

# PRESTIGE PRIME TILE PRODUCT GUIDE

## GENERAL INFORMATION FOR INSTALLERS

Flooring features the patented Valinge interlocking planks for easy installation and is installed as a glue-less floating floor. The planks lock together to provide a tight water resistant seam, can be installed over most floor surfaces, and are suitable for both residential and light commercial interior applications.

### General Information:

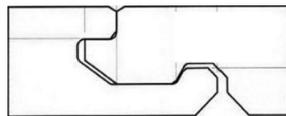
1. Flooring should be transported and stored in a neatly stacked fashion on a smooth, flat surface.
2. Acclimatize the flooring and the rooms to be installed at a constant temperature between 65° and 85°F (18.33° and 29.44°C) for 48 hours before and during installation, maintaining after installation as well.
3. Flooring should only be installed after other trades have finished and the jobsite has been cleaned and cleared of debris that could potentially damage a finished plank installation.
4. Inspect flooring for damage, defects, or shading issues before installation; claims for visual defects will not be accepted after cutting and/or installation.
5. Mix and install planks from several different cartons during installation to ensure a random appearance. Only use one run-number (production lot) on a particular job.
6. Leave 1/4 inch (6.35mm) for expansion around the entire perimeter of the flooring.
7. Flooring should be protected from direct exposure to sunlight.

## PLEASE READ PRIOR TO INSTALLATION

This flooring is the newest generation of high-quality resilient luxury vinyl flooring, with a strong core, ensuring a strong watertight click joint. It can be installed in a fraction of time compared to ceramic tiles, traditional luxury glue-down vinyl tiles, or wooden floors. Resilient vinyl flooring is warm-to-the-touch, and absorbs more sound than wood, laminate, and ceramic tile flooring. Floor has a unique interlocking edge design for easy installation. No Glue is required - the floor is fitted as a floating floor.

### Tools and Materials Needed:

1. Utility Knife
2. Straight Edge Saw
3. Measuring Tape
4. Shears
5. 1/4 Inch Spacers
6. Transition moldings and baseboards
7. Tapping Block and Pull Bar



### Hints for Measuring

- Measure the length and width to determine the square footage of the room. Alcoves or offsets should be measured separately. Purchase at least 10% extra to cover waste, trimming, and for future replacement needs.
- No underlay is required for flooring.

**CAUTION:** Do not install floor over carpet. This product is not suitable for outdoor use in rooms that may be exposed to flooding. We also highly recommend you do not install floor in rooms or homes in which the temperature is not controlled. Exposure to long term direct sunlight and temperatures in excess of 35 degrees centigrade (95 degrees Fahrenheit) can cause expansion damage to your floor. We strive to maintain strict quality control during the manufacturing process but we recommend checking all planks to prior to installation.

## EASY TO INSTALL - NO GLUE NEEDED

It is the duty of the person installing the floor to inspect all flooring before installation. If during inspection the installer or buyer feels the floor is the wrong color, improperly manufactured, is off-grade, or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable.

### Subfloors General:

Planks can be installed over a variety of subfloor surfaces including concrete on all grade levels, wood, and many existing hard surface floors. The subfloors must be clean, smooth, flat, solid (no movement), and dry. Do not install planks over floors that are sloped for drainage. Any uneven areas greater than 3/16 inch (4.76mm) in a 10 foot (3.05m) radius should be leveled with a Portland cement based patching compound. Vinyl tiles are resistant to water damage but they do not prevent the transmission of moisture. Care should be taken to keep moisture from collecting on either side of the vinyl floor to prevent the growth of unhealthy mold and mildew.

### Concrete Subfloors:

Planks can be installed over concrete of all grade levels if a proper moisture barrier is used. A minimum 6 mil polyethylene moisture barrier must be used with concrete subfloors. Moisture vapor emissions should not exceed 5 lbs./24 hours per 1,000 sq. when tested with the Anhydrous Calcium Chloride Test in accordance with ASTM F 1869 or 80% RH in accordance with ASTM F 2170 Standard Test Method for Determining Relative Humidity in Concrete Slabs using in situ Probes. Any uneven areas greater than 3/16 inch (4.76mm) in a 10 foot (3.05m) radius should be leveled with a Portland cement based patching compound. Holes and cracks in the cement should be patched, and expansion joints should be filled with a latex patching compound. Newly poured concrete floors must cure for a minimum of 90 days. Please note it is the person installing the floor and/or the homeowner's responsibility to ensure any moisture or alkalinity issues are resolved prior to installation.

