



## **DRY BACK COLONIAL PLANK GLUE-DOWN INSTALLATION GUIDELINES, MAINTENANCE, AND WARRANTY**

**Before starting installation, it is important you read all instructions and warranty information.** By starting installation of this product you are agreeing that you have read and understand all installer/owner's requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty. If you need additional assistance contact Southwind Tech Services at 1-800-272-2808.

The flooring should only be installed after all the other trades have finished and the jobsite has cleared of any and all debris that could damage a finished plank installation.

It is the sole responsibility of the installer/owner, prior to installation, to assure that the planned installation area is suitable for Colonial Plank and meets local building codes. Confirm that all subflooring meets or exceeds all industry standards/local building codes; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job environment and subflooring requirements.

**The installer/owner assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: print/color/texture, factory finish. If the product is not acceptable, DO NOT INSTALL IT. Contact your supplier immediately for assistance. Flooring that has been installed will be deemed to have been inspected and quality accepted.**

**Southwind recommends using a Premium LVP adhesive and that adhesive manufacturer's guidelines are strictly followed concerning moisture limitations and application of the adhesive. A "Firm Set" LVP Adhesive is recommended for areas with "rolling loads" (wheelchairs, hospital beds, carts, racks, etc.)**

Acclimatize LVP flooring for a minimum of 48 hours. We recommend you leave the products in their original packaging (straps left on each carton) until time of installation at a temperature of 68°F to 79°F (20°C to 26°C) in the area in which the flooring will be installed. Protect flooring from excessive heat/cold during storage.

Southwind recommends that installations in areas of potential rapid temperature change (solariums, sun-rooms, saunas, etc.) not exceed 140° as this will damage the product and void the product warranty. Verify the temperature fluctuations prior to installation to determine if the area is suitable for Colonial Plank flooring.

Product is rated for indoor use only in an acclimatized area within the required temperature range (65°F – 85°F), do not install outdoors.

### **Tools required:**

Safety glasses, utility knife, straight edge, chalk-line, tape measure, pry-bar, saw, spacers, 75-100 pound roller, Premium LVP adhesive and trowel (per adhesive manufacturer's requirements), mineral spirits, and clean rags

### **Subfloor Requirements/Preparation:**

All sub-floors must be dry, smooth, clean, and free from all foreign materials (dust, wax, solvents, paint, oils, and old adhesive residue) that might prevent an adhesive bond prior to installation. Sweep or vacuum your subfloor immediately prior to installation ensuring there is no debris or grit, as it may interfere with installation. Any flat, high or low areas exceeding 3/16" per 10' or 1/8" per 6' must be corrected.

**Wooden subfloors:** Recommended 3/4" CDX plywood, OSB, or APA approved underlayment panels. Sand down high areas, fill low areas. Nail or screw down any loose areas and replace any damaged sheathing (damaged, swollen or delaminating). A latex primer may be required on new subfloors or underlayment to promote a better bond with the adhesive.

**Concrete:** Most concrete subfloors are not flat/smooth and must be leveled before installation. In all cases, verify the subfloor using a 10' long straightedge to locate high and low areas. Low areas should be filled with a latex fortified Portland cement based self-leveling compound. The moisture content of the concrete subfloor should not exceed the recommendation from the adhesive manufacturer. If concrete subfloor is painted or otherwise sealed, verify with the adhesive manufacturer if compatible and if not, what steps must be taken to ensure proper adhesion to the surface of the subfloor.

**Old Adhesive Residue:** Southwind does not recommend skim coating over existing adhesive. The existing adhesive may break down and could lead to job failure. Do not use solvents or citrus adhesive removers to remove old residue. These products can leave a residue in the concrete that may affect the new adhesive and floor covering.

**Radiant Heated Systems:** The embedded radiant heating system needs to be operational and working for one week prior to install date to reduce any residual moisture. Three days prior to install lower the temperature to 65°F. 24 hours after the installation has been completed, the temperature can be gradually increased in 5° increments. Temperature must never exceed 85°F (29°C). Any damage to the floor caused by the radiant heating system will not be covered by the product warranty.

**Existing Ceramic Tile, Quarry Tile, and Terrazzo Flooring:** The existing flooring must be well-bonded to the subfloor. Any wax, polish, grease, grime, or oil must be removed. Southwind recommends that you skim coat any existing grout lines or irregularities with a latex fortified Portland cement based patching compound to prevent the grout lines from telegraphing through the Harvest Plank. Grind any highly polished, irregular, or smooth surfaces.

**Existing Resilient Floor Covering:** The existing resilient must be single layered, non-cushioned backed, fully adhered, and smooth. The flooring should show no signs of moisture or alkalinity. All waxes, polishes, grease, grime, and oil must be removed. Any irregularities must be repaired or replaced. An embossing leveler is recommended to prevent telegraphing. Do not install over rubber based substrates.

