

WINDSOR IMPORT FLOORING®

This document supersedes all printed and electronic Installation, Care and Warranty information previously distributed for Elite WPC.

WPC EXTRUDED WATERPROOF FLOORING With and Without Attached Pad Installation, Care and Warranty

Protech and ProTek

PLEASE READ ALL INSTALLATION INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN INSTALLATION. IMPROPER INSTALLATION WILL VOID WARRANTY.

- Always check extruded waterproof flooring (WPC) panels for defects such as chips and color or sheen differences under well-lit conditions. Also check that the click channel is clean and free of debris. Always work out of multiple boxes to mix product to achieve proper pattern repeat and color appearance. Color variations between flooring, samples, and replacement material is expected and is not a product defect.
- If the appearance of a board is questionable for either dimensions or appearance, the installer should not use this piece. A replacement carton can be obtained through your dealer in a reasonable time.
- The person installing the floor is responsible to inspect all the flooring before and during its installation. If the installer believes the flooring is not correct due to color, grade, gloss, or any installation issues, the installer should stop the job and not install this material. The retailer where the flooring was purchased should be contacted to address the issues. Continuing to install the product means that the installer accepted the suspect material for installation so the claim will be denied.

NOTE: WPC can be installed above, on and below grade. The product may be installed either as a floating floor or by direct glue down method on approved wood or concrete subfloors. Direct glue down applications require a full spread adhesive manufactured exclusively for LVP and LVT only. Never use an adhesive that is recommended for multiple products. We recommend Stauf D737 PSA glue or equivalent. Follow the manufacturer's installation instructions when full spreading our WPC.

A minimum of ¼" gap for expansion is recommended between the WPC and any adjacent perimeter wall, vertical structure, or wood-based floor (laminated or hardwood).

A tapping block must be used on every panel to ensure the positive locking of the joint and to validate the product warranty if the locking system is angle-tap on the short end joints.

INSTALLATION

JOBSITE PREPARATION BEFORE INSTALLATION

The responsibility for installation of WPC is with the local job site installer. Every plank and/or tile must be inspected prior to installation for color variation, finish condition, sheen variation, and quality. This inspection should be conducted with proper lighting available. Any boards that are not acceptable should not be installed. Contact your dealer immediately to obtain replacement boards. Windsor Import Flooring is not responsible for the installation of flooring with obvious defects.

Crawl spaces – For the protection of the home, when installing a moisture barrier in a crawl space, minimum crawl spaces of 18” are required from the ground to the underside of the joists. A vapor barrier of 6-20 mil thick polyethylene film with 6” sealed lap joints should be used. Moisture resistant tape should be used as the vapor barrier sealant at the lap joints. Venting for the crawl space should be at least 1.5% of the crawl space square footage. Vents should be located for cross-ventilation of the crawl space. Local regulations should prevail at all times.

Before floor installation, the room conditions in the installation area (temperature and moisture) should be at normal year-round conditions for at least one week prior to and during flooring installation. Acclimation of WPC is not required before installation. Recommended installation room conditions are temperatures between 45-105 degrees F. Never install below 45 degrees or above 105 degrees F.

REMOVING OLD ADHESIVES

Asphaltic “cut-back” adhesives can stain WPC flooring. These must be 100% removed, encapsulated or covered with plywood underlayment. Some previously manufactured cutback adhesives contained asbestos fibers, which are not readily identifiable. Do not use power removal devices, which can create dust. The use of solvent-based adhesive removers is never recommended. NOTE: If d-limonene (citrus based) cleaners/removers are used (Orange All), subfloor must be thoroughly rinsed. If complete removal of old adhesives or covering them with plywood is not possible, the use of a Portland Based Leveling or Patching Compound is acceptable. Please follow manufacturer’s instructions carefully.

For “Recommended Work Practices for the Removal of Resilient Floor Coverings” write to the Resilient Floor Covering Institute, 966 Hungerford Dr., Suite12-B, Rockville, MD 20850.

SUBFLOOR REQUIREMENTS

All subfloors must be dry, structurally sound to support the floor and to protect the home from moisture, free of debris and foreign matter, and flat to 3/16" in a 10-foot radius.

For concrete floors, the subfloor should be firm, flat, dry, and clean. This includes both old and new concrete floors. New concrete slabs must cure in well-ventilated conditions for at least 60 days minimum before installing the floor. Concrete should have a minimum-6mil poly film moisture barrier between the concrete and ground. Maximum moisture level per the Calcium Chloride test method is 8lbs. per 1000 cft in 24 hours. The maximum level of relative humidity per ASTM 2170 test method is 90%.

WPC subfloors must be dry and properly secured to accept a top floor. The subfloor must be secured every 6" along joists with nails or screws to avoid squeaking. The floor must be leveled and flat. High spots must be ground down and low spots must be filled with a Portland cement leveling compound.

Please note that WPC is not approved for installation over any type of carpet.

NOTE: Never install WPC over any type of floating floor. All subfloors that are not concrete must be firmly bonded.

NOTE: Never install WPC over a below grade VCT (vinyl composition tile).

INSTALLATION TOOLS

Black number one WPC tapping block
White number two WPC tapping block
1/4" Spacers
Pull bar
Saw
Utility knife
Pencil
Tape measure
Ruler

ACCEPTABLE SUBFLOOR TYPES:

CDX Underlayment Grade Plywood (minimum of 5/8" thickness)
Underlayment Grade Particleboard (only for floating installation)
OSB (minimum 3/4", 23/32" thickness)
Concrete slab
Ceramic Tile
Resilient Tile – one layer well bonded
Sheet Vinyl – one layer well bonded

DO NOT INSTALL OVER

- VCT installed on below grade concrete
- Existing cushion-backed vinyl flooring
- Carpet
- Rooms with sloping floors or floor drains
- Hardwood flooring that has been installed directly over concrete
- Do not install over any floating floor

Note: There are 2 different types of tapping blocks to be used with our WPC planks. Tapping block number one (black in color) is to be used with our standard 4 foot length planks. Tapping block number 2 (white in color) is to be used with our WPC XL and Long Board. XL and long board products have a specially designed larger Unilin lock and require a larger tapping block for proper installation.

NOTE: The tapping block was specially designed for installing this WPC LVT product with a licensed Unilin drop and tap click joint. The tapping block must be used on every panel to insure the positive locking of the joint and to validate the product warranty.

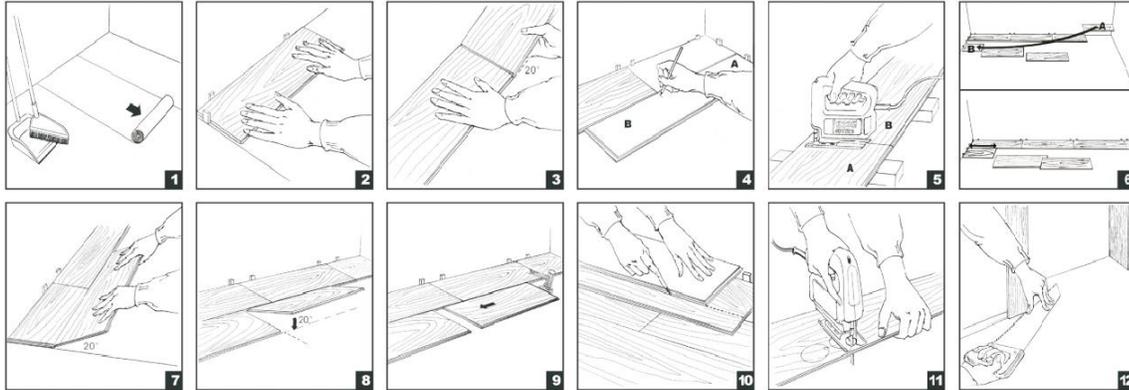
INSTALLATION OF WPC

While WPC is dimensionally stable, buildings, walls, and existing hardwood and laminate floors will expand and contract. Because of this, we recommend for all installations, both floating floor and glue down types, that an expansion gap of at least ¼" be left for expansion between WPC, any vertical surface, an adjacent perimeter wall or wood-based floor (laminate or hardwood).

As stated earlier, always work out of multiple boxes to mix product to achieve proper pattern repeat and color mix for the look of natural wood. A minimum of 3 boxes of product is recommended. Inspect each plank or tile in good light for visual defects. If they show visual faults or damage, do not install them. It is the responsibility of the installer to ensure that the appearance of the finished floor meets the consumer's expectations.

WPC is an indoor product. It will not be warranted when installed in locations or conditions not recommended for this product.

Recommended use temperatures are to be between 45-105 degrees F.



1. When using a product with attached foam, please skip to picture #2.
2. Remove the tongue on the side of the panels that face the wall. This will ensure that the decorative surface of the WPC floor is well under the finished trim when installed. Use a utility knife to score through the tongue several times so that it easily snaps off. Place the first panel with its trimmed side facing the wall in a corner of the room. Leave space along each wall to maintain an expansion space of 6mm (1/4") between the wall and the flooring.
3. To attach the second panel, insert the end tongue of the panel into the end groove of the first panel at a 20-degree angle. Lower the panel flat to the floor. Line up the edges carefully.
4. Continue connecting the first row until you reach the last full panel. Fit the last panel by rotating the panel 180 degrees with the pattern side upward, place it beside the row, and mark it.
5. Saw off the excess plank. Attach as described above.
6. Begin the next row with the off-cut piece from the previous row to stagger the pattern. Planks and tiles should be a minimum of 20cm (8") long and joint offset should be at least 20cm (8").
7. Start the second row by pushing the long side tongue of the panel into the long side groove of the very first panel at about a 20-degree angle. When lowered, the plank will click into place.
8. Attach the second panel of the new row on the long side as described above. Push this panel as close as possible to the previous row.
9. To attach this second panel to the previous panel, lightly tap the end into the click using the rigid core tapping block. Continue along in the same fashion.
10. To fit the last row, lay a panel on top of the previous row. With the tongue to the wall, lay another panel upside down on the one to be measured and use it as a ruler. Don't forget to allow room for 1/4" spacers. Cut the panel and attach it into position.
11. Door frames and heating vents also require expansion room. First cut the panel to the correct length. Then place the cut panel next to its actual position and use a ruler to

measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side.

12. Door frames can be trimmed by turning a panel upside down and using a handsaw to cut away the necessary height so that panels slide easily under the frames.

REPAIRS

WPC flooring is durable; however, planks can be damaged. If the damaged plank is near the perimeter of the room, the best technique is to carefully unlock the planks until the damaged plank is removed. Replace the damaged plank and reassemble the flooring. If the damaged plank is in the center of the room then the following procedure should be followed:

1. Use 3M Blue Tape around the perimeter of the damaged plank to be replaced to protect the surrounding planks from damage.
2. Using a utility knife, make a cut completely through the center of the damaged plank the length of the plank.
3. Carefully remove the cut pieces of the damaged flooring and clean and vacuum the exposed area.
4. Use a utility knife to remove the tongue from the long and short side of the replacement plank.
5. Remove 1.5 inches of the groove on the long side of the plank from the tongue end using a utility knife.
6. Apply a small bead of an Ethyl Cyanoacrylate adhesive super glue to the groove of the planks in the floor.
7. Insert the replacement plank into the exposed area locking the long-grooved side into the existing floor. The tongue end of the replacement plank will overlap the existing floor until the plank is completely inserted.
8. Use a scrap piece of the flooring as a tapping block to lightly tap the groove end into place. Use a utility blade to adjust the opposite end as you tap the end joint together.
9. Weight the plank down until the super glue is completely set.

FINISHING MOLDING



T-Molding



Reducer



Stair Nose



Quarter Round



End-Molding

Reducer molding is used to finish flooring when the adjoining surface is lower than the SPC flooring or when flooring meets carpet. Position the U track 7mm leaving

expansion gap of at least ¼” from each edge of the. Screw, nail or glue down the track directly to the subfloor and then insert the reducing strip into the track.

T-molding is used to finish flooring and add expansion when two level surfaces meet in doorways. Install the same as above. Residential Installations do not require the use of T Moldings.

Landing molding is used to finish flooring on landings or stair edges. Moldings need to be glued and screwed down to the sub-floor for safety and stability. Color fill should be used to cover counter sunk screws.

To finish the perimeter of the room, install quarter round molding using finishing nails. Quarter round molding is nailed directly into the baseboard.

RADIANT HEATED FLOORS

Floating floors can be installed over certain types of radiant heated floors. If glue down is an option, then follow the manufacturer’s installation instructions when full spreading our flooring with an approved glue.

When installing over a radiant heated floor:

1. A newly installed radiant heated floor must be operational for at least four (4) weeks prior to the installation with the temperature set between 55 to 85 degrees F to ensure that the subfloor has been dried.
2. Existing radiant heated floors should be set to a minimum temperature of 65°F (18.3°C) degrees F for a minimum of 4 days before, during and 48 hours after the completion of the installation. This will insure that the flooring will acclimate properly before the installation begins. Upon completion of the installation, gradually increase temperature in increments of 5° F per hour until desired temperature is achieved. Never exceed 85 degrees.
3. Wood subfloors should never exceed 10% moisture content as measured by a calibrated wood moisture meter.
4. Concrete subfloors must be “dry” using the mat test, a calibrated concrete moisture meter, Calcium Chloride Test or a RH Probe.
5. Ground floors using the radiant heating system should have a proper moisture barrier beneath it.
6. The recommended range of relative humidity is 35%-55% and the room temperature should be between 55-85 degrees F for the delivery of the flooring, acclimation, and installation.

7. The flooring must acclimate at the stated temperature range for at least 48 hours prior to installation in the room to be installed.
8. Keeping the temperature of the room constant will keep a stable environment for the flooring as well as the home.
9. The floor surface temperature must always stay below 85 degrees F.
10. At no time should the relative humidity in the room with the installed flooring fall below 30% during the life of the product.

NOTE: Electrically heated radiant mats not embedded in the subfloor and installed directly under this floor is not recommended. The installation of electrically heated radiant floor heating mats could void the warranty of the installed floor in case of a heating system failure.

SUN ROOMS

Sun rooms or areas that may be isolated from the main living area of the home are recommended areas of use for WPC if they are limited to 500 sf maximum.

If there will be no heat in the winter time and you wish to use the area, you must bring the room to normal room temperature (65-75 degrees F) before walking on the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

During installation, please leave the ¼" expansion at all walls and any vertical surface in this room.

CABINETS

Cabinets may be installed on top of WPC if they are **wall mounted**.

Center Islands may be installed on top of WPC if they are free standing.

If cabinets or center Islands are being fastened to the floor a ½" expansion hole must be used where the bolts enter through the WPC into the subfloor.

Cabinets and Center Islands may be installed on WPC and fastened if the WPC is full spread. Any attached pad must be removed from the WPC before full spreading adhesive.

POOL TABLES

Pool tables in a residential environment may be installed on WPC either full spread glue down or floating. In a residence, there is a limit of one pool table per room.

Pool tables in a commercial environment over WPC must be full spread.

Multiple pool tables in residential or commercial environments over WPC must be full spread glue down.

When full spreading WPC that has an attached pad, the pad must first be removed from the WPC before gluing the product to the subfloor.

CARE AND MAINTENANCE

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet to avoid scratching the floor. When furniture has castors, they must be suitable for resilient floors.

Office chairs with castor wheels should be equipped with wide rubber castors and protective mats under the chairs.

Heavy appliances or furniture should sit on non-staining large surface flooring protectors.

When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor. Castor wheels should be equipped with wide, rubber castors.

Protective mats should be non-staining as rubber mats may discolor the floor.

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches.

Do not use hard bottomed electric brooms without padding as they can scratch the floor.

Windsor Import Flooring does not recommend the use of any type of steam cleaner on our floors. The concern with these types of cleaners is that they generate too much moisture and heat. If adhesive was used the resulting moisture and heat can be enough to break down the adhesive. Also, in instances where no glue is used, we have seen both peaked and swelled edges occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Windsor Import Flooring.

If pet urine contacts the floor, it should be cleaned as quickly as possible. If the floor is not cleaned and the urine removed, it may dull the finish.

Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products like "mop and shine" types on the floor.

Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others.

STEAM CLEANERS

Windsor Import Flooring does not recommend the use of any type of steam cleaner on our WPC floors. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesive used in the manufacturing of this product. Also, in instances where no glue is used, both peaked and swelled plank or tile edges can occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Windsor Import Flooring.

WARRANTY INFORMATION

WPC EXCLUSIVE LIMITED WARRANTY

Windsor Import Flooring warrants that its WPC planks and tiles are free from any visual or manufacturing defects. If the Products are found to be defective, Windsor Import Flooring will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during an improper installation by not following the Windsor Import Flooring installation guidelines do not constitute a valid claim as defined by this limited warranty. This warranty will not include loss of time, inconvenience, incidental expenses (such as telephone calls, removal and replacement of items placed over the floor after the

original installation, etc.) included in the removal and reinstallation of the affected material, and any other incidental or consequential damages. Windsor Import Flooring reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring only and are not transferrable.

PRE-INSTALLATION VISUAL LIMITED WARRANTY

Windsor Import Flooring warrants that its WPC planks and tiles products are free from visual defects. All Product purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. Windsor Import Flooring will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed.

If a problem occurs during the installation of the planks and tiles, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact Windsor Import Flooring immediately. Any costs caused by continued installation after the problem is reported will not be covered by Windsor Import Flooring.

WEAR LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are protected with a wear layer. Windsor Import Flooring warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The term for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

PET LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are warranted to resist stains caused by pet soiling from domestic dogs and cats during the specific warranty time frame. The pet stains include urine, feces, and vomit. Resisting stains means that your floor has the ability to minimize or hold out permanent stains under the conditions stated. Pet accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pet soiling is not covered by this warranty. Please follow our maintenance procedures for cleaning the affected areas. This warranty does not cover soiling and staining caused by any other pet type besides those stated above.

INTERNET WARRANTY

Various retailers on the internet sell our waterproof flooring products. While some websites are operated by retailers that maintain physical stores and provide excellent service, other websites are operated as internet-only retailers that do not provide service. If you choose to purchase your products from an internet-only retail provider, please be advised that such products will be covered by a 1-year warranty for manufacturing defects.

Warranty claims for anything other than an initial defect of the product are explicitly excluded. None of our installers, retailers, distributors, or employees has the authority to alter the obligations, limitations, disclaimers, or exclusions under any of our warranties. There are no other warranties beyond this expressed limited 1-year warranty.

WATERPROOF LIMITED WARRANTY

Windsor Import Flooring WPC planks and tiles are warranted to be 100% waterproof. The structural performance of the planks or tiles, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the life of the product.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure.

While WPC planks and tiles are waterproof, the floor is not a waterproof barrier for the subfloor and surrounding structure. The Moisture warranty does not cover damage caused by hydrostatic pressure from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

If the WPC planks and tiles are structurally damaged and the cause is determined to be by exposure to water, Windsor Import Flooring will arrange a credit subject to the terms as described below in the "Terms of Lifetime Limited Warranty" section. The term for your specific residential product Limited Warranty will appear in the carton insert of the product you purchased. For commercial installations, WPC planks and tiles damaged caused by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

WATERPROOF LIMITED WARRANTY DOES NOT COVER:

1. Any damage to structures that are not part of the installed WPC flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems, or anything that is not the tile or plank.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

TERMS OF LIMITED COMMERCIAL WARRANTY

Claims reported on material defects of this WPC flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 5 years of use will not pay labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls and removal and replacement of items placed over the floor after the original installation) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Warranty Exclusions and Conditions

- Commercial use means daily activities commonly associated with a commercial environment. Hill Rom Beds are not recommended.
- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or “as-is” goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owner’s Manual.
- Warranty does not apply to damages or failure of the floor due to excessive moisture, alkali and/or hydrostatic or vapor pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty does not cover changes in color or sheen from exposure to sunlight or due to rubber-backed mats.
- Warranty coverage does not apply to product sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by using steam cleaners
- Warranty does not apply to damage that results from not following floor maintenance instructions
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, punctures, indentations or damage caused by spiked high heeled shoes, damage caused by adhesives or tape, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.

- Warranty does not apply to damages caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt
- or non-pigmented hard plastic.
- Warranty does not apply to discoloration from heat or sunlight.
- “Wear-Through” means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- “Residential use” means daily activities commonly associated with residential use.

If you have any questions regarding the above information, please contact your local flooring dealer or distributor.

REV: 9 Sept 2022