### Wood Subfloors:

Planks can be installed over a smooth, flat, level, wood subfloor, underlayment grade plywood, and any other underlayment recommended by the manufacturer for use with a vinyl plank floor. Subfloor should be flat within 3/16 inch (4.76mm) in a 10 foot (3.05m) radius. Wood subfloors must be suspended at least 18" above the ground. Adequate cross-ventilation must be provided, and the ground surface of the crawl space should be covered with a vapor barrier.

*NOTE: Avoid subfloors with excessive vertical movement or deflection because subfloor movement will telegraph through to the finished installation. Indications of excessive deflection are: subfloor fastener release, squeaking, compromised or sectional contours such as bowing or dipping in floors and uneven flooring material. Nail or screw subfloor panels to secure boards with excessive vertical movement or deflection prior to installation of the flooring material. Our warranties DO NOT cover any problems caused by inadequate substructures or improper installation of substructures.*

### Existing Flooring:

WPC floor planks can be installed over a variety of finished floors including single layer resilient sheet flooring/tile, ceramic, marble and terrazzo. The surface must be in good condition and show no signs of excessive moisture conditions. Grout joints and heavy embossing (vinyl) in tile must be leveled so they are flush with the flooring surface. Additionally, the tile may require several skim coats to achieve a flat surface. Carpet, heavily cushioned vinyl floors, or vinyl floors consisting of multiple layers are NOT a suitable subfloor for installation.



### Planning the job:

- First, determine how you want the flooring to run. Typically for plank products, the flooring runs the length of the room. There may be exceptions since it is a matter of preference.
- To avoid narrow plank widths or short plank lengths near the walls/doors, it is important to do some pre-planning. Using the width of the room, calculate how many full boards will fit into the area and how much space remains that will need to be covered by partial planks.
- Lay the first row of planks along a chalk line and trim to fit the wall allowing ¼ inch expansion space. If you start the first row with a full width plank, it will be necessary to trim the tongues next to the wall and then place the cut edge next to the wall. Use a utility knife and a straight edge to score the top surface of the plank and then bend it downward to separate. If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor.
- Use expansion gap spacers to keep the floor about ¼ inch away from the walls.
- Remove wall base and undercut door jambs. Do not secure individual planks to the subfloor as it is designed to be a floating floor. Do not install cabinets on top of floor

### Plank Assembly Steps:

#### Step 1 Making a taping block

Cut a piece of flooring down to about 3 inches by 4 inches leaving the tongue on one side. The side opposite the tongue should be flat as you will be taping this side with hammer.

#### Step 2 The First Row

Start by matching the tongue of the short side of a plank with the groove of the short side of another plank. Lock the short end of the plank by inserting the tongue into the groove at an angle and drop it in place. Continue joining the short sides until you have a row of planks for the length of the room.



#### Step 3 First Piece of the Second Row

You can often use the leftover piece from the end of first row to begin the second row. This piece must be at least 10" long. Visually, the installation will look more natural if the starting planks are a variety of lengths. After installing the first row of planks, line up the first plank of the second row, so the outside end is even with the outside end of the plank in the first row. Lock the long side of the second row plank onto the plank on the first row by inserting the tongue of the second plank into the groove on the first plank while holding the plank at a 20-degree angle from the floor. Press the second plank down flat and the tongue will lock firmly into place.



#### Step 4 Second and Subsequent Planks in the Second Row

Working firstly with the short sides, align the tongue of the second plank with the groove of the first plank while keeping the long side about a quarter inch away from the first row. Then angle these two pieces up by about 20 degrees. Use a taping block to tap the second plank into position four times. First, where the two planks meet, second across from the joint in the previous row and third at the left side of the plank and last on the short side of the new plank.



#### Step 5 Subsequent Rows

Ensure each plank of each subsequent row has at least 10 inches of overlap; that they are fitted brickwork style. This ensures a strong fit.

#### Step 6 Fitting the Last Row and Doorways

Floor can also be installed with a pull bar or tapping block and rubber mallet or hammer in difficult areas, such as the last row, and when fitting around door trim. Use a pull bar and rubber mallet or hammer to lock the joints together in the last row. Always use a pull bar on the cut edge of the plank. Factory edges can be damaged if the pull bar is used directly against the tongue or groove.

