

## FREQUENTLY ASKED QUESTIONS....

### **PREPARATION**

Is a Primer necessary for peel and stick installation?

No, primers are not necessary on the recommended subfloors in our Installation Guides. If you do want to use a primer, it must be latex based and made specifically for flooring.

How do I make some corners and edges stick back down?

Gently heat the area of the tile with a heat gun on low setting or a common hair dryer on low. When the tile becomes pliable, simply press it back into place and then place some weights on it overnight.

What subfloors are approved for peel and stick?

Allowed subfloors are:

Concrete, Underlayment grade plywood, Exterior grade plywood (sanded face, B-C or better grade), properly prepared non-cushion backed vinyl flooring.

All subfloors must be clean, dry and free of contaminants such as oil, grease, paint, sealers, waxes, curing compounds, excessive moisture, hydrostatic pressure. Floors must be structurally sound, rigid, flat to 3/16" in 10 feet (F-32).

Why not OSB or other subfloors?

OSB, particle board, Masonite and other non-underlayment grade plywood are generally not smooth and not constructed with exterior rated adhesives, making them susceptible to moisture related failures. Additionally, OSB and particle-type boards may have a coating which is not compatible with flooring adhesives (including self-stick adhesives) and will prevent a proper bond.

Why not over heated floor?

Novalis floors are recommended over radiant heated floors provided the floor is not allowed to be heated over 85°F (29°C), or cooled below 55°F (13°C).

What if it's over existing vinyl/ sheet vinyl/linoleum?

Existing sheet goods are permitted provided they are non-cushion back, single layer floors. Sheet goods must be properly prepared with a suitable cementitious embossing leveler; follow the leveler manufacturer's directions regarding preparation of the surface and mixing with the appropriate additive.

Why is acclimation required and how long and @ what temperature?

Acclimation allows the solid vinyl flooring to become equal to the installed environment. This will better allow the flooring to become more stable during normal temperature fluctuations. With floating installations, acclimation allows the product to properly relax and the joints to be properly engaged. All floors must be acclimated under normal site conditions and temperatures for 48 hours prior to installation.

What if the existing vinyl floor has texture?

Use a suitable cementitious embossing leveler to skim the surface of the textured floor. Follow the leveler manufacturer's directions regarding preparation of the surface and mixing with the appropriate additive.

## **INSTALLATION**

What are the arrows on the back paper for?

Directional arrows are for keeping the finish looking consistent throughout the installation. Also used when laying tiles in a quarter-turned method.

How to remove adhesive from the joints and tops of the tiles?

On self-stick products you will need to use mineral spirits. Using a soft, white cloth, apply mineral spirits to the cloth first. Then gently dab the area on the tile with the cloth to pull the adhesive up. Do not pour the mineral spirits on the tile or use the cloth in a rubbing motion as this may damage the finish of the tile or lead to an adhesive failure.

Can I add "extra" adhesive to peel and stick installation?

NO. Common latex-based flooring adhesives are not compatible with Novalis' self-stick tile adhesive. Use of a secondary adhesive may cause a plasticizer migration and will cause an adhesive failure.

Is 100 lb roller required?

YES! Proper rolling with a 100 lb. 3 section roller will ensure proper pressure is applied to the flooring for adhesives to bond to the substrate.

If you cannot obtain a 100 lb. roller, a household rolling pin can be utilized in the following manner: maintain contact throughout the installation by pressing straight down on the rolling pin, keeping it close to your knees and with as much of your body weight as possible. You will need to roll in this manner over the whole floor. Pushing the rolling pin away from your body and then pulling it back only gets pressure on the floor when your arms are closest to your body, so there will be a lot of wasted energy and movement.

Where to start; from center or from edges?

Plank installations generally start from the upper, left corner of a room while tile installations are started from the center point of the room.

How much space needed for expansion?

Floating vinyl floors require a minimum of 5/16" of expansion space at all vertical surfaces.

