



## SERVICE BOOKLET

Warranty

Installation Guides

Care and Maintenance

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*\*Please note that your Service Booklet may only contain the Installation Guide relevant to, and required for, the particular Product(s) that you have purchased.*

## DEFINITIONS

Where contained in this document, the following terms are defined as follows:

**“Commercial”**- means wholly or predominantly where a business is conducted

**“Customer”** – means a Purchaser who also holds a Business Credit Account with the Supplier

**“FTA”** – means Fair Trading Acts

**“Owner”** – means the end consumer has purchased the Products from a Purchaser and now hold title of the Products

**“Purchaser”**- means any person who acts on a purchase based on a quotation (or tax invoice) provided by the Supplier  
(also interchangeable with “original Purchaser”)

**“Product/s”** – means Serfloor Australia Pty Ltd Products, including but not limited to,

**“Residential”** means wholly or predominantly used as a private domestic residence

**“Supplier”** means Serfloor Australia Pty Ltd

**“TPA”** means the Commonwealth Trade Practices Act 1974

**“Wear Through”** means the removal of the surface wear layer to the degree in which no colour and pattern is apparent.

## TERMS AND CONDITIONS

### 1. LIMITATION OF LIABILITY

- 1.1. Serfloor, its affiliates, licensors, service providers, content providers, employees, agents, officers, and directors will not be liable for any incidental, direct, indirect, punitive, actual, consequential, special, exemplary, or other damages, including loss of revenue or income, pain and suffering, emotional distress, or similar damages.

### WARRANTY

This warranty applies to the Engineered Hybrid Click Lock, Glue Down, and the Loose Lay Products only.

The above warranted Products are sold with a 30 Year Residential Wear Warranty and a 15 Year Commercial Wear Warranty effective from the date of purchase.

*Please note that the Serfloor Australia Installation Guides and the Serfloor Australia Care and Maintenance Guide must be followed closely during the installation, care and maintenance of all Serfloor Australia Products.*

### Australian Consumer Law

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Products repaired or replaced if the Products fail to be of acceptable quality and the failure does not amount to a major failure.

### Who is covered?

The original Purchaser and/or the Owner of the Product(s) are covered under this warranty for the relevant as term specified for residential or commercial premises.

A Purchaser may make a claim directly to the Supplier.

An Owner must make a claim through the Purchaser. The Owner must make all reasonable attempts to do this. In the event that the original Purchaser cannot be contacted or is no longer trading the Owner may make a claim directly to the Supplier.

### What does the warranty cover?

This warranty covers wear through in an area greater than 5% of the overall Product within the nominated warranty periods.

Serfloor Australia will only consider warranty claims in circumstances where:

- ❖ Proof of purchase is provided by the original Purchaser to Serfloor Australia.
- ❖ The Product has been installed in accordance with:
  1. Standards Australia AS/NZS 1884-2012 Floor coverings – Resilient sheets and tiles – Installation practices; and
  2. the relevant Serfloor Australia Installation Guide.
- ❖ The Subfloor meets the building standard under AS/NZS 1884-2012 current at the time of installation.
- ❖ The appropriate and recommended adhesives were used at the time of installation.
- ❖ The Products were installed in the correct room/s as specified by Serfloor Australia.
- ❖ The Products have been cared for and maintained in accordance with the Serfloor Australia Care & Maintenance Guide.

## What does this warranty *not* cover?

This warranty shall not cover any defect or damage which may be caused or partly caused by or arise through the following circumstances.

- ❖ Failure to properly prepare for the installation of Products, including but not limited to, insufficient attention to subfloor dampness.
- ❖ Failure to properly install, care for and maintain any Products in accordance with this Service Booklet.
- ❖ Failure to follow any instructions or guidelines provided in this Service Booklet and by the Supplier.
- ❖ Spillages, flood, deluge, appliance failure or any other exposure to water or other liquids.
- ❖ Fair wear and tear, any accident, such as fire or flood, or any act of God.
- ❖ Stains, excessive heat, cuts, scratches, chips, indentations or other misuses or abuses that the floor may be subjected to during usage that is not determined by Serfloor as fair wear and tear.
- ❖ Expansion or contraction of the Product which is deemed by Serfloor to be from exposure to temperature fluctuations or movement in subfloors.
- ❖ Indentation and abrasion that is including, but not limited to, unprotected castor wheels, furniture legs, sand, stones and all footwear.
- ❖ Continued use of any Products after any damage or defect becomes apparent.
- ❖ Any colour fading (please adhere to our Care and Maintenance Guide to minimise the extent of fading).
- ❖ Products that have been installed outdoors or anywhere exterior to the premises will not be covered by this warranty. Our Products are intended for internal installation only.