**Do not install LVP flooring over soft, rough, or uneven surfaces.**

### **ABESTOS WARNING**

**WARNING! DO NOT MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.** *Previously installed resilient floor covering products and the asphaltic or cutback adhesives used to install them* may contain either **asbestos fibers** and/or **crystalline silica**. Avoid creating dust. Inhalation of asbestos or crystalline dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases risk of serious bodily harm. Unless positively certain that the previously installed product is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material. See current edition of the Resilient Floor Covering Institute (RFCI) publication "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures. [www.rfci.com](http://www.rfci.com)

## GENERAL INSTALLATION INFORMATION:

- When calculating flooring square footage requirements, allow a minimum of an additional 10% for cuts, waste and defects. If installing a diagonal or other special pattern, allow for 10% additional materials.
- It is always recommended to draw panels from a minimum of 3 different boxes during installation to assure an even distribution of any minor color variations and slight differences in embossing levels.
- Verify planks prior to installing, checking for debris or damage. Clean, trim or discard any affected sections.
- Begin by measuring the width of the room and divide the total width of the room by the width of the panel. Adjust the first row width so that you finish with at least a half a width of a panel on the far wall.
- Set up starting line for the first row by measuring the width of the (adjusted) panel. Add 1/8" (3mm) to this number and mark the floor at each end of your starting wall, approximately 6" (150mm) away from the corners.
- Using a chalk-line, carefully snap a line between these two points. Check to make sure there will be approximately 1/8" (3mm) between the edge of your first row of panels and the wall. This space allows for any slight expansion of the LVT/LVP flooring and will be covered by the baseboard / quarter-round.
- Trowel adhesive (per adhesive manufacturer's guidelines) for 2-3 rows of plank
- Working from left to right, layout first row of panels, assuring that the rows are straight and square. First panel should start 1/8" (3mm) from the wall. Cut the last panel to finish 1/8" (3mm) from the opposite wall. We recommend you use temporary shims to keep the floor away from the walls, as the floor may shift during installation while the adhesive sets. Place the shims every 2-3' (60-90 cm) along the starting wall, plus at the end of each of the starting rows so panels do not shift when set into place.
- To start the second row, use the remainder of the last panel of the first row if it is longer than 30cm (12") long, otherwise, cut a new panel in half and proceed. It is recommended to **ALWAYS STAGGER THE END JOINTS FROM ROW TO ROW BY AT LEAST 8" (20cm)**. Continue this process to complete the installation.
- If a doorframe must be undercut, lay a panel of flooring next to the doorframe with the patterned side facing down. Undercut the doorjamb with a saw, then slide the flooring panel under the doorjamb with the decorative pattern facing upwards. Please note that the floor must be allowed to expand under the doorjamb and recommended expansion gap must be respected.
- Ensure there is a minimum 1/8" (3mm) gap around the entire floor perimeter and any obstacles. Measure and cut the last panels to fit so that there is a minimum 1/8" (3mm) gap along the last wall. After the installation is complete roll entire area with roller in all directions.
- Remove all temporary shims, sweep & vacuum immediately.
- If you have removed any transition pieces and not covered their place with Colonial Plank, reinstall them immediately.
- Replace or install new matching baseboards and quarter rounds in all areas. Baseboards are to be nailed into the wall and quarter rounds into the baseboards. DO NOT nail either of these into the LVP flooring

## Protection and Maintenance:

- General cleaning: It is recommended that you sweep & vacuum the area immediately after installation to remove potential damaging grit and debris.
- Further cleaning with an approved PH Neutral vinyl floor cleaning agent (**Diversey Stride, BONA Stone Tile and Laminate Cleaner, Zep, Hilway Direct HD pH Neutral Cleaner**) recommended, as required.
- Do not buff, wax or use cleaning products that contain surfactants.
- Never steam clean or use a steam mop on the floor.
- Furniture & appliances: If you are moving and placing furniture and appliances, cover all feet and floor contact points with heavy duty self-adhesive felt pads to protect the floor. Lift heavy objects when moving (furniture or appliances) DO NOT roll or slide them across the floor.

- Felt pads on chair legs should be replaced periodically, as they wear and accumulate grit with use and can damage the floor.
- Caster wheeled chairs should have wide rubber casters. Protective mats are required under office chairs.
- We recommend walk off mats at all entryways.
- High heels, spiked shoes, and rolling loads may mark, abrade, or otherwise damage the surface and finish of your floor.
- Keep pet nails trimmed, especially dogs, as they may damage the floor.

### **25 Year Limited Residential Flooring Warranty:**

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

When installed in a residential situation, against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty.

Consult your original packaging for the warranty time specific to the product you have purchased. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the flooring planks or tiles and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks or tiles at the sole option of the manufacturer. The warranty does not include labor and installation costs nor any secondary costs. Claim compensation (if approved and/or authorized is limited to the specific area which is deemed to be valid under the claim.

Failure to adhere to and follow all the installation and maintenance instructions, incorrect or insufficient maintenance, and any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.

NOTE: Rental units, leased properties, and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations. These are covered by the limited commercial warranty.

