



Installation Instructions for Waterproof Flooring (WPC) With and Without Attached Pad

**PLEASE READ ALL INSTALLATION INSTRUCTIONS CAREFULLY
IMPROPER INSTALLATION WILL VOID WARRANTY**

Inspect Materials Prior to Installation

Check Extruded Waterproof Flooring (WPC) panels for defects such as:

- Chips and color or sheen differences
- Check that the click channel is clean and free of debris
- Always work out of multiple boxes
- Color variations between flooring samples, and replacement material is not a product defect.

Prepare Jobsite Before Installation

The responsibility for installation of WPC is with the local job site installer.

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 minimum crawl space of 18" is 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.

Recommended installation room conditions are temperatures between 45-105 degrees F. Never install below 45 degrees or above 105 degrees F.

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.



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WPC is a waterproof product. Moisture will not damage the product. When installed, it does not produce a moisture barrier, nor does it protect the walls or structure of the home. Only installing a moisture barrier in a crawl space can insure this.

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%.

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

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

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

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

- Existing resilient tile floors that are below grade
- Existing cushion-backed vinyl flooring
- Carpet
- Hardwood flooring that has been installed directly over concrete
- Do not install over any floating floor

INSTALLATION TOOLS

Black number one WPC tapping block
White number two WPC tapping block
1/4" Spacers
Pull bar
Saw



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Utility knife
Pencil
Tape measure
Ruler

The tapping block must be used on every panel to ensure the positive locking of the joint and to validate the product warranty.

Note: There are 2 different types of tapping blocks to be used with our WPC planks. Tapping block (black in color) number one 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.

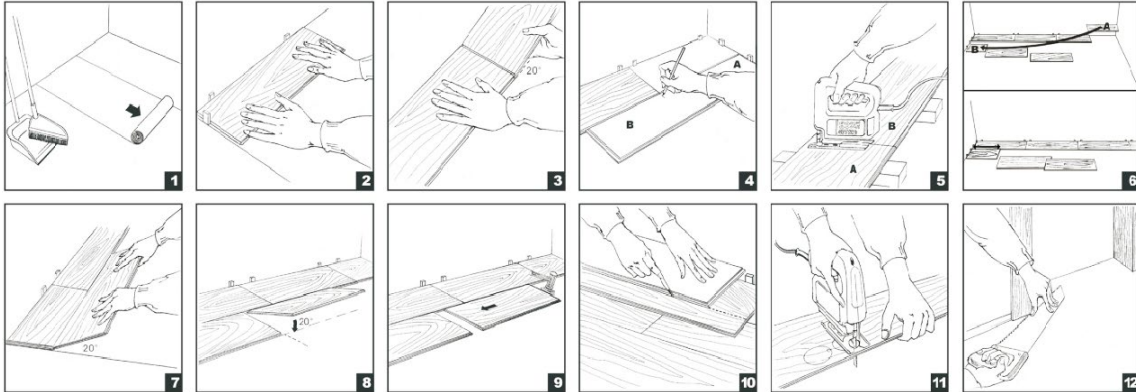
Basic Installation of WPC

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.

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.

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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 SPC 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. Pieces 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.

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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 ¼" 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.

FINISHING MOLDING



T-Molding



Reducer



Stair Nose



Quarter Round



End-Molding

Installation Over 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.

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.



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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.



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Care and Maintenance of WPC Floors

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 cleaned with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet. Heavy appliances or furniture should sit on non-staining large surface flooring protectors. 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 matts under the chairs.

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

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances.

The area to receive flooring should be maintained at a minimum of 65°F (18°C) and a maximum of 100°F (38°C) for 48 hours before, during and for 48 hours after completion of installation.

Use of any type of steam cleaner or vacuums with beater bars is NOT recommended on our 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 the manufacturer.

If pet urine contacts the floor, it should be cleaned in a timely manner. If the floor is not cleaned and the urine removed, it may dull the finish.

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

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Plank Replacement Repairs

1. Check replacement board for damage, size and fit. Acclimate plank for 24 to 48 hours prior to replacement.
2. Mark damaged board 1-1/2" (3.81 cm) from ends and sides.
3. Set saw depth to board thickness. Cut along lines and remove center section. Make relief cuts using corners as visible stop. You can use blue tape around the field of the damaged plank to better see where to stop the saw cut.

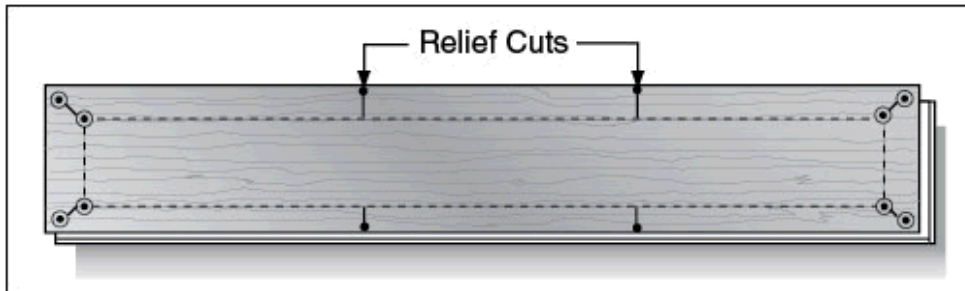


Fig. 41

4. Carefully lift and remove the center length cut first, then work into corners to remove end pieces last.
5. Using a tapping block move the planks from the left and right of the opening to allow for the installation of the new flooring.
6. Prepare replacement board by removing bottom of groove on end and side using a sharp utility knife.
7. Clean area thoroughly and test fit. Apply a premium Glue to top of tongue and bottom of groove.
8. Carefully place the new piece into the opening. Press firmly. Make sure all edges are even on either side of the joints.
9. Tighten the end joints from the field to the end joints of the replacement plank.
10. Make sure that the weight is evenly distributed across the new piece.



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Exclusive Limited Warranty

Hill Country Innovations warrants that its WPC planks and tiles are free from any visual or manufacturing defects. If the Products are found to be defective, Hill Country Innovations 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 Hill Country Innovations 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. Hill Country Innovations 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

Hill Country Innovations 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. Hill Country Innovations 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 to report to Hill Country Innovations immediately. Any costs caused by continued installation after the problem is reported will not be covered by Hill Country Innovations.

Wear Limited Warranty

Hill Country Innovations WPC planks and tiles are protected with a wear layer. Hill Country Innovations 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



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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 Warranty

Hill Country Innovations 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.

Waterproof Limited Warranty

Hill Country Innovations 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, Hill Country Innovations 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



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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 Warranties

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



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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 floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or flooding.
- Warranty does not apply to damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and/or hydrostatic 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 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, 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.