In respect of all claims the Supplier shall not be liable to compensate the Purchaser for any:

- ❖ Delay in either replacing or remedying the workmanship or in properly assessing the Purchaser's claim; and
- ❖ Installation and labour costs associated with the installation, case and maintenance of any Product.

All claims resulting from a manufacturing defect must be claimed *prior* to installation. Products that are visibly faulty or could have reasonably been deemed visually or structurally damaged or defective prior to installation, and are then installed, will not be covered by this warranty to the extent allowed by law.

This warranty will not cover Products in circumstances where the Product is found to appear different to an image of the Product, including but not limited to, digital or published images. Colour may also appear differently depending on different lighting conditions. We recommend taking a sample of the Product to the intended installation location to see what the Product will look like in the room.

## How to make a claim?

To make a claim under this warranty, communication with the Supplier, or appropriate Purchaser within the meaning of this Service Booklet, must be made as soon as the damage or defect becomes apparent. Proof of purchase will be required at the time that this communication is made.

### *If you purchased your Product from Serfloor Australia directly*

All warranty claims must be submitted directly to the Serfloor office in writing.

The claim must be made as soon as the defect or fault becomes apparent.

You must provide Serfloor with all of the specific documents relevant to your job including your proof of purchase, Product details, installation and subfloor information including the installer's details, samples of the defected Product with full photographs and a report of the defect including any areas related to the issue.

Once your claim has been submitted it will be referred on to the Serfloor Warranty team who will investigate your claim. You will be contacted at any point should more information be required to make an accurate assessment.

Should the claim be accepted, Serfloor will make arrangements to repair the defect or provide you the same or similar replacement of the original Product.

### *If you purchased your Product from a seller other than Serfloor Australia*

All warranty claims must be submitted to the original Purchaser from which the Product was purchased. You must make all reasonable attempts to do this.

If the original Purchaser that you purchased the Product from cannot be contacted or is no longer trading the Owner may make a claim directly through the Supplier, in accordance with the above "If you purchased your Product from Serfloor Australia directly" process.

## INSTALLATION GUIDES

- MDF Wall Profile
- Glue Down
- Engineered Hybrid Click Lock
- Loose Lay

## MDF WALL PROFILE INSTALLATION GUIDE

### ***Important Information***

*It is important to employ safe working practices and use safety protection gear when installing wall profiles, such as protective eyewear and clothing, safe footwear, and respiratory protection gear.  
Please note that this is only a guide and we always recommend that you use professional installers for our products.  
Installation must be done in accordance with Installation practices. Incorrect installation or preparation of the wall will void your warranty.*

*Please read through the entire Installation Guide before you begin installing your new wall profiles.*

### **Installation Tips**

Tips to help with installation:

- ❖ An electric saw with a blade suitable for cutting MDF should be used.
- ❖ The saw blade should be sharpened correctly.
- ❖ Maintain a vertical angle of 90 degrees and lateral angle of 45 degrees when cutting.
- ❖ The profile style will determine which way the profile should be cut, face up or face down. Most styles should be cut face up as this will give the cleanest cut. Some styles should be cut face down. Its recommended both methods should be tried before cutting multiple pieces to ensure you are happy with the cut.
- ❖ Check all profiles before and during installation (if defective planks are installed, the warranty will be void in respect to those planks).
- ❖ Do not store the product in a vertical position. Always store profiles horizontally on a levelled surface. Storage conditions should not exceed 50% moisture content.

### **Required Tools and Equipment**

- ❖ Safety gear and protective clothing
- ❖ Pencil
- ❖ Electric Saw
- ❖ Tape measure
- ❖ Straight Edge
- ❖ Square
- ❖ String/chalk line

### ***Preparation***

- ❖ Ensure that both the room and the wall profiles are acclimatised to 25°C for a period of at least 48 hours prior to installation. This temperature should be maintained prior to, during, and for at least 24 hours after the installation is completed.
- ❖ Remove the profiles from their boxes and inspect each profile to ensure there is no defects.
- ❖ Ensure your application wall is clean, dry, and flat, prior to installation. A badly prepared plaster will affect the results of installation.
- ❖ Plan Out:
  - the direction the profiles will be installed.
  - the starting point
  - what lengths you will be using.

## MDF WALL PROFILE INSTALLATION GUIDE

- ❖ Measure the height of the wall, and if needed, mark the spot where the first profile needs to be cut. If the wall is higher than 2.8m you will need plan where you will join each length on the wall.

