



# 2G Loc Luxury Vinyl Plank (LVP) Installation Instructions and Warranty

**PLEASE READ THE ENTIRE INSTALLATION INSTRUCTIONS BEFORE PROCEEDING WITH THE ACTUAL INSTALLATION**

## GENERAL INFORMATION

These installation specifications are for **Loc Luxury Vinyl Plank**. 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.

- The floor covering should be stored and installed in climate constant or climate controlled indoor Loc Luxury Vinyl Planks with an average temperature of between 65°-85°F or 18°-29°C.
- Install Loc Luxury Vinyl Plank only after the jobsite has been cleaned and cleared of everything that may hinder a fluent installation or may damage the planks.
- To minimize shade variation, mix and install planks from several cartons.
- Note that colour uniformity of the planks can only be guaranteed for deliveries of the same production.
- No complaints can in any case be accepted for flooring that has been cut to size or installed.
- All necessary subfloor patching must be done with a non-shrinking, water-resistant filler. Follow strictly the instructions from DIN 18365 and DIN 18202.
- Give Loc Luxury Vinyl Plank minimum 24 hours to 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.
- 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 Luxury Vinyl Plank must be installed in longitudinal direction.

## SUB FLOOR INFORMATION

Although **Loc Luxury Vinyl Plank** 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.

### WOOD SUBFLOORS:

- Do not install Loc Luxury Vinyl Plank over wood subfloors which lay directly on concrete or over sleeper constructions.
- All wood and wood composition panels are suitable for the use under Loc Luxury Vinyl Plank 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.
- If the surface of the wood subfloor is not smooth, a 1/4" or 6mm underlayment panel must be installed over the subfloor.

### CONCRETE SUBFLOORS:

- 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.
- 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 Luxury Vinyl Plank 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 Luxury Vinyl Plank warranty conditions at your dealer.
- Holes, grooves, expansion joints and other depressions must be filled with a latex underlayment, and troweled smooth and feathered even with the surrounding surface.
- Concrete floors with a radiant heating system are allowed, provided that the temperature of the floor does never exceed 88°F or 32°C. Before installing the flooring, the heating system must be turned on to eliminate residual moisture.

### EXISTING FLOOR COVERINGS:

- Loc Luxury Vinyl Plank can be installed over most existing hard-surface floor coverings, provided that the existing floor surface is smooth or can be made smooth.
- Ceramic tiles should be made smooth by applying a cementitious overlay such as patching or levelling compound.
- 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.

## FLOATING FLOOR INSTALLATION

### REQUIRED TOOLS AND ACCESSORIES

- \* Tape Measure
- \* Moisture Meter (wood / concrete)
- \* Circular or Hand Saw
- \* Pull Bar
- \* Tapping Block Luxury Vinyl Plank
- \* Safety Equipment (Goggles & Mask)
- \* Utility Knife
- \* 3/8 "Spacers
- \* Broom

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

- 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.
- As with all plank products, install the planks parallel to the longest wall.
- 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.
- Installation of the product must start from the left side to the right of the room.
- 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 5/16" or 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 6" or 150mm to receive the best looking appearance.
- 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 Loc Luxury Vinyl Plank into the groove.
- 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.
- Cut the last plank in the first row and leave an expansion gap of around 5/16" or 8mm.
- Planks may be cut with a utility knife using the "score and snap" technique. The leftover of this plank may be used to start the third row if it is minimum 6" or 150mm long.
- Continue installing planks and make sure to achieve a random appearance with end pieces of minimum 6" or 150mm. Check that all planks are fully engaged; if a slight gapping is noted, the gap can be tapped together by using a tapping block Luxury Vinyl Plank and a scrap of flooring to cover the tapping block Luxury Vinyl Plank in order to avoid damages on the planks.
- When fitting under door casings, etc., the flexibility and convenient connection of Loc Luxury Vinyl Plank becomes evident. If necessary, a flat pull bar may be used to assist in locking the planks.



