads and lack of rolling traffic. Light commercial areas also include those with no heavy chemicals, acids, greases or other such contaminants.

General Commercial: Commercial Areas are areas of use with floors subjected to moderate static and dynamic loads, castor (soft) use, moderate point loads and moderate to heavy traffic.

Portable furnishings with hard castors, rests and wheels that concentrate the weight of the appliance/equipment are very damaging to resilient flooring. This does not include environments with heavy chemicals, acids, greases (including food and cooking) or other such contaminants

Workmanship

FINfloor - does not warrant installers workmanship. Workmanship errors should be addressed to the contractor who installed the floor. FINfloor products should be professionally installed by contractors or installers who have demonstrated expertise in installing this format of flooring. The flooring Contractor or installer must inspect the product(s) before installation for any visual manufacturing, colour or dimension defects. We accept no responsibility where a product with visible defects has been installed.

How to claim on this warranty:

1. Should you observe defects during the warranty period, please contact your installer/retailer for advice.
2. If you wish to make a claim, please ask your supplier/installer to initiate your formal claims process by completing our claim form, with relevant photos to support the complaint.
3. It is important that your supplier/installer carries out a site inspection 1st before calling a FINfloor representative out to inspect, this to better ascertain the exact nature of the complaint and if deemed necessary will be passed onto FINfloor.
4. Once your complaint has been reviewed we may request further information or require a site visit for final determination if cause is unclear, this may involve removing samples for technical analysis. Terms (prior to installation)
5. Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.

Warranty Limitations

- Defects arising from poor installation.
- Dissatisfaction due to improper maintenance.
- Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
- Damage caused by chemically reactive material, carpet crocking, dye, mould, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
- Small differences in colour and or texture between the actual material or photographic images of the material and the actual flooring purchased.
- Construction or installation-related damage.
- Surface scratches, changes in shading, texture and/or gloss during use.
- Damage caused by inappropriate end-user activities.
- Installation of products with adhesives other than those recommended.
- Installation of products using various supplier's products which are not suitable/compatible with each other in the application.
- Small differences in colour and or texture between the actual material or photographic images of the material and the actual flooring purchased.

Warranted Products / Warranty Periods				
	AURORA		GALAXY	
Warranty Coverage	Group B – Wear Layer 0.3mm		Group a – Wear Layer 0.5-1mm	
	Residential	Commercial	Residential	Commercial
Manufacture defect	20 years	5 years	30 years	10 years
Wear, Fade, Stain	20 years	5 years	30 years	10 years

Note: The warranty is of reducing value.

FINfloor excludes any liability for the lost profits or any other indirect, special or consequential damages. The remedies contained herein are the only remedies available for breach of this warranty.