### Installation

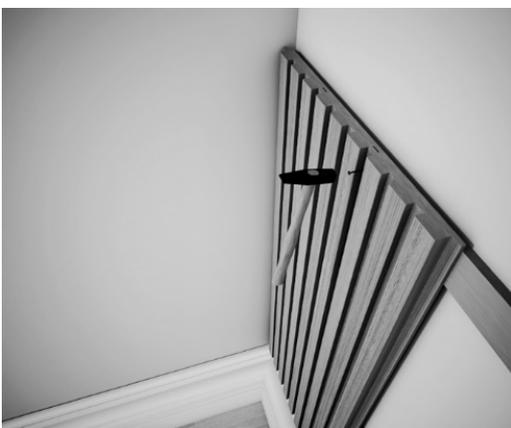
#### Step 1

- ❖ Begin by installing the framework (Batons) the profiles will be adhered to in a grid like pattern.
- ❖ Mark the areas where the batons will be installed. The recommended space between each baton is 40cm. If the profile is wider, the spacing can be extended to 50-60cm maximum.
- ❖ Install the first baton horizontally on the bottom of the wall. Working up the wall, using the specified distance, measure the space from the bottom baton to the next baton. Drill the area that has been marked and screw or nail the baton in place.
- ❖ Repeat this process until you reach the desired height.



#### Step 2

- ❖ Move on to installing the wall profiles. The profiles can be attached to the wall batons with nails. The nails will need to be at least 2cm long and suitable for MDF.
- ❖ Starting from the corner and using a leveller, level the first profile, and position it onto the wall, Nail the lip of the profile to the baton starting at the top and working your way down the lip of the profile.



## MDF WALL PROFILE INSTALLATION GUIDE

### Step 3

- ❖ Cut the head of the nail with pliers. Use a nail punch and hammer to punch the remaining part of the nail into the profile



- ❖ An alternative method of installation would be to use a contact adhesive and use the secret nail method at intervals along the profile to hold the profiles in place while the adhesive dries.

### Step 4

- ❖ Repeat the process until the wall is complete.
- ❖ If the profiles are being installed around a corner. Cut two profiles on a 45-degree angle and butt the angles together at the corner. Continue installing the pieces starting from each side of the corner.



## Care and Maintenance

- ❖ Please see our **Care & Maintenance Guide** for further information about how to care for and maintain your new wall profiles.

## GLUE DOWN INSTALLATION GUIDE

### *Important Information*

*It is important to employ safe working practices and use safety protection gear when installing flooring, such as protective eyewear and clothing, safe footwear and respiratory protection gear.*

*Please note that this is only a guide and we always recommend that you use professional installers for our products. Installation must be done in accordance with AS/NZS 1884-2012 Floor coverings – Resilient sheets and tiles – Installation practices. Incorrect installation or preparation of the subfloor will void your warranty.*

*Please read through the entire Installation Guide before you begin installing your new flooring.*

### Installation Tips

Tips to minimise movement caused by factors, including temperature and humidity, subfloor and improper installation.

- ❖ Ensure that both the room and the new planks are acclimatised to 18-27°C for a period of at least 48 hours prior to installation. This temperature should be maintained prior to, during, and for at least 24 hours after the installation is completed.
  - The indoor temperature must always be above 18°C and below 27°C.
- ❖ Ensure that your subfloor moisture content is not above the recommended amount according to the current Building Code of Australia and/or relevant state and territory building codes.
- ❖ If you have a timber subfloor, we recommend laying down masonite or self-leveller first to help minimise movement and then laying the vinyl floor over this.
- ❖ In circumstances where underlay is being used, we recommend using hard rubber underlay only. Other underlay may cause the planks to bow.
- ❖ Prior to installation, determine whether you will remove old skirtings and replace them with new ones after installation. We leave the choice to reuse old/new skirting up to the installer as they are the ones onsite and best able to determine if they can reuse the skirting.
- ❖ Check all planks before and during installation (if defective planks are installed, the warranty will be void in respect to those planks).

### Required Tools and Equipment

- ❖ Safety gear and protective clothing
- ❖ Pencil
- ❖ Stanley knife
- ❖ Tape measure
- ❖ 1.6mm V Notch Trowel
- ❖ Straight Edge
- ❖ Square
- ❖ String/chalk line
- ❖ Vinyl plank adhesive

### Preparation

- ❖ The room that the flooring is to be installed in should be acclimatised to 18-27°C for a period of at least 48 hours before installation (be maintained prior to, during and for at least 24 hours after the installation is completed).