#### Repairs:

In the unlikely event that a plank is damaged for whatever reason, the simplest method is to disconnect the planks carefully (protecting the tongue and groove edges) until the damaged plank can be removed. Then replace the damaged plank with a new one and re-assemble the disconnected planks. This typically works for planks that are close to the two long perimeters of a room. For damaged planks that are not close to the perimeter, you may have to remove the damaged planks and insert new pieces without the short and long end grooves.

1. Using a sharp utility knife and a straight edge, cut out the center of the damaged plank by leaving approximately 1 inch strip attached to the adjacent planks.
2. Carefully cut back from the four corners of the plank to the inside edges. Carefully remove the plank edges from the adjacent planks making sure the tongues and grooves of the adjacent planks are not damaged.



3. Using a sharp utility knife, remove the tongue strip on both the long and short ends of the replacement plank. In addition, remove the groove strip of the short end of the replacement plank.
4. Place two-sided carpet tape with one half under the sides of the adjacent planks where the tongues and the groove of the replacement plank have been removed. Only the top side release paper of the carpet tape should be removed. Leave the bottom side of the release paper in place - NOT taped to the subfloor.
5. Position the replacement plank by engaging the groove of the long side into the tongue of the adjoining plank and pushing down on the other three sides. The carpet tape will hold the replacement plank in place with its adjacent planks. Use a hand roller to further secure the tape.



## **Prestige Prime Warranty**

**The Lifetime Residential Warranty For Prestige Prime Means  
That For the Given Time After Purchase Date:**

- Will not wear through.
- Will be free of manufacturing defects.
- Will not rip or tear from normal household use.
- Will not permanently indent from normal household use.
- Will not discolor from the bottom-up from the underlayment panels, as well as mold, mildew or alkali.

Wear through is defined as loss of the floor design due to normal household use. We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

### **The 10 Year Limited Commercial Warranty For Prestige Prime**

#### **What is covered and length of coverage?**

For light commercial installations (example: common areas in multi-unit dwellings and low traffic retail shops) the product is warranted to be free from manufacturing defects for 10 years from the date of purchase. If a defect covered by this warranty is reported to THE MANUFACTURER in writing within 10 years of purchase, THE MANUFACTURER will supply new material of the same or similar grade sufficient to repair or replace the defective material.

#### **What Will THE MANUFACTURER Do If Any Of The Above Happens?**

(For ALL residential vinyl plank product warranties)

If any of the above should occur within the warranty periods specified above for each flooring product, THE MANUFACTURER will furnish comparable luxury vinyl plank flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, THE MANUFACTURER will also pay reasonable labor costs for the direct repairs or replacement. THE MANUFACTURER will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl tile or plank.



### **What Is Not Covered By These Warranties?**

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded "regular".
- Floors that are installed in other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial).
- Installation-related errors or damage including improper conditioning of job-site and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by THE MANUFACTURER one time.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Installation defects and installations not using the recommended adhesives.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.

### **What Is Excluded From These Warranties?**

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.
- Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.



### **Installation requirements**

Proper installation plays a key role in the performance of the floors. For installation of vinyl plank, these basic guidelines should be followed:

- Store planks, adhesive and primer for 48 hours in room where they will be installed. Keep room at a minimum of 65°F during that time and during installation. After installation, temperature should not fall below 65°F for the first 48 hours, and not below 65°F after that.
- If room is heated by radiant coils in the subfloor, the TEMPERATURE OF THE FLOOR should not exceed 85°F.
- The subfloor must be level, clean, and free of wax, grease, oil or dust.
- If necessary, patch or fill any cracks in the subfloor with patch, or latex underlayment.
- Use embossing leveler to smooth any texture or embossing on the old floor.
- Install over smooth, well-bonded resilient floors or over dry concrete and wood floors with a plywood overlay.
  
- This limited product warranty does not cover the installation of the product, even though THE MANUFACTURER will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

### **Warranty Owner**

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use. This warranty extends only to the original end user and is not transferable. PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. The Manufacturer needs the flooring receipt in order to verify date and proof of purchase to resolve any problems that may occur. For professionally installed floors, the original receipt for installation labor may also be required. In the event that you have a flooring concern THE MANUFACTURER will cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer/distributor/homeowner.

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