

GLUEDOWN
LUXURY VINYL FLOOR

INSTALLATION GUIDE

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PRE-INSTALLATION

Following the instructions in this guide are required to ensure your floor is attractive, long-lasting and covered by the manufacturer's warranty. These instructions apply to residential, light-commercial/multi-family, and commercial flooring installations. Glue down floors are intended for interior use only and are suitable for above grade, on grade, and below-grade applications.

ON OR BELOW GRADE when installing on or below-grade, all moisture issues must be addressed prior to installation. This may require a moisture barrier.

DO NOT install in areas that are prone to flooding, or areas that are not climate-controlled. Permanent cabinets, vanities, islands and similar items should be installed prior to installing glue down flooring. It is recommended to leave a 1/8" inch gap around the perimeter. Glue down flooring can be installed under vanities with legs as well as toilets; cut around flange and bolts ensuring to use a premium waterproof 100% silicone sealant around the toilet. Avoid acrylic caulking.

OVERAGE ALLOWANCES

Order 5-10% more flooring than square footage needed to account for cuttings and waste. Smaller rooms will require a higher percentage of overage allowance. It is also recommended to keep additional boxes, sometimes referred to as 'attic stock,' for any future repairs. Failing to purchase enough materials for the job, or not keeping materials for repairs, may result in different dye lots on a future order or products being discontinued. Dye lots (batch numbers) are not recommended to be mixed.

PROTECT

Protect your floor from exposure to direct sunlight via the use of window-treatments or UV-tinting on windows. Discoloration to flooring may occur due to UV fading resulting from direct sunlight exposure. UV/radiant heating from direct sunlight can also cause the temperature of the flooring to rise well above the ambient room temperature leading to damage. Adhesive products for flooring may vary in temperature range requirements and may not match the same specifications of the flooring. Always follow the guidelines for all products used.

IMPORTANT

Urban Surfaces' glue down flooring is a waterproof floor, but it should not be used to seal an existing floor from moisture (see warranty for definition and terms). Glue down flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. It cannot inhibit the growth of mold or prevent structural problems associated with, or caused by flooding, excessive moisture, pH imbalances in the subfloor, or conditions arising from hydrostatic pressure. Regardless of location, always remove standing water, urine and other liquids promptly.

WARRANTY NOTE

Please contact our Technical Services Department at (800) 492-8722 if you have any questions or concerns regarding the installation and/or care & maintenance of glue down flooring, so as to ensure that you do not engage in any actions that might void the limited warranty

PRODUCT INSPECTION

Check to ensure your flooring is in its original packaging and free from any visible damage or

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defects. Inspect all material for correct color, design, size and quantity to finish the job.

Installer/Owner assumes all responsibility to inspect all flooring before installation. It is the responsibility of the installer/owner to determine if the job site conditions and subfloor are acceptable for the installation of glue down floors. Prior to installation, the installer/owner must determine that the job site meets or exceeds all applicable World Floor Covering Association Installation Guidelines and all installation requirements. Urban Surfaces does NOT warrant against failure resulting from or connected with the subfloor after installation.

Some patterns are intended to have high shade variation. Single sample chips may be part of a set from a variegated pattern. It is the responsibility of the dealer and buyer to seek out pattern info prior to purchasing.

WARRANTY NOTE

Urban Surfaces is not responsible for:

- The retailer/installer/owner choosing a color without viewing content that reflects the entire pattern. Variations between samples or printed/digital color photography and the final product. Purchases made off of sample chips. Variations in gloss level, shading, texture, etc. between dye lots is not considered a manufacturing defect. Urban Surfaces cannot guarantee, nor be held responsible for differences in dye lots and/or to match adjoining flooring due to different dye lots being used.

Locate the batch number on the end of each carton and verify that all of the boxes contain the

same batch number. Some color-lines and patterns are intended to have variable shades, textures, colors and so forth to create a natural and realistic look.

Minor shade variations within the same run number contribute to the natural look of glue down floors. To minimize noticeable shade variation, avoid installing material from different batches across large areas.

It is possible for there to be slight shade and milling variations across products from different batches/dye lots. This is due to slight variations within industry tolerances that occur during different dates of manufacturing. Generally, this will not be noticeable unless batches are mixed, or side-matching is attempted such as during repairs or later installations. Batches that are close in production runs may be able to be mixed. This should be verified by the contractor/installer prior to installation to verify product batch compatibility. Intermixed batches that are not compatible or do not match is the responsibility of the contractor/installer.

WARRANTY NOTE

Urban Surfaces warrants that glue down floor covering products shall be free from visible defects. Do not install floor covering products with visible defects. The installation of defective flooring is the error of the installer.

If during inspection the purchaser or the installer knows/discovers or can reasonably be supposed to have known/discovered (for example when the defect is visible), that the flooring has a manufacturing issue, do not install the flooring. Please immediately contact the retailer from

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which the flooring was purchased. No claims will be accepted for flooring of which the purchaser or installer knew/discovered or can reasonably be supposed to have known/discovered, that there was something wrong with it. Installation of visibly defective materials will void any warranty. In such cases we only warrant the part of the flooring which has not been installed yet.

Urban Surfaces will provide replacement product for the uninstalled, defective material upon acknowledgment of the issue. Materials installed with a visible defect are considered accepted as is. Further info regarding warranty and claims can be found on www.urbansurfaces.com/resources/?warranty

No claim will be accepted for materials with visible defects once they are installed. Installation of any material serves as acceptance of the material as is.

TRANSPORT, STORAGE, ACCLIMATION

When transporting and storing cartons, ensure they remain flat at all times. Stack boxes no more than 4 cartons (4ft.) high and space out the stacks. Keep away from direct sunlight. Flooring does not need to be taken out of the boxes, just opened at the ends. It is important that flooring products maintain proper temperature before, during, and after installation in order to minimize dimensional changes.

WARRANTY NOTE

Urban Surfaces will not warrant products that have been improperly transported, stored or acclimated.

TEMPERATURE

Product should be stored horizontally in a dry area away from direct sunlight, preferably in the “center” of the installation area (i.e. away from vents, windows, doors, etc). The subfloor, job site, flooring materials and adhesives must be conditioned at a constant temperature between 65°F (18°C) and 85°F (29°C) for 48 hours prior to, during, and 72 hours after installation. Subfloor and product temperature may differ from the ambient room temperature and should be verified to meet guidelines. Thereafter, maintain a room and floor temperature between 60°F (15.5°C) and 95°F (35°C). Before, during, and after installation the HVAC system must be on and functional. DO NOT install resilient flooring products until the work area can be temperature controlled. The flooring’s temperature should not exceed these parameters as doing so may cause damage to the flooring.

WARRANTY NOTE

Adhesives may have different operational temperatures. Products must be kept within the temperature parameters for all products used. Failure appropriately acclimate the products before, during and post installation will void any product warranty.

IMPORTANT

Thermal expansion and contraction is natural to vinyl products and therefore particular attention must be given to temperature and acclimation requirements. Due to the nature of glue down vinyl flooring attempting to install cold flooring may result in difficulty or damage to flooring, and when heated, later on, it may result in buckling as the floor warms. Installing very warm or hot

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flooring beyond specifications can result in gaps/joint separation or the appearance of ‘shrinking’ as the flooring returns to a normal temperature and state. This can also cause the flooring to shift and potentially make the perimeter gap larger creating the illusion of ‘shrinking.’

SUBFLOOR REQUIREMENTS

SUBFLOOR FLATNESS AND REQUIREMENTS

1. The subfloor must be level to within 3/16” in a 10ft. (4.76mm in a 3m) span or 1/8” in a 6ft. (3.175mm per 1.8m) span or otherwise appropriate ratios of this requirement; no high or low spots.
2. Subfloors should not slope more than 1/2” per 6ft. (25mm per 1.8m). Must be structurally sound without deflection.
3. Must be clean: no construction debris, dust, soil, mud or any other objects on or adhering to the floor; if necessary, scrape and sweep away before the installation; no protrusions of nails, debris, or metals should remain.
4. Must be free from moisture-related conditions that can damage the installed flooring

4.1 Moisture requirements vary from one subfloor material to another.

4.2 Test all subfloors for moisture content and document the results. Visual checks are not reliable.

4.3 Even though glue down floor coverings are waterproof, moisture levels must still be checked in order to protect the surrounding structure, adhesive, prevent pH damage, and prevent a situation in which mold and/or mildew could grow.

4.4 Perform tests at locations around exterior doorways, near walls containing plumbing, near foundation walls and in the center of the room.

4.5 Document all jobsite conditions, testing, acclimation, and other available installation information for future reference.

WARRANTY NOTE

Documentation of all jobsite conditions will be required to file a claim as evidence that all installation requirements were met at the time of installation.

WARRANTY NOTE

Debris and dust beneath the floor covering can cause a glue bond failure and is considered an installation error.

The installation of flooring over an improperly prepared subfloor is the error of the installer, therefore, no labor, material or shipping costs will be paid by Urban Surfaces due to installation errors.

WARRANTY NOTE

Urban Surfaces will not assume responsibility for floor covering failure due to hydrostatic pressure or excessive moisture vapor emission. The Limited Warranties do not cover issues arising from flooding, leaking plumbing or appliances, water entering through sliding glass doors, presence of mold, discoloration or damage from mold or fungi, Act of God, or similar conditions. Urban Surfaces will not cover any instances that should be covered by homeowner’s and/or renter’s insurance.

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CRAWL SPACES

Concrete slab or ground must be dry. Ensure that crawl spaces have open vents year-round to ensure proper air circulation and prevent moisture build-up. Crawl space clearance between the earth and underside of joists should be no less than 18" (45.7cm) and the perimeter vent area should be equal to 1.5% of the total square footage of the crawl space or as mandated by code. Crawl spaces should be insulated and have a vapor barrier covering exposed earth.

SUBSTRATES

It is possible to install glue down flooring over many existing floor coverings. All subfloors must be structurally sound, level and smooth to the floor flatness requirements with no high or low spots. Any subfloor or underlayment must be installed in accordance with the manufacturer's instructions. All substrates (including existing flooring) to receive vinyl flooring shall be: dry, clean, smooth and structurally sound. They shall be free of: residual adhesive (including cutback adhesive), adhesive removers, alkaline salts, excessive carbonation/laitance, mold, mildew, dust, wax, oil, grease, solvent, paint, or curing, sealing, hardening/parting compounds, or any other foreign materials. It is the responsibility of the contractor/installer to determine the suitability of the substrate for receiving vinyl flooring.

WOOD SUBSTRATES

Wood subfloors must be structurally sound and in compliance with local building codes.

1. Double-layered APA rated plywood subfloors should be a minimum 1" total thickness, with at least 18" of well ventilated air space beneath (see crawl space requirements).

2. Chip board, OSB, particleboard, and construction grade plywood are generally not acceptable substrates.

2.1 Add a layer of APA underlayment grade plywood that is dimensionally stable, non-staining, with a smooth sanded face.

2.2 It is recommended that your chosen APA underlayment grade panels be designed for installation under resilient flooring, and carry a written warranty covering replacement of the entire flooring system.

3. DO NOT install over sleeper construction subfloors or wood subfloors applied directly over concrete. Sleeper floors and other wood structures on top of concrete that do not meet the crawl space requirements can create moisture issues beneath the subfloor. This can lead to mold, mildew, or even wood rot of the subfloor construction.

4. DO NOT apply moisture barriers over wood subfloors.

5. Urban Surfaces resilient flooring is not recommended directly over fire-retardant treated plywood, preservative treated plywood or Lauan. The materials used to treat these plywoods and inherent nature of the materials may cause problems with adhesive bonding.

5.1 An additional layer of APA rated ¼" thick underlayment should be installed.

6. All subfloors must be properly supported and anchored.

IMPORTANT

Any failures of the subfloor or underlayment panels, including performance deficiencies,

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lie with the panel manufacturer not Urban Surfaces.

STRIP - PLANK WOOD FLOORING:

Due to expansion/contraction of individual boards during seasonal changes, Urban Surfaces recommends ¼" or thicker APA rated underlayment panels be installed over these types of subfloors.

MOISTURE IN A WOOD SUBSTRATE:

Perform moisture tests using a reliable calibrated pin type moisture meter in multiple locations with a calibration setting specified for that subfloor material type. Take a minimum of 20 spread out readings per 1000 sq.ft. Moisture readings should never exceed 14% for wood subfloors. If moisture readings exceed 14%, it should be corrected at the job site before installing Urban Surfaces floors.

SECTION TERMS

For reference, A.P.A. is the acronym for an organization originally known as the "American Plywood Association", and that is now known as "The Engineered Wood Association".

For reference, OSB is the acronym for Oriented Strand Board.

WARRANTY NOTE

Urban Surfaces does not warrant any damage to the product that was determined to have been, or can reasonably be supposed to have been a reaction/damage caused by an incompatible substrate. It is the responsibility of the installer/owner to determine the suitability of the substrate for receiving vinyl flooring products.

CONCRETE SUBSTRATES

New or existing concrete subfloors must meet be tested and in accordance with the requirements of the latest edition of ACI 302 and ASTM F710, "Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring."

- 1.** Concrete must be dry and fully cured.
 - 1.1** The final responsibility for determining that the concrete is dry and cured enough for installation of the flooring lies with the installer.
- 2.** Slabs on or below grade must be free of hydrostatic pressure and have an effective vapor barrier directly beneath the slab.
- 3. DO NOT** use curing compounds. If present they can interfere with the bond of the adhesive to the concrete. Contact the substrate manufacturer for assistance if curing agents are present.
- 4.** Concrete floors shall be flat, smooth and level to within the floor flatness requirements.

4.1 Number System: Overall values of FF 36/ FL 20 may be appropriate for resilient floor coverings.

4.2 High spots can be removed by grinding; depressions can be filled with patching compound formulated for use in floor installation. Ensure to use cementitious floor patching compounds that are compatible with the substrate

4.3 Patching or underlayment compounds shall be moisture, mildew, and alkali-resistant and must provide a minimum of 3000 psi compressive strength

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5. pH must be between 5.0 and 9.0 pH when performing pH testing.
 - 5.1 pH readings below 5.0 and in excess of 9.0 can have negative effects on resilient flooring and adhesives.
6. All slabs to receive resilient flooring must meet local building code requirements including for compressive strength and density.
 - 6.1 It is not advised to install a glue down floor over slabs with less than 2500 psi compressive strength.
7. Must be hard, dense, and free from powder or flaking.
8. All concrete substrates must meet the adhesive requirements including any priming.
9. Perform bond testing to determine the compatibility of adhesive to the substrate.

MOISTURE IN CONCRETE SUBSTRATES

1. Maximum moisture levels should be determined by the allowable tolerances \stated in ASTM F710, ASTM F2170, ASTM F1869 as well as the adhesive and primer manufacturer's instructions. The lowest allowable tolerance must be used when installing resilient flooring.
2. When testing for relative humidity in concrete slabs using in-situ probes, do so in accordance with the latest edition of ASTM F2170. This standard requires at least 3 test holes distributed across the first 1000 sq. ft., and a minimum of 1 additional test hole for each additional 1000 sq. ft. For example, up to 1000 sq. ft. = 3 test holes. Installations greater than 1000 sq. ft. up to but not greater than 2000 sq. ft. requires 4 test holes

(3 for the initial 1000 sq. ft. + 1 for the additional 1000 sq. ft.).

- 2.1 In-situ probe test method is the preferred method of Urban Surfaces for testing moisture levels in concrete.
3. For calcium chloride testing, conduct testing in accordance with the latest edition of ASTM F1869. For slabs over 1000 sq. ft. conduct at least one MVER Calcium Chloride test per 1000 sq. ft.
 - 3.1 Calcium chloride testing is not as accurate of a test as ASTM F2170 with in-situ probes. For this reason, Urban Surfaces does not recommend calcium chloride testing be the only method of testing for moisture.
4. Do not install over slabs with a history of high moisture or hydrostatic conditions.
5. Slabs on or below grade must be free of hydrostatic pressure and have an effective vapor barrier directly beneath the slab.

LIGHTWEIGHT CONCRETE & GYPSUM CONCRETE SUBFLOORS

Lightweight concrete and gypsum concrete subfloors must meet all of the specifications listed under 'Concrete Substrates.' These substrates must also meet these additional requirements:

1. Lightweight concrete and gypsum based underlayment
 - 1.1 Slabs with exposure to heavy static and/or dynamic loads should be designed with higher strengths and densities adequate to support such loads.
2. Surface must be permanently dry, clean, and smooth, free of all dust, and structurally sound.

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RADIANT HEATING SYSTEM: HYDRONIC ONLY

1. Ensuring stable job site conditions, subfloor suitability and proper acclimation are especially important when installing over a radiant heat system. It is the responsibility of the installer/owner to ensure that the recommended environmental conditions are met for installation.
2. Refer to your radiant heat system manufacturer to determine its compatibility with vinyl flooring, and to learn the specific requirements for installation. It is recommended that the user consults with the radiant heating provider for best practices, installation methods, and proper subfloors.
3. In-floor radiant components must be a minimum of 1/2" (13mm) below flooring within the substrate.
4. The surface temperature of the slab should never exceed 85°F (29°C). The heating system should be operational for at least two weeks prior to installation to calibrate temperature settings.
5. Flooring cannot be laid directly over radiant heating mats.
6. 3-days prior to installation lower the temperature to 65°F (18°C).
7. After installation, gradually adjust the temperature in increments of 5°F per day to avoid rapidly heating and cooling the flooring which could lead to damage. The use of an in-floor temperature sensor is recommended to avoid overheating.

IMPORTANT

Expansion joints in concrete are designed to allow for the expansion and contraction of the concrete. Resilient flooring products of any type should

never be installed over expansion joints. Expansion joint covers that are designed for use with vinyl floorings should be used to preserve the integrity of the expansion joint and the flooring.

IMPORTANT

All recommendations and guarantees as to the suitability and performance of lightweight concrete under vinyl flooring are the responsibility of the manufacturer. It is the installer's responsibility to have a full understanding of the use and compatibility of the products and must comply with the manufacturer's requirements including any authorizations or certifications. Correct on-site mixing ratios and properly functioning pumping equipment are critical and therefore periodic slump testing is recommended.

IMPORTANT

Urban Surfaces glue down floors are waterproof, however moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect the floor over time. Moisture can also be trapped below the flooring where mold or mildew can grow. The installer/owner is responsible for making sure the concrete moisture and alkalinity are suitable prior to installing this floor.

RESILIENT FLOOR COVERING

1. Must be single layered, non-cushion backed, full adhered, and smooth.
2. Show no signs of moisture or alkalinity.
3. Waxes, polishes, grease, grime, oil or other contaminants must be removed.
4. Cuts, cracks, gouges, dents and other damage and/or irregularities in the existing flooring must be appropriately

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repaired or replaced.

5. An embossing leveler is recommended to aid in proper bonding and to prevent telegraphing.

IMPORTANT

The responsibility of determining if the existing flooring is suitable to be installed over top of with resilient rests solely with the installer and/or flooring contractor on site, not Urban Surfaces. If there is any doubt as to the suitability, the existing flooring should be removed, or an acceptable underlayment installed over it. Installations over existing resilient flooring may be more susceptible to indentation.

QUARRY TILE, TERRAZZO, CERAMIC TILE, POURED FLOORS (EPOXY, POLYMERIC, SEAMLESS

1. Must be totally cured and well bonded to the concrete.
2. Must be free of any residual solvents and petroleum derivatives.
3. Waxes, polishes, grease, grime, and oil must be removed.
4. Show no signs of moisture or alkalinity.
5. Cuts, cracks, gouges, dents, and other irregularities in the existing floor covering must be repaired or replaced.
6. Fill any low spots, holes, chips and seams that may telegraph through the new flooring. Substrate must also meet the floor flatness requirements.
7. Grind any highly polished or irregular/ smooth surfaces. Quarry tile or ceramic tile grout joints and textured surfaces must be filled with an embossing leveler or substrate

manufacturer approved material.

OLD ADHESIVE RESIDUE

1. If any type of adhesive is present, it must be dealt with in one of two ways:

1.1 It may be mechanically removed with a method such as bead blasting or scarifying if it is safe to do so.

1.2 A self-leveling Portland based underlayment may be applied over it.

1.2.1 Verify with the substrate manufacturer for application instructions, guidelines, suitability, and warranties.

2. Never use solvents or citrus adhesive removers to remove old adhesive residue. Solvents or other removers left in/on the subfloor may affect the new adhesive and floor covering.

CAUTION

Skim coating over old adhesive is not advised. The adhesive may break down and could lead to a failure. The old adhesive may not allow the resilient flooring to retain its dimensional stability, possibly leading to unnecessary indentations.

WARNING

If you contemplate the removal of a vinyl floor covering or existing adhesive that contains (or is presumed to contain) asbestos, you must review and comply with all applicable regulations. Unless positively certain that the product is a non-asbestos containing material, you must presume it contains asbestos. See “Recommended Work Practices for Removal of Resilient Floor Coverings” (rfci.com) for detailed information and instructions on removing all vinyl

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covering structures.

Do not sand, dry sweep, dry scrape, drill, saw, bead blast, or mechanically chip or pulverize existing vinyl flooring, backing, lining felt, asphalt “cutback” adhesive, or other adhesive.

These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of bodily harm.

NON-APPROVED SUBSTRATES

- Carpeting/Carpet PAD
- Parquet
- Cork
- Cushioned Vinyl Flooring
- Engineered Hardwood
- Sleeper Substrates
- Floating Floors
- Rubber
- Laminate

Remove the floors noted above and remove old adhesive before installing.

For existing flooring: areas with cuts, dents, gouges, cracks, or other surface imperfections and unevenness must be replaced or corrected.

MOLDINGS

Ensure to follow all molding instructions.

Visit www.urbansurfaces.com/moldings to buy or learn more about available moldings.

Subfloors must be securely fastened. A best practice is to nail or screw every 6” along joists to avoid squeaking. If leveling is needed, sand down high spots and fill in low spots with a Portland based leveling compound.

UNDERLAYMENTS

Leggett & Platt’s Whisper Step® or an underlayment meeting the same specifications of density, thickness and material type may be used with Urban Surfaces resilient products if desired. Please follow the manufacturer’s specifications and directions for installation in conjunction with a glue down floor. The installer/owner is responsible for making sure the underlayment is suitable.

WARRANTY NOTE

Urban Surfaces will not warrant any third-party underlayment that does not meet the same specifications as Leggett & Platt’s Whisper Step®. Nor will Urban Surfaces warrant any flooring failure caused by or reasonably believed to have been caused by a third-party underlayment. Visit www.urbansurfaces.com/accessories to buy or learn more about available underlayment.

INSTALLATION OF THE FLOOR COVERING

Whether you’re a pro or DIY homeowner, installing Urban Surfaces resilient flooring couldn’t be easier. No power saws needed; resilient flooring scores and snaps with a simple utility knife.

ADHESIVE & PRIMER

Refer to the product label and any applicable instructions or data sheets for requirements. Prior to application determine if the substrate is porous or non-porous. Follow the instructions on the product label for porous or non-porous substrates. Ensure to use the appropriate application method, trowel size, etc. Also, ensure to follow all dry-time, working times, and so forth.

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Always ensure to roll and cross roll the flooring with a 75-100lb 3-section roller in accordance with the adhesive direction to ensure proper adhesive transfer and bond. Use a hand roller in areas that cannot be reached with a 75-100lb 3-section roller.

IMPORTANT

It is strongly advised to perform a bond test in order to determine adhesive working time per job site conditions. The strength of the bond test will indicate whether a primer/bond promoter is necessary. Refer to the adhesive instructions and data sheets to verify if any specific substrates require priming.

GENERAL

1. Ensure that all moisture tests have been conducted and do not exceed the acceptable moisture limit for the flooring products used.
2. PH of concrete, lightweight concrete and gypsum concrete subfloors shall be between 5.0 & 9.0.
3. Make certain that all job site and subfloor recommendations and requirements are met prior to beginning installation.
4. Some designs have directional markers imprinted on the backing. Following this design is optional, however, once the installation is started, you have accepted these conditions.
5. The subfloor, all flooring material, and the adhesive must be conditioned at a constant temperature between 65°F (18°C) and 85°F (29°C) for 48 hours prior to, during, and 72 hours after installation.

Avoid allowing direct sunlight to heat the flooring during this time. Thereafter, maintain a temperature between 60-95°F.

5.1 Flooring materials and adhesive must be acclimated a minimum of 48hrs prior to installation.

6. Do not stack more than 4 cartons high.
7. Use an appropriately trowel size regarding the substrates porosity in accordance with the directions for the adhesive utilized.
8. Materials should always be visually inspected prior to installation.

8.1 Any material installed with a visible defect will not be considered a legitimate claim (see warranty for terms).

9. Install tiles/planks running in the same direction.

MEASURING

First, lay a row of loose planks lengthwise across the length of the room without securing them to each other. This will help you determine the length of the first and last plank to avoid end pieces that are less than 8". Alternatively, measure the length of the room and divide by the length of 1 plank. If the remainder is less than 8", trim your first row to ensure that there is a minimum of 8" on each side of the wall.

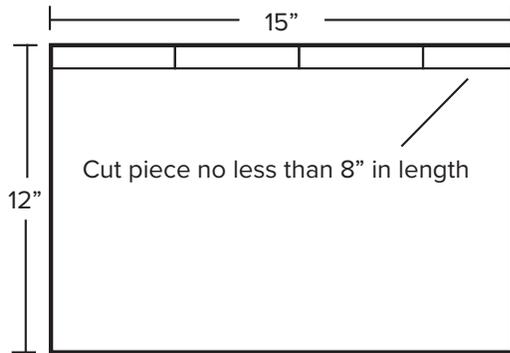
Then, lay a row of loose planks widthwise in the opposite direction across the width of the room. Follow the same instructions to determine if you need to also adjust the width of your first or last row to ensure each one is no less than 3" in width or 1/3 of the plank width.

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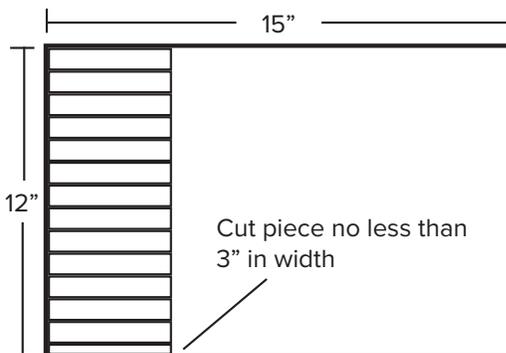
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CUTTING

To cut a plank, simply measure and mark the plank with a pencil. Then, use a straight edge and utility knife to score and snap. Ensure to change your blade often as this will help to ensure you have a clean cut. Alternatively, you can use a guillotine cutter.



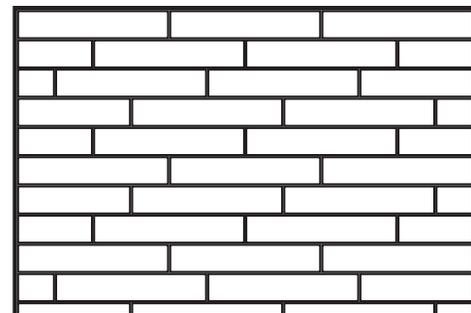
TIP

For cutting around irregular objects use the original packaging of the flooring box to cut out a rectangle equal to the size of the plank. Use the cardboard as a template to trace on and cut it to fit around pipes and other irregularities. Place the cardboard pattern on a plank, trace the outline and cut along the traced lines.

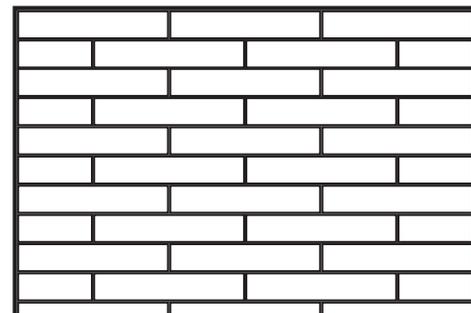
Cutting the product into a fine point may lead to delamination which would not be considered a defect. Fuse the point utilizing an ethyl cyanoacrylate based super glue. Be sure to clean all of the glue from the surface immediately.

PATTERNS

In each box of flooring, there may be pattern repeats. Some color lines come in variegated patterns and may include multiple of the same color piece in one box. For a more natural look, always pull planks from at least three or more boxes of flooring as you prepare to install. Look closely at the pattern of each plank and space them out before laying them out. This will prevent planks with the same or similar pattern from being too close together and ensure the overall appearance of your flooring meets your expectations. For the best aesthetics of wood-style planks, lay flooring in a random look. You may lay boards so that the joints are staggered in the middle of the preceding row's tiles. This is often referred to as a "subway" style installation.



Random



Subway

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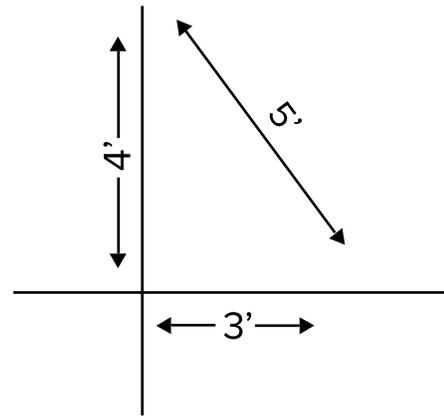
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GETTING STARTED

Prepping and Setting the First Row For an even consistent look, the area to be covered should be installed square to the room. To do this, find the main rectangle for the area. Then find the center of one side/wall, followed by finding the center point of the adjacent side/wall. Using a chalk line, snap a straight line between these two points. Measuring along this center line, find the middle of the room. Mark an additional line across the center of the room at exactly right angles to the first line. Check the line for squareness of the right angles by using the 3-4-5 method (see diagram). Simply put, starting from the center point where the two lines cross, measure 3' along the shorter line, and 4' along the longer line, then measure the distance between the two points to verify it is 5' exactly.

If the 5' line does not measure exactly 5', the angles are not square and the lines need adjustment prior to laying flooring. For greater accuracy, if the room's size allows, multiples of the above dimensions (3-4-5, 6-8-10 and so forth) may be used to verify accuracy to a greater degree.



Ensure as your work across the room to continue randomly pulling planks from three or more cartons to ensure good color and shade mixture. Carefully inspect each plank for visual defects prior to installation. Do not install damaged or defective planks/tiles.

Before spreading adhesive, dry-lay the planks/tiles on the floor. Align them with the marked lines and rows to the walls from the center to the walls along both lines. Ensure that the final rows where the floor covering meets the walls is at least 3" or 1/3 the size of the overall width of the plank. Try to ensure this is even along both sides of the room. If required, shift the starting point by the needed amount and snap an additional straight line to follow. Finding the width of the final row can also be done by measuring from the starting lines to the wall or by utilizing room dimensions.

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Spread the adhesive over an area that can be completed within the working time of the adhesive used ensuring to follow all adhesive instructions. Leave the marked lines uncovered at this point spreading the adhesive to the edges of them as they will be the reference point for starting. Start at the center of the room and align the starting plank/tile with the lines. Then butt the short edges together ensuring to align the planks with each other and with the marked lines as you work. Keep your work square. Starting wrong or getting off track can be difficult to fix once the planks are set into the adhesive.

TIP

A finished room that is even around the perimeter helps create a professional quality appearance. Ensuring that the edges around the room is going to be even something that should be done prior to spreading glue.

WARRANTY NOTE

Urban Surfaces does not warrant the installer's workmanship or damage of any kind whether by the installer or owner.

SECOND ROW

If the cut plank from your last row is at least 8" in length, it can be used as a starter piece in another row. If the cut plank is shorter than 8" do not use it. Instead, begin with a new board that is at least 8" in length and allows 6" between the end joints on the adjacent planks. Always butt the edge of the planks together prior to pressing the planks into the adhesive. Care fully inspect the long edge

and short ends of the plank for any gapping before moving on to the next plank. If your joints have gaps during installation, they will remain post installation. Therefore it is especially important to ensure all planks are properly aligned.

TIP

Whenever practical, use cut pieces from previous rows as the starter board to reduce waste. However, when doing so exercise caution to not create a repeating pattern. For a natural look, rows and patterns should be staggered. Maintain proper spacing (at least 8") when staggering end joints for best appearance and proper performance.

LAST ROW

The last row may need to be cut lengthwise (ripped). Make sure the ripped piece is at least 3" or 1/3 the size of the overall width of the plank. Place the last row of boards to be fit on top of the last row of installed boards. Use a piece of plank or tile as a scribe to trace the contour of the wall. Mark where the board will be cut. If the fit of the wall is simple and straight, simply measure for the correct fit and cut.

TOILETS

1. When installing in restrooms, toilets will need to be removed. (The steps for removing the toilet are not the expertise of Urban Surfaces).

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2. Once the toilet has been removed, use the same method of cutting around irregular objects to cut around the toilet flange and bolts. Ensure to leave a ¼” expansion gap including around toilet bolts.
3. Re-install toilet per toilet manufacturer’s instructions.
4. Seal around the toilet using a premium waterproof 100% silicone sealant.

INSTALLING ON STAIRS

To install flooring on stair treads and risers:

1. Determine if the planks will be installed on the treads alone, or both the tread and riser.
2. Apply an appropriate amount of adhesive to the substrate and dry per the instructions.
3. Press the planks into the adhesive starting with the treads first, followed by the riser.
4. Use a hand roller to apply pressure to planks to ensure they are firmly embedded into the adhesive.
5. Use a stair nose molding at the leading edge of the stair treads. (See the molding installation guide on urbansurfaces.com.)
6. Use colored silicone caulk to fill in the seam where the treads and risers meet if desired.

NOTE

If using a molding that tucks beneath the flooring, the edge of the molding that goes under the floor covering should be installed and leveled with the substrate prior to installing the floor covering. Failing to even out this edge, sometimes referred to as ‘feathering’, may cause the edge to telegraph through the floor covering.

IMPORTANT

It is the responsibility of the installer/retailer/owner to ensure the proper adhesive is being used. Urban Surfaces is not liable for a failure to use an appropriate adhesive, glue bond failures or damage from third-party products. Urban Surfaces is not liable for any incidentals, claims, or costs caused by a third-party adhesive, the use of an incorrect adhesive, or an installer’s workmanship. Glue bond warranties are to their respective manufacturer.

Save and protect any leftover planks/tiles. Do not discard, as they are color matched (by batch number/dye-lot) to your floor. They should be used for replacement in the event you need to replace a plank/tile in the future.

AFTER INSTALL/FLOOR CARE MAINTENANCE

Please see the maintenance guide for cleaning instructions at: www.urbansurfaces.com/resources/?maintenance

DO NOT drag furniture across the floor. Use appropriate protection, such as plywood, before moving furniture as outlined by the care & maintenance guide as well as the warranty. See the care and maintenance guide for proper care instructions.

Limit direct sunlight on the floor by using curtains and blinds in areas that are exposed to high UV rays. Heating units or non-insulated ductwork close to the flooring or subfloor may cause “hot spots” which must be eliminated prior to installation. Note:

“Glue” and “adhesive” are used interchangeably.