## GLUE DOWN INSTALLATION GUIDE

- ❖ Take all the planks out of the box and stack them in piles of about 2 boxes high 48 hours prior to allow them to acclimatise before installation.
- ❖ Make sure your floor is thoroughly cleaned from all contaminants (sweeping, vacuuming and damp mopping may be required).
- ❖ Ensure the subfloor is dry, flat, even, firmly fixed, stable, clean and free from debris, nails, grease, old adhesives and any chemical substances.
- ❖ Repair any damaged areas, holes, gaps and indentations by using a compound or anything recommended by your installation specialist. The floor will need to be level throughout the area that will be covered with the new flooring.
- ❖ Remove any carpet, cushion vinyl, floating laminate, needle felt, parquet and the like.
- ❖ Plan out:
  - the direction the planks will be laid;
  - the starting point;
  - how you will stagger the planks; and
  - what lengths you will be using.
    - *Please note: Do not use a piece shorter than 20cm for the staggering of the planks.*

### Installation

#### Step 1

- ❖ Use a string/chalk line from one end of the wall to the other to ensure your wall is straight and your planks begin straight when they are being laid.
- ❖ Leave a 3-5mm gap between the plank and wall or skirting to allow for movement during severe temperatures.
  - Make sure to measure the total width between the walls divided by the width of the plank to ensure the last piece is reasonable in size when laying it down.
- ❖ If the wall is not straight, please use the chalk/string line to create a straight edge.
  - You may need to back fill the gap between the wall and planks once the floor is laid to create a straight line. Make sure you maintain a 3-5mm gap between the planks and wall or skirting

#### Step 2

- ❖ Using a 1.6mm V notch trowel, spread the adhesive on to the floor (evenly spreading the adhesive).
- ❖ We highly recommend you use our recommended Adhesive with our Glue Down product range as we cannot guarantee other brands will work satisfactorily with our product.
  - Please note: It is important to know the type of adhesive you are using as each adhesive by type/brand may have different structures and; therefore, may need to be applied differently.
  - Please ensure you consider the directions advised by the adhesive type/brand you are using.

#### Step 3

- ❖ Once the adhesive has become tacky (the adhesive will have a chewing gum like consistency if you touch it), the planks can then start to be laid on the adhesive. It can take 10-15 minutes to become tacky, the warmer the temperature, the quicker it will become tacky. The time it takes for the adhesive to become tacky depends on the substrate porosity and ambient temperature in the room.

## GLUE DOWN INSTALLATION GUIDE

- ❖ If planks are being laid over a non-porous surface such as vinyl and sealed/painted concrete, Pressure Sensitive Glue will need to be used instead. Please contact the manufacturer for instructions.

### Step 4

- ❖ Lay the first row of planks in position, remember to face any planks that have been manually cut towards the wall to ensure the planks join in nice and tight.
- ❖ If you are starting from the corner of the wall do not forget to leave 3-5mm gap to allow movement in severe temperatures.
- ❖ Apply hand force pressure over the top of the plank evenly moving your hand in a forwards and backwards motion. This ensures the plank will get a strong bond with the adhesive.
- ❖ Ensure your first row is straight before commencing with the second row as this is vital to sustain a straight line in successive rows.
- ❖ To cut the planks use a straight edge and place it on the marked area where the cut needs to be made keeping the front image facing upright. Score the plank with your Stanley knife and snap it down.

### Step 5

- ❖ Begin laying the second row of planks down and at this point you need to use different size pieces to begin staggering the floor to create a random appearance, you can potentially use the last cut piece from your first row as the first piece for your second row.
- ❖ Keep in mind the piece you are using is not to be less than 20cm as all the joins in the floor need to be apart by a minimum of that distance.

### Step 6

- ❖ Continue installing the remaining rows following the same instructions above and keeping note of all the requirements.

## Finishing

- ❖ Once all the flooring is laid you can go over the floor with a heavy roller to ensure the plank has bonded to the adhesive successfully (optional).
- ❖ Avoid traffic on the floor for 48 hours after installation (please check the Adhesive recommendation).
- ❖ Re-install the removed moulding or skirting. If you have undercut the jambs or did not remove the moulding or skirting, you can install scotia to cover the gaps around the perimeter for a clean finish.
- ❖ Be careful not to secure the skirting or beading to the planks or to lay the skirting or beading too tightly against the planks, this can stop the planks from expanding and contracting from the edge of the wall as it is supposed to, and gaps can appear where the planks meet.

## Care and Maintenance

- ❖ Please see our **Care & Maintenance Guide** for further information about how to care for and maintain your new flooring.

## HYBRID CLICK LOCK PLANK INSTALLATION GUIDE

### *Important Information*

*It is important to employ safe working practices and use safety protection gear when installing flooring, such as protective eyewear and clothing, safe footwear and respiratory protection gear.*

*Please note that this is only a guide and we always recommend that you use professional installers for our products. Installation must be done in accordance with AS/NZS 1884-2012 Floor coverings – Resilient sheets and tiles – Installation practices. Incorrect installation or preparation of the subfloor will void your warranty.*

*Please read through the entire Installation Guide before you begin installing your new flooring.*

### **Installation Tips**

Tips to minimise movement caused by factors, including temperature and humidity, subfloor and improper installation.