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- When fitting around obstacles or into irregular spaces, Loc Luxury Vinyl Plank 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.
- Protect all exposed edges of the Loc Luxury Vinyl Plank by installing wall moulding and/or transition strips. Make sure that no plank will be secured in any way to the sub floor.
- Protect the finished Loc Luxury Vinyl Plank installation from exposure to direct sunlight.

## REPAIR GUIDE

**Loc Luxury Vinyl Plank** 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 1" or 25 mm 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.

## CARE GUIDE

- 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.

## STAIN GUIDE

### Stain Sover Tips:

- 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

<b>Food, Beverages</b>	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.
<b>Tar, Oil, Asphalt, Grease, Wax, Paint (oil-based) Scuffs, Marks, Scratches</b>	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.
<b>Minor Cuts, Burns</b>	Limit traffic over damaged area, cover with masking tape, contact your seller for advice.
<b>Lipstick, Antiseptics</b>	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.
<b>Rust</b>	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.
<b>Crayon, Ink, Hair Dye, Permanent Marke</b>	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.



# 2G Loc Luxury Vinyl Plank (LVP) Installation Instructions and Warranty

Manufacturer warrants the original purchaser of its Loc Luxury Vinyl Plank (LVP) Flooring in North America to the following warranties:

### LIMITED LIFETIME RESIDENTIAL WARRANTY

Manufacturer warrants to the original purchaser that its Loc Luxury Vinyl Plank products in their original manufactured state will under normal and ordinary residential use and with proper maintenance and floor care:

- Be free from manufacturing and workmanship defects.
- Will not stain
- Will not fade due to sunlight or artificial light exposure.
- Will not gap and the joints unlock\*.
- Will resist water damage from everyday spills and cleaning
- Will not wear through the decorative surface
- Will not delaminate.

### 15 YEAR LIMITED LIGHT COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser that its Loc Luxury Vinyl Plank products in their original manufactured will for a period of fifteen (15) years from date of purchase and under normal and ordinary light commercial use and with proper maintenance and floor care :

- Be free from manufacturing and workmanship defects.
- Will not discolor from mold, mildew, or alkali when installed directly on concrete subfloors only.
- Will not stain.
- Will not fade due to sunlight or artificial light exposure.
- Will not gap and the joints unlock\*.
- Will resist water damage from everyday spills and cleaning
- Will not wear through the decorative surface
- Will not delaminate

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential or light commercial applications on grade or above grade where the temperature and humidity can be controlled and maintained and are valid only in North America.

Allowable Light Commercial projects are:

- Restaurant Floors( excluding Wet Areas)
- Retail Boutique Shops, Showrooms, Hair Salons
- Business Offices, Conference Rooms, Break Areas
- Doctor / Dental Offices
- Hospitality Rooms, Common Areas
- Classrooms, Training Rooms
- Interior Entryways
- Hotel Guest Rooms, Meeting Rooms
- Common Areas, Residence Halls

Contact the manufacturer for allowance of a project not on this list.

These warranties apply only to the original purchaser and the original residential or light commercial location where the product is installed and are not transferable.

Any product designated as “off goods”, “economy”, “seconds”, “B grade” or “as is” is not covered by any of these warranties.

Warranty Definitions:

- Wear through is defined as 100% wear layer removal so the printed design or pattern is altered over a minimum of 3% of the total installation
- Fade is defined as where the floor is permanently discolored
- Stain must be from normal household cleaning agents, chemicals or routine care and maintenance.
- Gap is defined as slight separation or gaps (up to 1/32” the thickness of a business card) between boards and ends If minor separation or seasonal gaps occur, they are not covered by this warranty.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for obvious visual defects or appearance related claims once the products are installed.

### IF THE LVP FLOORING SHOULD FAIL TO MEET THE TERMS OF THE WARRANTY, MANUFACTURER, AT ITS OPTION, WILL EITHER:

- Supply replacement product or parts to repair, refinish, or replace the defective product at the manufacturer’s option.

- Refund up to the full purchase price of the defective products.

### THIS WARRANTY IS EXCLUSIVE.

It covers the repair or replacement of defective materials at the pro-rated percentage cost of the material. This percentage is determined by the number of years remaining on the warranty and the length of the warranty.

