**INSTALLATION INSTRUCTIONS & WARRANTY FOR GLOBAL DIRECT LOC VINYL PLANKS**

**I. GENERAL INFORMATION**

These installation specifications are for **Loc**. All recommendations are based on the most recent available information.

The information on this sheet provides general guidelines. All instructions and recommendations must be strictly followed for a satisfactory installation.

1. The floor covering should be stored and installed in climate constant or climate controlled indoor locations with an average temperature of between 18°-29°C.

2. Install **Loc** only after the jobsite has been cleaned and cleared of everything that may hinder a fluent installation or may damage the planks.

3. To minimize shade variation, mix and install planks from several cartons.

4. Note that colour uniformity of the planks can only be guaranteed for deliveries of the same production.

5. No complaints can in any case be accepted for flooring that has been cut to size or installed.

6. All necessary subfloor patching must be done with a non-shrinking, water-resistant filler. Follow strictly the instructions from DIN 18365 and DIN 18202.

7. Give **Loc** minimum 24 hoursto acclimate in the room where the installation will take place. Do not open the package but spread them out and protect package corners from damage.

8. As a rule: install all planks parallel to the main source of light in the room. Only in small and long and small rooms **Loc** must be installed in [longitudinal](http://dict.leo.org/ende?lp=ende&p=Ci4HO3kMAA&search=longitudinal&trestr=0x801) [direction](http://dict.leo.org/ende?lp=ende&p=Ci4HO3kMAA&search=direction&trestr=0x801).

9. Tools: Utility knife, tapping block, pull bar, spacers, if necessary tools for surface repair

**II. SUBFLOOR INFORMATION**

Although Loc must be installed floating, the correct preparation of the subfloor is still a major part of a successful installation. Roughness or unevenness of the subfloor may telegraph through the new floor covering, resulting in an unsightly surface and excessive wear on high spots.

**A. Wood Subfloors**

1. Do not install **Loc** over wood subfloors which lay directly on concrete or over sleeper constructions.

2. All wood and wood composition panels are suitable for the use under **Loc** providing that they are smooth, flat, structurally sound and free of deflection. The panels include plywood, particle board, oriented strand board (OSB), flake board and wafer board.

3. If the surface of the wood subfloor is not smooth, a 6mm underlayment panel must be installed over the subfloor.

**B. Concrete Subfloors**

1. The concrete subfloor must be dry, smooth and free from dust, solvent, paint, wax, grease, oil, and any other extraneous materials. The surface must be hard and dense, and free from powder or flaking.

2. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. The final responsibility for determining if the concrete is dry enough for installation of the flooring lies with the floor covering installer. Although **Loc** is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mouldiness, mildew and fungus. The limited warranty does not cover discolouration from mould or from any kind of water damage caused by flooding, leaking or similar conditions. If needed, ask for Loc warranty conditions at your dealer.

3. Holes, grooves, expansion joints and other depressions must be filled with a latex underlayment, and troweled smooth and feathered even with the surrounding surface.

4. Concrete floors with a radiant heating system are allowed, provided that the temperature of the floor does never exceed 32°C. Before installing the flooring, the heating system must be turned on to eliminate residual moisture.

**C. Existing Floor Coverings**

1. **Loc** can be installed over most existing hard–surface floor coverings, provided that the existing floor surface is smooth or can be made smooth.

2. Ceramic tiles should be made smooth by applying a [cementitious](http://dict.leo.org/ende?lp=ende&p=Ci4HO3kMAA&search=cementitious&trestr=0x8004) overlay such as patching or levelling compound.

3. When the removal of the existing resilient floor covering is not an option then it must be covered with a leveller or equivalent in order to adjust it. Existing sheet vinyl floors should not be heavily cushioned and must consist of only one layer.

**III. INSTALLATION**

**Loc** is designed to be installed with the floating method. Never secure the planks to the subfloor. Always undercut all doorjambs. Never fasten wall mouldings and or transition strips to the **Loc** planks.

1. Before you start with the installation, it is important to determine the layout of the flooring. Proper planning and layout will prevent having narrow plank widths at wall junctures or very short length pieces at the end of rows.

2. As with all plank products, install the planks parallel to the longest wall.

3. Determine if the starter row will need to be cut. If the first row of planks does not need to be trimmed in width, it will be necessary to cut off the unsupported tongue so that a clean, solid edge shows towards the wall.

4. Installation of the product must start from the left side to the right of the room.

5. Install the second plank in the row by angling the end tongue into the end groove of the first plank. Be careful not to bend the corner of the plank. Maintain an expansion gap of approximately 8mm from the wall. Start the second row with cutting a plank to the wished length. Keep in mind that the plank must not be shorter than 15cm to receive the best looking appearance.