- ❖ Ensure that both the room and the new planks are acclimatised to 18-27°C for a period of at least 48 hours prior to installation. This temperature should be maintained prior to, during, and for at least 24 hours after the installation is completed.
  - The indoor temperature must always be above 18°C and below 27°C.
- ❖ Ensure that your subfloor moisture content is not above the recommended amount according to the current Building Code of Australia and/or relevant state and territory building codes.
- ❖ If you have a timber subfloor, we recommend laying down Masonite or self-leveller first to help minimize movement and then laying the vinyl floor over this.
- ❖ In circumstances where underlay is being used, we recommend using hard rubber underlay only. Other underlay may cause the planks to bow and the click to break and fail.
- ❖ Ensure a 10mm gap is left around the outside of each room, including doorframes, pipes, cupboards etc.
- ❖ In circumstances where the span is more the 15m long (e.g. across a hallway), an expansion gap will be needed to break the span. This can be done in a doorway to help keep it neat providing the span from one expansion gap to the other is no more the 15m.
- ❖ Heavy objects on the floor, edging strips attached to the planks in door frames or where the floor meets other flooring, may restrict movement of the planks and prevent the floor from expanding and contracting. This may result in peaking or separation of the planks.
- ❖ Prior to installation, determine whether you will remove old skirtings and replace them with new ones after installation. We leave the choice to reuse old/new skirting up to the installer as they are the ones onsite and best able to determine if they can reuse the skirting.
- ❖ Check all planks before and during installation (if defective planks are installed, the warranty will be void in respect to those planks).

### **Required Tools and Equipment**

- ❖ Safety gear and protective clothing *particularly, safety glasses, dust mask and safety gloves*
- ❖ Pencil
- ❖ Stanley knife
- ❖ Tape measure
- ❖ Straight Edge
- ❖ Square
- ❖ String/chalk line

## HYBRID CLICK LOCK PLANK INSTALLATION GUIDE

- ❖ Hammer and tapping block
- ❖ Pull Bar (optional)
- ❖ Table Saw, Jig Saw or Mitre Saw (optional)

### Preparation

- ❖ The room that the flooring is to be installed in should be acclimatised to 18-27°C for a period of at least 48 hours before installation (be maintained prior to, during and for at least 24 hours after the installation is completed).
- ❖ Take all the planks out of the box and stack them in piles of about 2 boxes high 48 hours prior to allow them to acclimatise before installation.
- ❖ Do not attempt installation in severe conditions if it's less than 18°C or more than 27°C.
- ❖ Make sure your floor is thoroughly cleaned from all contaminants (sweeping, vacuuming and damp mopping may be required).
- ❖ Ensure the subfloor is dry, flat, even, firmly fixed, stable, clean and free from debris, nails, grease, old adhesives and any chemical substances.
- ❖ All substrates need to be level before laying the flooring otherwise you can encounter imperfections in the floor that maybe present during and after the installation.
  - Engineered Click Lock Flooring can float over existing hard level surfaces such as timber, concrete, existing vinyl and even ceramic tiles.
  - *Any uneven surfaces will need to be levelled with levelling compounds or other material suitable for the application, please talk to a professional for the best advice for your subfloor.*
- ❖ Repair any damaged areas, holes, gaps and indentations by using a compound or anything recommended by your specialist. The floor will need to be level throughout the area that will be covered with the new flooring.
- ❖ Remove any carpet, cushion vinyl, floating laminate, needle felt, parquet and the like.
- ❖ Plan out:
  - the direction the planks will be laid;
  - the starting point;
  - how you will stagger the planks; and
  - what lengths you will be using.
    - *Please note: Do not use a piece shorter than 20cm for the staggering of the planks.*

### Installation

#### Step 1

- ❖ Use a string/chalk line from one end of the wall to the other to ensure your wall is straight and your planks begin straight when they are being laid.
  - It is recommended to start laying the first row from the left corner of your wall; however, you can begin laying at another point if you are required to.
  - Make sure to measure the total width between the walls divided by the width of the plank to ensure the last piece is reasonable in size when laying it down.
- ❖ If the wall is not straight, please use the chalk/string line to create a straight edge.

## HYBRID CLICK LOCK PLANK INSTALLATION GUIDE

### Step 2

- ❖ Start installing parallel to the longest straightest wall, normally an exterior wall. Install the flooring pieces left to right. The groove side of the plank should be facing away from the starting wall.
- ❖ Using spacers, leave a minimum gap of 10mm for expansion between the flooring and walls, door frames, pipes and cabinets etc. The space you leave will depend on the distance of the length and width of the floor. You may need to leave more gap depending on the overall span as well as using expansion joints for long distances.

