

ALWAYS CHECK NOVAFLOOR.US FOR THE LATEST INSTALLATION, WARRANTY AND MAINTENANCE INSTRUCTIONS. IT IS THE RESPONSIBILITY OF THE INSTALLER TO ENSURE THAT THE MOST CURRENT DOCUMENTS ARE USED DURING INSTALLATION OF NOVALIS® LUXURY VINYL FLOORING.

Product Handling and Site Conditions

1. Store cartons of tiles and/or planks with cartons stacked one on top of the other. Do not store on ends or sides, or allow cartons to bend during storage or transportation.
2. **IMPORTANT:** Deliver and acclimate all material including maintenance products to job site at 65° - 85° Fahrenheit (18° to 29° Celsius) for 24 - 48 hours prior to installation.
3. The space where flooring is to be installed shall be fully enclosed and the permanent HVAC system shall be operational prior to installing flooring. The temperature shall be 65° - 85° Fahrenheit (18° to 29° Celsius) for 48 hours before installation, during installation and for 48 hours after installation. The temperature of the space shall be kept at a minimum of 65° Fahrenheit (18° Celsius) continually after installation. Avoid dramatic and large temperature increases.
4. To prevent damage to the newly installed flooring the installation of flooring products should be after all other trades have completed their work. To further prevent damage after install until space is occupied, use of a reinforced fiber-based temporary floor protector product is strongly recommended.
5. To prevent adhesion problems with direct-glue installations, areas to receive resilient flooring shall be permanently dry, clean, smooth, level and structurally sound. They shall be free of all contaminants, including but not limited to: dust, solvents, paint, wax, oil, grease, residual adhesive, adhesive removers, curing, sealing, hardening or parting compounds, alkaline salts, excessive carbonation or laitance, mold, mildew; any foreign material that might prevent a proper adhesive bond.

Reference Documents

The latest versions of all listed Standards, Guides and Work Practices shall be used in all cases.

ASTM F 710	Standard Practice for Preparing Concrete floors to Receive Resilient Flooring
ASTM F 1482	Standard Practice for Installation and Preparation of Panel Type Underlayment's to Receive Resilient Flooring
ASTM F1869	Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride
ASTM F 2170	Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using In Situ Probes
ASTM F2419	Standard Practice for Installation of Thick Poured Gypsum Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring
ASTM F2471	Standard Practice for Installation of Thick Poured Lightweight Cellular Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring
ASTM F2659	Standard Guide for Preliminary Evaluation of Comparative Moisture Condition of Concrete, Gypsum Cement and Other Floor Slabs and Screeds Using a Non-Destructive Electronic Moisture Meter
ASTM F2678	Standard Practice for Preparing Panel Underlayments, Thick Poured Gypsum Concrete Underlayments, Thick Poured Lightweight Cellular Concrete Underlayments, and Concrete Subfloors with Underlayment Patching Compounds to Receive Resilient Flooring
ACI 302	Guide for Concrete Floor and Slab Construction
RFCI	Recommended Work Practices for Removal of Resilient Floor Coverings

GENERAL GUIDELINES

This information provides general guidelines for the Novalis® direct-glue flooring products. All instructions and recommendations should be followed for an ideal installation.

1. Install Novalis® flooring only after the jobsite has been cleaned and cleared of debris that could potentially damage a finished plank installation.
2. Inspect your shipment of Novalis® products to ensure that all cartons are of the same lot/manufacturing run. Contact your Distributor with any discrepancies or assistance with locating this information.
3. To minimize shade variation during the installation of Novalis® flooring mix and install planks from several different cartons.
4. All subfloor/underlayment patching must be done with a non-shrinking, water-resistant Portland cement patching compound.
5. Adhesives used with this product must be branded by Novalis® and be an acrylic base.

Approved Substrates

The following are approved substrates for installation of Novalis® Luxury Vinyl Flooring. See the next section for proper testing and substrate preparation prior to installing your Novalis® floorcovering.