6. Install the first plank in the second row by inserting the long side tongue into the groove of the plank in the first row. This is best done with a low angle of the plank. Install the second plank in the second row by inserting the short end tongue into the previously installed plank groove. Align the plank so that the long side tongue tip is positioned just over the groove lip of the plank in the first row. Working from the end seam, at a low angle, insert the long tongue into the groove of the adjoining plank. Very little force is required to seat the tongue into the groove. You should feel the tongue lock into the groove.

7. Work across the length of the room installing planks along the wall in the first row and then aligning the planks in the second row. It is critical to keep these two rows straight and square, as they are the “foundation” for the rest of the installation. Check squareness and straightness often.

8. Cut the last plank in the first row and leave an expansion gap of around 8mm. Planks

may be cut with a utility knife using the “score and snap” technique. The left over of this plank may be used to start the third row if it is minimum 15cm long.

9. Continue installing planks and make sure to achieve a random appearance with end pieces of minimum 15cm. Check that all planks are fully engaged; if a slight gapping is noted, the gap can be tapped together by using a tapping block and a scrap of flooring to cover the tapping block in order to avoid damages on the planks.

10. When fitting under door casings, etc, the flexibility and convenient connection of **Loc** becomes evident. If necessary, a flat pull bar may be used to assist in locking the planks..

11. When fitting around obstacles or into irregular spaces, **Loc** can be cut easily and cleanly using a utility knife with a sharp blade. It is often beneficial to make a cardboard template of the area and transfer this pattern to the plank.

12. Protect all exposed edges of the **Loc** by installing wall moulding and/or transition strips. Make sure that no plank will be secured in any way to the sub floor.

13. Protect the finished **Loc** installation from exposure to direct sunlight.

**IV. REPAIRS**

**Loc** is tough and durable; however, if a plank becomes damaged, it can be replaced. If the damaged plank is along the perimeter of the room, the easiest technique is to disconnect the planks until the damaged plank is removed. Replace the plank and reassemble the planks. If it is impractical to disconnect and reassemble the flooring, the following procedure should be followed:

Using a straight edge and a sharp utility knife, cut out and remove the centre of the damaged plank, leaving approximately a 2,5cm strip attached to the surrounding planks on all sides.

Carefully cut back from the corners of the plank to the inside edge.

Remove the plank edges by wiggling the cut plank out from the tongue and groove of the surrounding planks.

Prepare the replacement plank by placing the plank face down and folding back and removing the groove strip on both the long and end profile. Using the decorative surface of the tongue end as a guide cut away this overhanging profile using a sharp utility knife.

Place some double sided carpet tape onto the subfloor covering sufficient area of the removed plank.

Position the replacement plank by engaging the tongue of the long side into the groove of the adjoining plank. "Hinge" the prepared replacement plank into position.

Use a hand roller to assist in aligning the plank edges into position

**CAUTION**: Some types of nails, such as common steel nails, may cause a discoloration of the vinyl floor covering. The method of gluing and screwing the underlayment panels is not recommended. Solvent based construction adhesives are known to stain vinyl floor coverings. All responsibility for discoloration problems caused by the use of the above mentioned products is not the responsibility of the producer but rests with the installer.

**V. MAINTENANCE**

Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed or coco fiber mats on your floor because they will stain or damage the surface

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings to fade or discolour.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters (type W), felt pads or floor protectors are recommended for all moveable furniture. Use protection mats under chairs with caster in order to avoid abrasion of the vinyl flooring. Make sure that any metal protectors are rust-proof.

If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.

Sweep your flooring regularly with a damp cloth and only with water at least once a week.

Prevent stains by wiping up spills promptly.

Occasional mopping with Rinse-Free Cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Follow strictly the guidelines given on the bottle. Do not use soap or detergent products as they will leave a dulling film.

**Loc Stain Solver**

The overall stain resistance of our floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

Start with first step listed. Only do steps necessary to resolve the problem Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry between steps. If stain removal causes a change in gloss level, apply polish to restore the shine. Do not use wax, do not buff. Allow polish to dry “ tack-free” between coats.

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| **Food, Beverages** | If a substance is gummy, scrape off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour. |
| **Tar, Oil, Asphalt, Grease, Wax, Paint (oil-based) Scuffs, Marks, Scratches** | Scrape excess substance off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol. |
| **Minor Cuts, Burns** | Limit traffic over damaged area, cover with masking tape, contact your seller for advice. |
| **Lipstick, Antiseptics** | Scrape excess off with a dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter´s naphtha or isopropyl alcohol. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour. |
| **Rust** | Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour. |
| **Crayon, Ink, Hair Dye,**  **Permanent Marker** | Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol. |

**VI. LIMITED WARRANTIES**

**IMMEDIATELY AFTER INSTALLATION**

Keep trafﬁc light during the ﬁrst 24 hours.

Avoid scrubbing or washing the ﬂoor for 48 hours after installation

**LIMITED WARRANTY FOR LIGHT COMMERCIAL USE**

We warrant that your ﬂooring will be free from manufacturing defects and, for a period of 5 years following the date of purchase, under light commercial use\*, will not discolor from mouldiness, mildew or alkali.

Correctly constructed wood underﬂoors are not subject to moisture transmission. The light commercial moisture warranty applies only to ﬂoors installed directly on concrete subﬂoors. Mouldiness and mildew growth caused by excessive moisture as a result of ﬂooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered.

Product is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light commercial, contact our local dealers.

**LIMITED WARRANTY FOR RESIDENTIAL USE**

Wewarrant that your ﬂooring will be free from manufacturing defects and, for a period of years (indicated below) following the date of purchase, under normal household conditions, will not: -Wear out -Fade -Stain -Delaminate -Gap.

Flooring guarantees 20 years.

\*Normal household conditions mean those daily activities commonly associated with residential use.

\*\*A gap is defined as:

A gap bigger than the thickness of a business card (> 10 mils) and longer than the short

side of a business card (<5.1cm).

The temperature of the room must be maintained between 18°-29°C at all times.

**REMEDIES AVAILABLE TO YOU**

If your ﬂooring fails to perform as stated in the applicable Limited Warranty, manufacturer, at its option, repairs without charge the affected area conform to the warranty, If manufacturer repairs or replaces a panel as a result of a warranty claim, you will be required to clear, at your expense, any items placed over the affected area subsequent to the original installation. Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

**IF YOU HAVE A WARRANTY CLAIM**

Contact your dealer and describe the problem. In many cases your dealer can provide you with a solution to correct the situation.

**LIMITED WARRANTY EXCLUSIONS AND CONDITIONS**

* The Limited Warranties do not apply to “seconds” or “off-goods” grade products.
* The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
* The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-ﬂooring or improper sub-ﬂoor preparation as referred to in our Installation leaflet.
* The Limited Warranties do not cover construction related damage.
* The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:

- Loss of gloss or build-up of dulling ﬁlm due to lack of maintenance or improper maintenance.

- Damage resulting from failure to follow ﬂoor care instructions.

- Scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer or other chemicals.

- Damage caused by burns, ﬂooding, ﬁres and other accidents.

- Damage caused by abuse (i.e. dragging heavy or sharp objects across the ﬂoor without proper protection).

- Damage caused by caster wheels or vacuum cleaner beater bars.

- Failure to support furniture with ﬂoor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest ﬂat on the ﬂoor.

* The Limited Warranties do not cover discoloration from heat or sunlight.
* For purposes of the Limited Warranty for Residential Use, “wear through” means complete loss of the wear layer so that the printed pattern or design of the ﬂoor is altered.
* The Limited Warranties do not cover variations of colour, shade or texture of the ﬂoor you purchase from those shown on samples or photographs.

Although ﬂooring is not susceptible to damage from moisture, excessive subﬂoor moisture is an ideal breeding ground for mouldiness, mildew and fungus.

The limited warranties do not cover discoloration from mouldiness or from ﬂooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, MANUFACTURER WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE

**ALONE STATEMENT REGARDING MOULDINESS AND MILDEW**

Issues concerning mouldiness and mildew are gaining increased attention from both the residential and commercial property owners, as well as the public at large. In virtually all situations, if there is a mouldiness issue, there is an excessive moisture issue. In order to prevent, control, or remediate mouldiness and mildew, one must ﬁrst identify, evaluate and eliminate the source of excessive moisture. Prior to removing an existing ﬂoor or installing a new ﬂoor, if there are visible indications of mouldiness or mildew or the presence of a strong musty odor in the area where the ﬂooring is to be removed or installed, the source of the problem should be identiﬁed and corrected before proceeding with the ﬂooring work. Visible signs of mouldiness or mildew, such as discoloration, can indicate the presence of mouldiness or mildew on the subﬂoor, on the underlayment, on the back of the ﬂooring and sometimes on the ﬂoor surface. If mouldiness or mildew is discovered during the removal or installation of ﬂooring, all ﬂooring work should stop until the mouldiness or mildew problem (and any related moisture problem) has been addressed. Before installing the new ﬂooring, make sure the underlayment and/or subﬂoor is allowed to thoroughly dry and that any residual effect of excessive moisture, mouldiness or structural damage has been corrected.

To deal with mouldiness and mildew issues, you should refer to the **Local guidelines** that address mouldiness and mildew. Depending on the mouldiness or mildew condition present, those remediation options range from cleanup measures using gloves and biocide to hiring a professional mouldiness and mildew remediation contractor to address the condition. Remediation may require structural repairs such as replacing underlayment and/or measure subﬂoor contaminated with mouldiness or mildew as a result of prolonged exposure to moisture.