Warranty is applicable to the original owner that the product, when in its original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal use in accordance with the terms, installation instructions, limitations and conditions herein. The manufacturer/distributor warrants to the original user that the finish on its products will not wear through during the warranty period when installed and used under normal use in accordance with the terms, installation instructions, limitations and conditions herein.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the manufacturer assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province. To file a warranty claim, contact the original supplier where the flooring was purchased

Note that manufacturer/distributor/retailer reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

All warranty claims must be made in writing through the original reseller and must include a complete copy of the original purchase receipt, installation documentation, as available. Other additional information that may be requested by the manufacturer/distributor/retailer regarding details included in this warranty.

### Proration for Southwind Hard Surfaces

#### 25 Year Limited Residential Warranty

|                       |      |                       |     |
|-----------------------|------|-----------------------|-----|
| 1 <sup>st</sup> Year  | 100% | 11 <sup>th</sup> Year | 80% |
| 2 <sup>nd</sup> Year  | 100% | 12 <sup>th</sup> Year | 70% |
| 3 <sup>rd</sup> Year  | 100% | 13 <sup>th</sup> Year | 60% |
| 4 <sup>th</sup> Year  | 100% | 14 <sup>th</sup> Year | 50% |
| 5 <sup>th</sup> Year  | 100% | 15 <sup>th</sup> Year | 40% |
| 6 <sup>th</sup> Year  | 100% | 16 <sup>th</sup> Year | 30% |
| 7 <sup>th</sup> Year  | 100% | 17 <sup>th</sup> Year | 25% |
| 8 <sup>th</sup> Year  | 90%  | 18 <sup>th</sup> Year | 20% |
| 9 <sup>th</sup> Year  | 90%  | 19 <sup>th</sup> Year | 15% |
| 10 <sup>th</sup> Year | 90%  | 20 + Years            | 10% |

*\*Proration means the warranty protection reduces over time.*

#### 10 Year Limited Light Commercial Warranty

Southwind warrants that the wear layer of the Colonial Plank flooring will not wear through under light commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through over a minimum of 3% of the total installation. Surface scratches and gloss reduction are not considered surface wear. This warranty is non-transferrable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail Areas: Product Display Areas, Sales Floors, Novelty Shops, Boutiques, Showrooms, Hair Salons, Hallways, Entryways(walk-off mats are required)
- Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls, Hallways
- Hotels: Guest Rooms, Meeting Rooms, Conference Rooms, Lobby
- Offices and Restaurants: Offices, Meeting Rooms, Conference Rooms, Restaurant Floor, Break Rooms, Showrooms
- Rental units, Leased Properties, and apartments

The flooring must be installed properly in accordance with the manufacturer's installation guidelines. The floor must be maintained properly in accordance with the manufacturer's guidelines. The floor must be used indoors in a dry, climate-controlled area. Installation of flooring that contains a manufacturing defect is not covered under this warranty.

### **Proration of 10 Year Limited Light Commercial Warranty:**

**Within One Year** Southwind will cover the original purchase of the product or replace the product. Southwind will cover reasonable labor.

**From Year 1 - 5:** Southwind will cover the original purchase of the product or replace the product. Southwind will cover 50% reasonable labor.

**From Year 5 - 10:** Southwind will cover the original purchase of the product or replace the product. Labor costs are not included.

### **Exclusions for Residential and Light Commercial Warranties:**

- Noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor
- Scratches, dents, chips, pet damage, and stains caused by normal wear and tear
- Mold, mildew, bacteria, or any issues due to high moisture, weather conditions, or natural disaster
- Damages caused by fire, accidents, cleaning agents, negligence, or lack of maintenance
- Damage caused by rolling loads or wheel chairs(motorized and non-motorized)
- Damage caused by appliance, plumbing leaks, heating and air conditioning systems (including heating ducts, heat sources, and heating components of all types)
- Damage caused by using chemically reactive material, stains, spillage, burns, gouges, scratches, abuse or using harsh scouring pads while buffing.
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using proper floor protectors as they may mark, abrade, or otherwise damage the surface and finish of your floor.
- Problems relating to installation issues are not manufacturing related
- Floors which have been installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature level throughout the entire year as required herein.
- Changes to sheen/gloss levels in high traffic areas
- Claims due to differences in the color and texture from display models and literature
- Differences in color, and texture from board to board.
- Claims due to lightening or darkening of the product from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.
- Improper installation, handling, or inadequate protection
- Products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.
- Color variances from one print/batch number to another. Prior to installation, verify the colors are an acceptable match. Co-install all batched in evenly distributed and well mixed manner.
- Incidental or consequential damages not attributed to manufacturing or workmanship defects

To file a warranty claim, contact the original supplier where the flooring was purchased

All warranty claims must be made in writing through the original retailer and must include a complete copy of the original purchase receipt, installation documentation, as available. Other additional information that may be requested by the manufacturer/distributor/retailer regarding details included in this warranty.

For information regarding our products, please visit our web-site: [www.southwindcarpet.com](http://www.southwindcarpet.com)