- Above, on or below grade concrete without hydrostatic pressure, excess moisture or alkalinity
- Above or on grade lightweight concrete, properly prepared and without hydrostatic pressure, excess moisture or alkalinity
- Above or on grade Gypsum concrete surfaces, properly prepared and sealed, and without hydrostatic pressure, excess moisture or alkalinity
- APA registered underlayment, sanded face exterior grade with minimum rating of C-C plugged face
- APA registered exterior grade plywood sanded face with ratings as follows: APA A-B, A-C, B-B, B-C, C-C plugged face
- Properly prepared and well bonded existing resilient floor covering, single layer only
- Cement Terrazzo, ceramic tile, marble – see adhesive for proper preparation
- Certain metal floors – see adhesive for proper types and preparation. May require use of a 2-part epoxy; contact Novalis Technical Support at 866-NOVALIS or TechSupport@Novalis-Intl.com for assistance.
- Old adhesive residue
- Radiant heated floors where heat does not exceed 85°F (29°C)

The following are not approved substrates for installing Novalis® direct-glue flooring:

- Epoxy terrazzo
- Rubber, cork or asphalt tiles
- Textured or cushion backed resilient flooring
- “Sleeper” floor systems
- Plywood floors that have been installed directly over a concrete slab
- Luan, OSB, particle or chip boards, CCA (pressure treated), oil treated or other coated plywood
- CDX or other plywood with knots or open defects
- Underlayment made of pine or other soft woods

- Masonite™ or other hardboard underlayment
- Hardwood flooring
- Paint, wax, oil, grease, residual adhesive, mold, mildew, and other foreign materials that might prevent adhesive bond
- Other uneven or unstable substrates.

SUBFLOOR INFORMATION

Although Novalis® Birkdale™ NovaLay™ flooring is designed to be a “loose-lay” floor installation, proper preparation of the subfloor is still a major part of a successful installation. Roughness or unevenness of the subfloor may telegraph through the new Novalis® Birkdale™ NovaLay™ flooring, resulting in an unsightly surface and cause excessive wear on high spots.

Substrate Preparation

All substrates must be properly prepared and tested according to the following guidelines.

1. Concrete Subfloors

- a. Shall be in accordance with ASTM F710 (latest version) Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring.
- b. All patching and leveling is to be in accordance with ASTM F2678 (latest version) Standard Practice for Preparing Panel Underlayments, Thick Poured Gypsum Concrete Underlayments, Thick Poured Lightweight Cellular Concrete Underlayments, and Concrete Subfloors with Underlayment Patching Compounds to Receive Resilient Flooring.
- c. Concrete slab construction shall be in accordance to industry standards for specification related to concrete mix design, curing methods and drying times to prevent moisture problems.
- d. On-grade and below-grade slabs should be installed with a suitable vapor retarder directly underneath the concrete slab.
- e. New concrete shall be properly cured and dried prior to the installation of floor covering. Curing agents, surface hardeners and other membranes or compounds shall be mechanically removed immediately after initial cure to allow the slab to properly dry before installation. Approximately 30 days per 1” of slab thickness.
- f. All concrete substrates, regardless of grade or age of slab, must be properly tested using one of the methods outlined below for warranty to apply. Acceptable test method is ASTM F 2170 In Situ Relative Humidity. Testing shall be conducted according to the test method and instructions of the manufacturer of the testing equipment.
- g. Concrete Alkalinity / pH Test shall be performed when the test site is at the same temperature and humidity expected during normal use; or at a temperature of 65° - 80°F (18° - 26° C) and 45% - 50% humidity for minimum 48 hours prior to testing. Using distilled water, place drops of water to form a small puddle approximately 1” in diameter. Wait 60 seconds, and then dip a portion of the pH paper into the water. Acceptable pH levels of the concrete are between 5 & 9 when compared to the color chart provided in the test kit.
- h. Concrete surface porosity shall be tested prior to application of adhesive
- i. Concrete Slab Preparation
 - i. Concrete slabs shall be clean prior to installing floor coverings. Remove all sealers, curing agents and compounds, grease, oil, adhesive removers, old adhesive residue, dirt, paint, etc. to ensure a clean bond surface for the adhesives.
 - ii. Concrete floors shall be smooth and level to prevent irregularities, roughness or other defects from telegraphing through the new resilient flooring. The surface of the slab shall be flat to within 3/16” in 10 feet.