It does not cover labor costs unless professionally installed by a certified LVP/LVT flooring installer according to the Loc Luxury Vinyl Plank installation instructions. Installation of the replacement products will be at the original purchaser’s expense. If professionally installed, the manufacturer will pay the reasonable labor costs to perform the replacement or repair during the first three (3) years from the date of the original purchase. No labor is included for claims filed later than 36 months after original purchase. Any and all labor costs must be pre-approved by the manufacturer.

In the event that the style, color, or design is no longer available, the manufacturer will replace the affected floor with another style of equal value.

Under no circumstance will the value of a warranty claim exceed the original purchase price of the product.

### THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER’S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.

### CONDITIONS

Manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation the flooring must be properly stored according to installation instructions.
- Interior residential and light commercial construction only
- The flooring must be installed below grade, on grade or above grade according to the recommended installation instructions and adhesives.
- Material and relative humidity in the area of use must be within a normal range of 35%-55%.
- Problems caused by failure of the homeowner or installer to evaluate the jobsite and jobsite conditions are not covered.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- A description of the problem, photographs, and a sample that clearly shows the warranty problem must be presented to the retailer/distributor for presentation to the manufacturer.
- The covered person must provide valid proof of purchase for material and labor in the form of a sales receipt or invoice. This must show the date of purchase, original purchase price, and that he/she is the original purchaser.
- Manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty, but within the time period applicable to the limited warranty.
- Manufacturer reserves the right to have a manufacturer’s designated representative or firm inspect and take samples of the LVP floor for analysis.
- Manufacturer must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the LVP floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples and other documentation should be sent to the distributor/dealer from which the flooring was originally purchased.

### WARRANTY EXCLUSIONS

This limited warranty shall not apply to damage to the LVP floor or to the finish arising from and specifically excluding any of the following:

- Manufacturer does not guarantee against variations, or the normal difference between color samples or photographs and colors of installed floors. New and/or replacement flooring may not match samples and/or existing flooring or warrant a color match to other products such as stairs, cabinets, trim, molding, etc.
- Cupping of the LVP resulting from exposure to improper environmental conditions.



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- Hollow spots between the flooring and the sub floor.
- Expansion and contraction of the LVP due to seasonal changes in climate shall not be considered defects.
- Indentations, scratches or damage caused by negligence, water, moisture and saturation, insects, insect infestation after the product has left the factory, animals, pebbles, grit, sand or other abrasives, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Failure to follow the manufacturer's written installation instructions including acclimation, protecting the floor from sub floor moisture, storage and handling.
- \* Planks coming apart at the seams because they have been engaged/ disengaged more than 2 times.
- Excessive or inadequate humidity in the area. Relative humidity in the area of use must be within a normal range of 35-55%.
- Discoloration from mold or mildew growth caused by excessive subfloor moisture or as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors.
- Discoloration and staining from rubber backed mats, coco-fiber mats, or asphalt tracked in from driveways or parking lots.
- Stains as a result of negligence, chemical or industrial products, wax, or oil soaps for cleaning, asphalt tracked in from driveways or parking lots, or standing liquid for a prolonged period of time.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture, or other fixtures.
- Insufficient or improper protection, care or maintenance, or failure to use Manufacturer approved installation and maintenance products
- Misuse or abuse
- Use of flooring for purposes other than for which it was designed.
- Improper alterations of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Gloss reduction is not considered surface wear through.
- Freight costs or expenses and any damage occurred during shipping.
- Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately leveled.
- Accidents, negligence, abuse, or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, wind, lightening, earthquake, prolonged power outages, or standing water occur during or after installation.

### **WARRANTY DISCLAIMERS**

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE MANUFACTURER DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE FLOORING.

MANUFACTURER SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL, SPECIAL CONSEQUENTIAL COSTS, EXPENSES, LOSS OF INCOME OR PROFITS, OR OTHER SIMILAR DAMAGES INCURRED BY THE ORIGINAL PURCHASER.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY, FROM STATE TO STATE.