What type of tools?

Commonly used tools for vinyl tile installation are utility knife with heavy duty blades, 100 lb. 3 section roller, chalk line, measuring tape, broom, pencil, heat gun, speed square, wide putty knife, small trim pull bar.

How do I cut round shape?

Use a compass to draw the circle then carefully heat the tile with a heat gun or hair dryer on the lowest setting. When the tile is warm and pliable, carefully use a utility knife with a sharp blade to cut the shape. Multiple passes are best.

## **GROUTING**

Can I use other colors from other brands other than Blue Hawk?

Yes. Any pre-mixed, synthetic adhesive-type grout can be used on Novalis tiles. Check the manufacturer's label / website for proper installation at thin depths (less than 2.5mm).

What is the spacing measurement?

Tile should be a minimum of 1/16" apart to a maximum of 3/16" wide.

How long should I wait to apply grout?

Wait 24 hours after installation to allow adhesives to properly cure.

## **REPAIRING**

How do I remove a damaged tile?

Use a heat gun or hair dryer on the lowest setting to heat self-stick tiles. This will reactivate the adhesive and allow the tile to be pulled up using a putty knife. Be careful not to damage adjoining tiles.

How do I replace a damaged plank or tile in my floating vinyl floor?

Please consult our repair guides at [www.novalis-intl.com](http://www.novalis-intl.com) under the Technical Information section.

## **CLEANING**

How do I clean my vinyl floor?

Use a "neutral pH" cleaner to remove any sediments or contaminants to the flooring. These cleaners are safe enough for regular use on solid, luxury vinyl flooring. Do not use any type of chemical or harsh cleaners.

Regular sweeping and vacuuming with an electric broom are also recommended. Do not use a vacuum with a standard 'bristled beater bar' as this can damage the wear layer on the floor covering.

What shouldn't I use on my floor to clean it?

Do not use the following:

Abrasive cleaners; abrasive powders; oil-based cleaners; detergent-based cleaners; multi-surface cleaners or bleaches.

What can I use to bring the shine?

Use of satin or gloss floor finishes will enhance the sheen of a vinyl floor. Be sure to use a floor finish that is compatible with solid vinyl tiles.

Why not mopping with soapy water?

Mops generally use too much water and leave a lot of water behind, which can seep through the seams in the tiles and planks and cause several issues with adhesive failure and subfloor swelling.

Floor protectors are compulsory?

Floor protectors are **necessary!** Use of felt floor protectors on all furniture legs will prolong the look and durability of your finished floor.

What type of rugs?

Area rugs, walk-off mats and throw rugs must not have rubber backings.

## **MISCELLANEOUS**

Does my vinyl floor scuff?

Yes, certain materials will scuff a vinyl floor like dark soled shoes, sneakers, rubber-based shoes and furniture bottoms.

How do I prevent scuff marks?

Use felt type furniture protectors on all furniture legs and bottoms.

Apply an aftermarket finish to the flooring to prevent scuffing and minor scratches.

Will sunlight fade my floor?

All vinyl floors are affected by sunlight and may fade over time.

Do I need furniture protectors on my chairs, tables, etc.?

YES! Felt type furniture protectors are a must to prevent surface scratching and scuffing.

Can be installed if for wheelchair access?

Novalis floors exceed the ADA recommendations for static coefficient of friction and slip resistance and are suitable with wheelchair traffic. Novalis floors are not recommended to be installed on ADA ramps and access-  
es.

How about houses with Pets?

Common household pets are fine with Novalis floors, but keep in mind that larger dogs have tougher, sharper nails and may scratch the surface layer on your flooring.

Can be installed in stairs?

Novalis flooring can be installed on stairs; however we do not recommend any type of after-market finish be applied on floorings used on stairs.

Can be installed on the wall or ceiling?

While not originally intended for use in wall or ceiling applications, Novalis cannot specifically recommend or warrant our products to be used in these circumstances.