### Step 3

- ❖ After laying the first plank, lay the second plank in position by inserting the short end on a 45-degree angle. Be sure to use a tapping block so you do not damage the click system and planks with the hammer.
- ❖ Continue laying the boards this way until you reach the other wall.

***\*DISCLAIMER REGARDING STAIR INSTALLATIONS:*** *If you are installing your new flooring on stairs, each plank must be glued with hard set adhesive and foam backing must be removed from the planks before gluing.*

### Step 4

- ❖ To start the second row, install the first plank, ensure the plank is at least 20cm longer or shorter than the first plank in the previous row. There should be a minimum of 20cm stagger between any one joint and the nearest joints in adjacent rows. Planks used to start or end a row should be at least 20cm long.
- ❖ Next, install the second plank in the second row by inserting the tongue side into the groove first, then pressing the plank down, locking it into the previous row. Then tap the plank on its end with a tapping block to lock it into the previous plank.

### Step 5

- ❖ Continue installing rows, working left to right and adding additional planks in each row while maintaining a minimum 20cm stagger between adjacent row joints.

### Step 6

- ❖ The last plank in each row should be cut to fit while still maintaining a 10mm expansion gap at the wall.

In order to achieve this, you must follow the below steps.

1. Flip the plank over (placing the groove to your left.)
2. Measure the plank by the gap in the row.
3. Mark and cut the plank using a Stanley knife or electric saw.
4. Then flip the plank back over and it will be ready to be tapped into place.
5. You may use the remaining piece to start the next row assuming it is a minimum of 20cm long.

## Finishing

- ❖ Once all the flooring is laid you can then re-install the moulding or skirting.
- ❖ If you have undercut the jambs or did not remove the moulding or skirting, you can install scotia to cover the gaps around the perimeter for a clean finish.
- ❖ Be careful not to secure the skirting or beading to the Engineered Hybrid Click Lock or to lay the skirting or beading to tightly against the floor, this can stop the Engineered Hybrid Click Lock from expanding and

## HYBRID CLICK LOCK PLANK INSTALLATION GUIDE

contracting from the edge of the wall as it is supposed to and gaps can appear where the boards are clicked together.

### *Tips to remember:*

- ❖ Due to the nature of vinyl, it does expand and contract. Some movement can be expected to occur once your floor is laid and it climatizes to its environment. On some occasions gaps or peaking may appear between boards if temperature fluctuations have occurred. The amount of movement a floor experiences is influenced by humidity, installation methods and the sub floor the vinyl product has been laid on. Some maintenance may be required to tighten up the boards after installation.

Here are some useful tips to help you achieve the best finish for your floor.

- ❖ **Subfloor:** Timber subfloors such as yellow tongue, timber planks and chipboard are more inclined to move than Masonite, Plywood or a cement based or concrete floor. Timber subfloors expand and contract with temperature changes and this can have a direct impact on the floor. If you have a timber subfloor such as these, we recommend laying down Masonite or ply sheeting first to help minimize movement and then laying the floor over this.
- ❖ **Temperature:** Click Lock is designed to move as whole floor space. Humidity will have the biggest impact on floor movement. High humidity in summer will cause the planks to expand. In winter low humidity can cause the floor to shrink. If the floor is not able to move properly as temperatures change, gaps or peaking can appear at the weakest points in the floor. The best way to help combat this is to ensure a 10mm gap is left around the outside of each room including doorframes, pipes, and cupboards etc. The floor then uses this space to expand and contract. If this space is not there, the floor will still move, but instead of using the expansion gap you have provided it will find the weakest point in the floor, which is usually where the planks click together, and gaps or peaking will appear. This can happen on the long and short ends of the plank. If the span is more than 15m long (across a hallway for example) an expansion gap will be needed to break the span. This can be done in a doorway to help keep it neat providing the span from one expansion gap to the other is no more than 15m. Sometimes heavy objects on the floor will stop the floor being able to move, as will edging strips that are attached to the planks in door frames or where the floor meets other flooring such as tiles or carpet. If the floor is running through multiple rooms and gaps are not left around door frames, the planks can pull apart in or near the doorway. This is because, as the floor has moved its meet resistance from the door frame, the floor does not stop moving just because the doorframe is there, instead it will find the weakest point in the floor and the planks will begin to separate to accommodate the movement. In winter this shows as gaps between the planks, in Summer the planks will bubble up or "Peak" which is why it is important to leave the expansion gap around the perimeter of the room to avoid future issues.
- ❖ **Installation:** Installation methods can also be a contributing factor. A 10mm gap must be left around all edges of each room, including doorways, pipes, and cupboards etc. Many people make sure they do this around the wall but forget areas around other edges or where the floors meet carpet or tiles. Sometimes people accidentally glue the edge of their planks to the edging they use to cover the gap between the planks and the tiles or carpet. When the floor moves in this area it will not be able to do so at the edge, so it will find another avenue which is usually between planks nearby.

## Care and Maintenance

- ❖ Please see our **Care & Maintenance Guide** for information about how to care for and maintain your new flooring.

## LOOSE LAY INSTALLATION GUIDE

### *Important Information*

*It is important to employ safe working practices and use safety protection gear when installing flooring, such as protective eyewear and clothing, safe footwear and respiratory protection gear.*

*Please note that this is only a guide and we always recommend that you use professional installers for our products. Installation must be done in accordance with AS/NZS 1884-2012 Floor coverings – Resilient sheets and tiles – Installation practices. Incorrect installation or preparation of the subfloor will void your warranty.*

*Please read through the entire Installation Guide before you begin installing your new flooring.*

### **Installation Tips**

Tips to minimise movement caused by factors, including temperature and humidity, subfloor and improper installation.

- ❖ Ensure that both the room and the new planks are acclimatised to 18-27°C for a period of at least 48 hours prior to installation. This temperature should be maintained prior to, during, and for at least 24 hours after the installation is completed.
  - The indoor temperature must always be above 18°C and below 27°C.
- ❖ Ensure that your subfloor moisture content is not above the recommended amount according to the current Building Code of Australia and/or relevant state and territory building codes.
- ❖ If you have a timber subfloor, we recommend laying down Masonite or self-leveller first to help minimize movement and then laying the vinyl floor over this.
- ❖ In circumstances where underlay is being used, we recommend using hard rubber underlay only. Other underlay may cause the planks to bow.
- ❖ Heavy objects on the floor, edging strips, attached to the planks in door frames or where the floor meets other flooring, may restrict movement of the planks, and prevent the floor from expanding and contracting. This may result in peaking or separation of the planks.
- ❖ Prior to installation, determine whether you will remove old skirtings and replace them with new ones after installation. We leave the choice to reuse old/new skirting up to the installer as they are the ones onsite and best able to determine if they can reuse the skirting.
- ❖ Check all planks before and during installation (if defective planks are installed, the warranty will be void in respect to those planks).

### **Required Tools and Equipment**

- ❖ Safety gear and protective clothing
- ❖ Pencil
- ❖ Stanley knife
- ❖ Tape measure
- ❖ 1.6mm V Notch Trowel
- ❖ Straight Edge
- ❖ Square
- ❖ String/chalk line
- ❖ Vinyl plank adhesive

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### Preparation

- ❖ The room that the flooring is to be installed in should be acclimatised to 18-27°C for a period of at least 48 hours before installation (be maintained prior to, during and for at least 24 hours after the installation is completed).
- ❖ Take all the planks out of the box and stack them in piles of about 2 boxes high 24 hours prior to allow them to acclimatise before installation.
- ❖ Do not attempt installation in severe conditions if it is less than 18°C or more than 27°C.
- ❖ Make sure your floor is thoroughly cleaned from all contaminants (sweeping, vacuuming and damp mopping may be required).
- ❖ Ensure the subfloor is dry, flat, even, firmly fixed, stable, clean, and free from debris, nails, grease, old adhesives, and any chemical substances.
- ❖ Repair any damaged areas, holes, gaps, and indentations by using a compound or anything recommended by your specialist. The floor will need to be level throughout the area that will be covered with the new flooring.
- ❖ Remove any carpet, cushion vinyl, floating laminate, needle felt, parquet and the like.
- ❖ Plan out:
  - the direction the planks will be laid
  - the starting point
  - how you will stagger the planks
  - what lengths you will be using
    - *Please note: Do not use a piece shorter than 20cm for the staggering of the planks.*

### Installation

#### Step 1

- ❖ Use a string/chalk line from one end of the wall to the other to ensure your wall is straight and your planks begin straight when they are being laid.
- ❖ If the wall is straight the planks can be laid right up next to the wall or skirting.
  - It is recommended to start laying the first row from the left corner of your wall; however, you can begin laying at another point if you are required to.
  - Make sure to measure the total width between the walls divided by the width of the plank to ensure the last piece is reasonable in size when laying it down.
- ❖ If the wall is not straight, use the chalk/string line to create a straight edge.
  - The first row of planks will need to be glued to maintain the straight edge as you work across the room.
  - You will need to back fill the gap between the wall and planks once the floor is laid to ensure the planks do not move.

#### Step 2

- ❖ Using a 1.6mm V notch trowel, spread the adhesive on to the floor (evenly spreading the adhesive).
- ❖ We highly recommend you use our recommended Adhesive with our Loose Lay product range as we cannot guarantee other brands will work satisfactorily with our product.
  - Please note: It is important to know the type of adhesive you are using as each adhesive by type/brand may have different structures and; therefore, may need to be applied differently.
  - Please ensure you consider the directions advised by the adhesive type/brand you are using.

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### Step 3

- ❖ Once the adhesive has become tacky (the adhesive will have a chewing gum like consistency if you touch it), the planks can then start to be laid on the adhesive. It can take 10-15 minutes to become tacky, the warmer the temperature, the quicker it will become tacky. The time it takes for the adhesive to become tacky depends on the substrate porosity and ambient temperature in the room.
- ❖ If planks are being laid over a non-porous surface such as vinyl and sealed/painted concrete, Pressure Sensitive Glue will need to be used instead. Please contact the manufacturer for instructions.

***\*DISCLAIMER REGARDING STAIR INSTALLATIONS:*** *If you are installing your new flooring on stairs, each plank must be glued with hard set adhesive.*

### Step 4

- ❖ Lay the first row of planks in position, remember to face any planks that have been manually cut towards the wall to ensure the planks join in nice and tight.
- ❖ Ensure your first row is straight before commencing with the second row as this is vital to sustain a straight line in successive rows.
- ❖ To cut the planks use a straight edge or a plank and place it on the marked area where the cut needs to be made. Keeping the front image facing upright score the plank with your Stanley knife and snap it down on a hard edge. If the plank does not snap off completely cut the plank from underneath and follow through until the pieces are separated.

### Step 5

- ❖ Begin laying the second row of planks down and at this point you need to use different size pieces to begin staggering the floor to create a random appearance, you can potentially use the last cut piece from your first row as the first piece for your second row.
- ❖ Keep in mind the piece you are using is not to be less than 20cm as all the joins in the floor need to be apart by a minimum of that distance.

### Step 6

- ❖ Continue installing the remaining rows following the same instructions above and keeping note of all the requirements.

## Finishing

- ❖ Once all the flooring is laid you can then install the removed moulding or skirting.
- ❖ If you have undercut the jambs or laid the planks up against the moulding or skirting, you can install beading around the perimeter for a clean finish.

## Care and Maintenance

Please see our ***Care & Maintenance Guide*** for further information about how to care for and maintain your new flooring.

## CARE & MAINTENANCE GUIDE

Serfloor Australia Products are ideal for all areas in the home and most commercial environments.

Our collection ensures optimum style and premium quality that will provide many years of valuable performance.

In addition, our products are designed for low maintenance, they are treated with a coating on the surface that helps to defend against scuffing and scratching, it also means the floor does not need to be sealed after installation.

We have done the hard work in the beginning to provide you a product that requires low maintenance but like everything it will still require some love and tender care.

Below are important but basic instructions on how to keep your floor looking new for years to come.

### Immediately following installation

- ❖ Gently remove all loose debris from the floor using a vacuum or a soft bristled broom/brush.
- ❖ If any adhesive is used and is visible on the surface remove immediately.
- ❖ Damp mop the floor with warm water or a pH neutral detergent.
- ❖ Any spare material left over should be stored away for future replacement if required.

### Regular Care and Maintenance

- ❖ Sweep or vacuum daily to remove dust and dirt from the floor and avoid stains by cleaning any liquid and food products off the floor promptly.
- ❖ Sweep up all rubbish and debris that are on the floor using a soft bristle broom.
- ❖ Clean the floor with a non-abrasive cleaning solution or warm soapy water using a PH neutral detergent as strong cleaner can cause permanent damage to your flooring.
- ❖ You can use a Polish or Sealer for your floor using a Vinyl/PVC recommended solution, however, be aware this can make the floor slippery. It may also alter the colour.
- ❖ Ensure all furniture is fitted with felt pads on the base or feet of the object and never drag furniture across the floor, this will help prevent scratching and scuffing.
- ❖ Avoid rubber, acidic and petroleum-based products such as tires, casters, dyes, floor mats or asphalt sealers as these may contain chemicals that can permanently stain flooring.
- ❖ Exposure to UV rays can cause fading and/or discolouration. Protect your floor from direct sunlight with curtains/blinds or any type of blockers, to prevent discolouration/fading from the sun as warranty does not cover this.

### Important Information

Please note that this is only a guide. At the date of issue, information in this guide is correct. Serfloor Australia reserves the right to makes changes to this guide without adversely affecting the quality or performance of our product.

Please note that failing to properly care for and maintain your flooring will void your warranty.