- Slopes shall be less than 1/16" in 2 feet. Uneven areas should be mechanically ground to smoothness.
- iii. Cracks, depressions or other similar irregularities should be leveled using a suitable Portland cement based patching compound. Follow the patch manufacturer's instructions regarding mixing and applications.
 - iv. Overly porous, dusty, flaky or soft concrete surfaces are not suitable for resilient floor coverings. It may be necessary to mechanically remove the top layer concrete in such cases and/or these surfaces may need to be primed and covered with a cement based underlayment compound. Follow the patching or leveling compound manufacturer's instructions regarding preparation of the concrete surface, priming, mixing of the product, thickness of application and drying time for resilient floor covering installation.
 - v. Expansion joints, isolation joints, control joints or other moving joints in the concrete slab shall not be filled with patching compound or covered with resilient flooring.

2. Gypsum and Lightweight Cellular Concrete Substrates

Gypsum and lightweight concrete subfloors and substrates should in accordance with the listed standards in 2.a. below. Unprimed gypsum and gypcrete surfaces may have a dusty surface and a very open, porous surface, which will lead to an adhesion bond failure if not properly sealed and treated. It is the responsibility of the installation contractor to obtain verification from the general contractor, architect, owner or party responsible for the site that the gypsum was properly sealed with the gypsum manufacturer's recommended sealer. If this data is not available conduct testing according to the appropriate ASTM Test Method for Gypsum Surfaces.

- a. Gypsum surfaces shall be in accordance with and properly prepared according to the appropriate ASTM specifications as listed in the above Reference Section.
- b. Conduct a surface porosity test to ensure that the surface is properly sealed. If the water is quickly absorbed stop the installation and contact Novalis® Technical Services at 866-NOVALIS or techsupport@novalis-intl.com.
- c. Check moisture content of the gypsum substrate via the appropriate method according to the ASTM Standards listed above. Moisture content of the subfloor/substrate shall not exceed the adhesive requirements or 75% RH or 3 lbs./1,000 sqft./24 hrs. MVER. When using the D4263 Test Method no discoloration of the surface should be found.
- d. All patching compounds shall be recommended for use with gypsum, gypcrete or lightweight cellular concrete surfaces by the patching compound manufacturer. Follow the manufacturer's instructions regarding mixing, use and application.
- e. All gypsum surfaces must be properly primed according to the gypsum manufacturer's instructions; or where applicable follow the instructions of the adhesive manufacturer if there is no recommendation from the gypsum manufacturer.

3. Wood Subfloors

- a. A combination of wood subfloor and panel underlayment construction shall be a minimum of 1" in total thickness.
- b. There shall be at least 18" of well-ventilated air space beneath all wood subfloors. Crawl spaces shall be insulated and protected by a suitable vapor barrier.
- c. Wood subfloors installed directly on concrete or over "sleeper" joist systems are not acceptable for use under Novalis® Luxury Vinyl Flooring.
- d. Panels designed as suitable underlayment shall be at a minimum ¼" in thickness, dimensionally stable, fully sanded face to eliminate grain texture or show through, have a written manufacturer's warranty and installation instructions and

- be free of substances such as ink, fillers and resins which may lead to staining of the resilient flooring.
- e. Panels shall be installed according to manufacturer's instructions regarding stapling pattern, sanding and filling of joints, and acclimation to installed environment.
- f. Novalis® will not cover or accept responsibility for the following:
 - i. Telegraphing from joints (ridge or valley), grain, or texture of underlayment
 - ii. Discoloration of finished flooring due to materials used for filling of voids and defects in the face of the underlayment
- g. Unacceptable substrates shall be covered using a ¼" or thicker panel underlayment recommended for commercial use.

4. Existing Resilient Flooring

- a. When installing Novalis® Luxury Vinyl Flooring over existing resilient floors, the existing flooring must be:
 - i. Single layer only and firmly bonded to the substrate
 - ii. Thoroughly stripped of all wax, floor finish, dirt and other contaminants that may affect adhesive bond
 - iii. Flat and smooth with no curling edges or loose seams
 - iv. Must not be of a cushion back, floating, or perimeter bonded floor
- b. Novalis is not responsible for problems leading to or from indentations, telegraphing of old floor or adhesion release of old floor after the Novalis® Luxury Vinyl Flooring is installed.

5. Old Adhesives

- a. Adhesive residue shall be properly prepared prior to the installation of Novalis Luxury Vinyl Flooring. It is recommended that mechanical scraping or grinding be used as a primary means of removing old adhesive residue.
- b. Residues include, but are not limited to carpet, vinyl, VCT, and or wood flooring adhesives.
- c. Black cutback/asphalt adhesives shall be scraped by hand to remove any loose patches, trowel ridges and puddles so that only a thin residue layer remains. This layer shall then be properly covered using a Portland based patching compound properly mixed with the manufacturer's recommended latex/acrylic additive.
- d. If chemical/liquid adhesive removers are utilized, the manufacturer's recommended instructions for cleaning after use of the remover shall be followed fully. Novalis® is not responsible for any adhesive failures, indentation, bubbling, or delamination of new flooring due to improper cleaning of residue left from liquid adhesive removers.

WARNING!

DO NOT SAND, DRY SWEEP, BEADBLAST, SHOTBLAST OR USE ANY OTHER MECHANICAL MEANS TO PULVERIZE EXISTING TILE FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT-BACK" OR ANY OTHER ADHESIVES. THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND/OR CRYSTALLINE SILICA. AVOID CREATING DUST. INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY TRAC T HAZARD. SMOKING BY INDIVIDUALS EXPOSED TO ASBESTOS FIBERS GREATLY INCREASES THE RISK OF SERIOUS BODILY HARM. UNLESS POSITIVELY CERTAIN THAT THE PRODUCT IS A NON-ASBESTOS CONTAINING MATERIAL, YOU MUST PRESUME IT CONTAINS ASBESTOS. REGULATIONS MAY REQUIRE THAT THE MATERIAL BE TESTED TO DETERMINE ASBESTOS CONTENT.

6. Other substrates

- a. Cement terrazzo, epoxy terrazzo flooring, stained or painted concrete and metal floors may be suitable for installation and need to be properly prepared for adhesion. Most will need to be prepared with a suitable Portland-based cement patching compound, see manufacturer's recommendations for use and preparation of subfloor. Contact Novalis Tech Support at 866-NOVALIS or techsupport@novalis-intl.com for these installations.
- b. Ceramic, porcelain, marble and granite tiles are suitable as substrates when the following conditions are met:
 - i. Tiles must be properly bonded with intact grout joints and free of cracks
 - ii. Surface of tile and grout joints should be free from sealers, coatings, dirt and contaminants.
 - iii. Properly prepare the surface of tiles by grinding any high areas and using a suitable Portland-based leveling compound and primer to fill in all low areas. Follow leveling compound manufacturer's recommendations for surface preparation and application of product.
- c. The following are not suitable substrates for installation of Novalis® LVT Flooring: rubber, cork, or asphalt tiles; and any other material covered in the sections above and listed as unsuitable.
- d. Unsuitable substrates should be covered with an approved ¼" wood underlayment or suitable Portland-based cement leveler or patching compound. Always follow the manufacturer's recommended practices when covering an existing substrate.

Installing Novalis® glue-down flooring

2. General

- a. When using more than one carton, make sure that the cartons are all the same run/lot number. Different lots may have a variation in color, texture or gloss so they should not be mixed in the same room. Contact Novalis International before installing product from differing runs or lots.
- b. Planks are best in appearance when lying parallel to the longest walls in the room.
- c. Novalis products can be cut using a tile cutter or a utility knife. Keep knife blades sharp for easy, accurate and safe cuts. Fit planks to walls, columns, door jambs, etc. using the same methods other floor tiles; overlap, pattern scribe, wall scribe and free hand.
- d. It is recommended that you not work on the freshly installed flooring. This means that you will have to start from the wall or area opposite of an exit, and work towards that exit. Only spread enough adhesive that can be utilized before the initial set or tack. See adhesive container label for approximate times and further instruction.
- e. If it is necessary to heat the planks to achieve a cut, heat slightly from the back only with minimal heat setting (a standard hair dryer will produce enough heat). Carefully make cuts with a sharp utility knife on the heated plank.

f. Multi-width planks – Birkdale™ only

Birkdale MW Multi-width planking is supplied with an equal number of each sized plank in the carton. Novalis suggests a pattern using equal number of rows be used in each design layout as in a 5"-6"-7" pattern repeat. If a different pattern is chosen it is the installer/designer's responsibility to ensure sufficient flooring is obtained.

3. