

1. GENERAL INFORMATION

Important Information: The current version of all associated technical documents, including technical data sheets, installation instructions, maintenance guides and warranties (especially exclusions), must be read, understood, and followed prior to and during installation. For a complete list of suitable applications and installation environments, refer to the Material Usage Guide. For guidance regarding wet areas, please see all applicable technical bulletins. Ensure that all subfloor and substrate preparation, including any required moisture testing, has been completed, reviewed, and understood by all involved parties before installation. Do not proceed until all conditions are met. **Site-related issues, such as those caused by substrate, installation, and site-conditions, are not covered under warranty.**

Do not install outside or expose the flooring to direct sunlight, prolonged UV/IR radiation or high heat sources, such as self-cleaning ovens, as these can lead to fading, damage, or excessive product movement. Avoid installing in areas where sharp or pointed footwear or objects (such as stiletto heels or cleats) may be present, as they may damage the product. Do not use rubber wheels, rubber casters, or rubber-backed mats directly on the flooring, as they may cause permanent stains. Allow all other trades to complete their work before installation begins. All ASTM standards referenced in this document can be purchased at www.astm.org.

Warning: All local, state, and federal regulations must be followed - this includes the removal of in-place asbestos flooring and adhesive and lead-containing materials. When appropriate, follow the *Resilient Floor Covering Institute's (RFCI) Recommended Work Practice for Removal of Existing Floor Covering and Adhesive*. Do not use solvent or citrus-based adhesive removers. Follow all Occupational Safety and Health Administration (OSHA) guidance regarding exposure limits for respirable crystalline silica. Always wear safety glasses and use respiratory protection or other safeguards to avoid inhaling any dust. All liquid spills must be cleaned promptly - allow the floor covering to dry before allowing foot traffic.

Receiving Material & Initial Storage: The floor covering and accessories must be stored in dry indoors conditions between 40°F to 90°F (4°C to 32°C). Do not store outside, even in containers, and do not stack pallets. Remove all the plastic and strapping from the product after delivery. Confirm that the flooring product, color, and quantity are correct. Carefully check all materials for shipping damage and note all damage on the bill of lading before accepting the delivery. **Material accepted with visible shipping damage that is not reported on the bill of lading is not covered under warranty.**

Check all product lot numbers: If more than one lot is onsite, mark the pallets or boxes of each lot to ease identification and lot management. While mixing materials from different lots will not affect performance, it may lead to noticeable visual differences

in shade or texture. As such, ensure differing lots are installed in separate areas. If mixing lots is intended, compare different lots under various lighting conditions before installation and ensure customer approval. **Observable visual variations due to mixing production lots are not covered under warranty.**

Recommended Personal Protective Equipment (PPE) & Tool List:

- Safety Glasses
- Safety Shoes
- Dust Mask
- Cut-Resistant Gloves
- Knee Pads
- HEPA-Filtered Vacuum
- 6-foot and 1-foot Straight Edge or Level
- Utility Knife with New Blades
- Tape Measure
- Pencil
- Speed Square
- Chalk Marking Line
- Non-Contact Infrared Thermometer
- Appropriate Adhesive Trowels or Blades
- 100 lb. Three Section Roller
- Oscillating Multi-Tool or Hand Saw (for door jambs)
- Appropriate Substrate Preparation Tools

Adhesive Information: These instructions are specifically for approved adhesives only and shall not to be used with any other adhesive. **Using an unapproved adhesive may allow flooring to excessively gap, dome, or curl as a direct result of environmental and/or subfloor conditions, which will not be covered under warranty.**

Documentation: Record and/or photograph all site conditions, test results, and corrective measures taken. All relevant pre-installation documentation, as well associated product sales invoices, shop drawings and/or project information, must be stored for the entire warranty period. In the unlikely event of a claim, these documents may be required to identify the product and validate compliance with all associated technical documents. A wireless, cloud-based monitoring system is recommended to monitor and track site conditions, especially when the site is unoccupied and/or permanent HVAC is not operational.

2. SUBSTRATE PREPARATION

Substrate Flatness: Check all subfloors for flatness prior to installation. It is recommended that all subfloors have a floor flatness of FF32 and/or have a maximum deviation of < 1/8-inch gap (2 x US quarters should not slide underneath) within 6-feet

and $\leq 1/16$ -inch gap (1 x US quarter should not slide underneath) within 1-foot. Subfloors that do not meet this requirement should be corrected appropriately prior to installation. Failure to follow this recommendation must be pre-agreed upon with customer / end-user before installation begins.

Concrete Moisture Requirements: All subfloors and substrates requirements and limitations shall be followed, as detailed within all related approved adhesive technical documents.

Concrete Substrate & Subfloor Requirements: All concrete must be at least 28 days old, structurally sound, stable and have a minimum compressive strength of ≥ 3000 PSI prior to installation. The concrete must be clean, dry, and free of contaminants, such as dust, residual adhesives, solvents, wax, oil, grease, mold, mildew, asphalt, and visible alkaline salts prior to installation to ensure proper adhesion and long-term performance. If site conditions are inadequate or if there is any evidence of water, hydrostatic pressure or chemical adhesive removers on the concrete, do not proceed with the installation and contact the Novalis technical department for guidance.

To treat dormant construction joints and cracks, first remove all debris, dust, and dirt from the cracks. Next, fill cracks with a rigid crack treatment designed for construction joints, ensuring the surface is troweled flush with the surrounding concrete. Use an appropriate expansion joint covering system over all expansion joints to manage concrete expansion and contraction.

If needed, flatten or smooth the surface with a moisture-resistant, commercial-grade leveling or patching compound, following the product manufacturer's instructions.

Gypsum/Lightweight Substrate Requirements: Lightweight or gypsum substrate must be dry as per the product manufacturer's specifications and have a minimum compressive strength of 2000 PSI when installed over wood, or 3000 PSI when installed over concrete. The substrate must be installed and prepared in accordance with the *ASTM F2471 Standard Practice for Installation of Thick Poured Lightweight Cellular Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring* or the *ASTM F2419 Standard Practice for Installation of Thick Poured Gypsum Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring*, respectively. New or existing substrates may require a sealant or primer before installing resilient flooring. Follow the product manufacturer's instructions for appropriate preparation. Substrates must be firmly bonded to a structurally sound subfloor. Any cracked or damaged areas must be removed and repaired using a compatible repair product.

Wood Substrate & Subfloors Requirements: All wood substrates must be structurally sound, stable, and free from deflection, movement, or instability. Sleepers and sleeper systems must not make direct contact with concrete foundations. The moisture content percentage (MC-%) of the wood must also meet the requirements for the specific region to ensure proper performance, stability and durability. Wood subfloors and

substrates must be compliant with and, if necessary, prepared in accordance with the *ASTM F1482 Standard Practice for Installation and Preparation of Panel Type Underlayments to Receive Resilient Flooring*. Wood substrates must consist of a double-layer construction with a recommended total thickness of at least 1 inch, adhering to all local, state, and federal building codes. For standard installations, the top layer must be American Plywood Association (APA) rated underlayment grade plywood or an equivalent material, with a minimum thickness of $1/4$ inch. The plywood must be fully acclimated, smooth, free of knots or voids, and fully sanded. When floors may be subjected to moisture, use an APA-rated exterior grade plywood or an equivalent material.

Resinous Coating Requirements: When installing directly over resinous coatings, such as epoxy coating or a moisture mitigation system, ensure the coating is clean, free of contamination, structurally sound, smooth, dry and properly cured per manufacturer's instructions.

Metal Substrate Requirements: Metal substrates must be clean, dry, structurally sound smooth and free of oil, rust and/or oxidation. When installing in areas that may be subject to topical water, moisture and/or high humidity, an anti-corrosive coating should be applied to protect the metal substrate. Contact a local paint or coating supplier for coating recommendations.

Other Subfloor & Substrates: Installing over existing resilient vinyl flooring is not recommended. However, it may be possible over some materials, such as vinyl composition tile (VCT), quartz tile, solid vinyl tile, sheet vinyl or linoleum, as well as existing hard surface flooring substrates, such as terrazzo, porcelain or ceramic tile. Ensure subfloor is dry, existing flooring is clean, dry, sound, solid and well adhered. All loose material must be removed and repaired or replaced. All imperfections must be flattened and smoothed with a suitable repair product. ***Electing to install over existing floor covering releases the manufacturer from all liability related to suitability and continued performance of the existing product, including all subsequent effects on the new floor covering.***

Radiant Heating Requirements: When installing flooring over a substrate that contains a radiant heating system, ensure that none of the heating elements make direct contact with the flooring material. Ensure radiant heat is no higher than 70° F (21° C) 8-hours prior to and during the entire installation. After installation, the radiant heat may gradually be increased over the course of 24 hours, until normal operating temperature is reached. Ensure the temperature of the radiant heating system does not exceed 85° F (29.5° C) and avoid making abrupt changes in radiant heating temperature.

Sound Control Substrates: Additional sound control underlayments shall not be used under this floor covering. ***All issues related to the installation of additional, unapproved underlayments will not be covered under warranty.***

Unsuitable Subfloors: These include but are not limited to: Floating or loose floor coverings, vinyl asbestos tile (VAT), hardwood, carpet, cushioned vinyl, rubber, cork, foam, asphalt

tile, additional acoustical underlayments and any subfloor with visible mold, mildew, or fungi and any subfloor in wet areas, such as inside showers and saunas. Do not install over substrates that have been coated with varnish or an oil-based, enamel, paint, primer, primer-sealer or stain-blocker. Do not install over any substrate made of Masonite™, chipboard, wafer board, fiberboard, particleboard, construction-grade plywood, CDX, OSB (including AdvanTech™), Lauan, cement board or any non-underlayment grade panels – if present, cover with an APA-rated underlayment-grade plywood. Do not use pressure-treated plywood. If using fire-retardant plywood, confirm adhesion using the Mat Bond Evaluation detailed below. Do not install directly over any adhesive or adhesive residue of any kind. Do not install in recreation vehicles, campers, boats. If installing in fully enclosed and weatherproof three-season rooms, sunrooms and other areas that do not comply with the Site Conditions, contact the technical department for specific instructions before proceeding. **All issues associated with the use of unsuitable substrates and subfloors will not be covered under warranty.**

Mat Bond Evaluation: If the compatibility of an otherwise suitable substrate or any other products is in question, perform a mat bond evaluation following the ASTM F3311 Standard Practice for Evaluation of Performance and Compatibility for Resilient Flooring System Components Prior to Installation.

3. FLOORING INSTALLATION

Site Conditions: The prepared installation area must be fully enclosed and weatherproof. Maintain steady site conditions (within $\pm 5^{\circ}\text{F}$) using an HVAC system set to the normal, post-installation operating temperature and humidity conditions (In-Service Conditions) for at least 48 hours before, during, and 48 hours after installation. In-Service Conditions must be between 60°F (16°C) and 80°F (27°C) and between 35% and 65% relative humidity. Additionally, In-Service Conditions must be $\geq 10^{\circ}\text{F}$ above dew point. Once all required site-conditions are met, the flooring product may be delivered to the installation area in its original packaging with all labels intact. During installation, block any direct sunlight using window treatments or other protective methods.

Failure to meet the site condition requirements may impact adhesive performance. If the required conditions cannot be met, contact the technical department for specific instructions before proceeding.

Product Acclimation: Before installation, confirm that the flooring is acclimated to within $\pm 2^{\circ}\text{F}$ of the in-service conditions using a non-contact infrared (IR) thermometer. If these conditions are not met, delay the installation until the flooring temperature is within the acceptable ranges.

Layout: Confirm the installation pattern and direction according to the design specifications or work order. Planks should be installed in a random pattern, ensuring all joints are spaced ≥ 8 -inches apart. Avoid creating "H" joints, "stair-stepping" patterns and obvious pattern repeats. Tiles should be installed in a brick-

bond or 1/3 offset pattern.

Grouting: If the flooring has a micro-beveled edge, it can be grouted. During installation, ensure a consistent gap is left around all four sides of each tile or plank using appropriate tile spacers. The gap should be 1/16-inch, 1/8-inch, or 3/16-inch wide. Remove the spacers before rolling and grout the joints with a flexible grout designed for vinyl flooring. Follow the grout manufacturer's instructions for application and cleaning. Note: Any grout residue left on the surface may impact maintenance and is not covered under warranty.

General Preparation: Undercutting all wooden door jambs, using an Oscillating Multi-Tool, is recommended. Ensuring the door jamb cut height matches the thickness of the floor covering. Thoroughly clean the area with a HEPA-filtered vacuum prior to flooring installation.

Inspect all material prior to and during installation to verify that there are no visible defects, damage, excessive shading, sheen, or texture variations. Blend materials from multiple cartons within the same lot to ensure a consistent appearance. Some flooring products, colors and textures have acceptable color and shade variations. If there are concerns regarding defects, shade, sheen, or texture variation, do not install material and consult a sales or technical representative. **Labor and associated costs with materials installed with obvious visual defects and/or mixing production lots are not covered under warranty.**

Starting Line: Measure the width of each end of the installation area, then calculate the width of the final row. If the width of the final row is less than half the width of the flooring, adjust the width of the first row to compensate. Measure and mark the starting line using a chalk line.

Adhesive Application: After the substrate that has been prepared, apply the adhesive according to the product manufacturer's instructions, paying close attention to application method, open time and working time. Avoid skips, puddles or sharp trowel turns. Allow the appropriate open time for the adhesive. Only apply adhesive that can be covered within the working time.

Cutting: Using a speed square as a guide, carefully score along the cut line at least twice with a utility knife and a new blade. Snap the piece downwards to complete the cut. Alternatively, a suitable guillotine cutter may be used. When cutting across the length of the material, use a suitable length straight edge or the factory edge of a piece of flooring. As necessary, a jigsaw with a carbide blade may be used for complicated cuts, following the tool's safety instructions.

Flooring Installation: Carefully install the flooring following the starting line, keeping all joints tight without pressure fitting. Make sure all arrows on the back are pointed in the same direction. Ensure the starting row is straight - the acceptable straightness tolerance is within 1/16 inch for lengths over 20 feet or 1/32 inch for lengths under 20 feet. Within the working time of the adhesive, roll the installed flooring slowly, first width then length, using a 100

lb. three-section roller. Failure to roll correctly may result in issues that are not covered under warranty. Remove any wet adhesive from the surface of the flooring immediately using a damp, clean cloth.

Post-Installation: Visually inspect the installation to ensure that the appearance is uniform and straight, that all seams are tight and correctly staggered/spaced. Remove any dried adhesive from the surface of the flooring using 70% Isopropyl Alcohol and a clean cloth. Do not use hydrocarbons, paint thinner, acetone, harsh and/or hazardous chemicals, or abrasive cleaning pads. Take photographs and have any required documentation signed and filed following completion. Do not slide or drag heavy objects across the floor. If required, protect the flooring with protective boards, such as Masonite, Ram Board, or Plywood to prevent any damage.

Do not place, slide, drag heavy objects across the floor. When moving appliances, heavy furniture or equipment, protect the flooring with appropriate, hard surface furniture sliders or 1/2" plywood. Casters, glides and feet of all furniture or equipment must have a flat contact point that is at least 1 sq. in. or 1.125 in. in diameter to limit indentation and flooring or finish damage. To avoid maintenance-related issues, do not use nylon/hard plastic wheels, glides, or casters. ***Prior to final use, ensure the customer reviews the Floor Protection & Maintenance document.***

Provide the customer with three or more extra pieces of flooring in the original packaging as attic stock, to be kept for the lifetime of the floor. ***In the unlikely event of a product issue, attic stock can play a crucial role in product identification, color matching, product claim verification and possible repairs.***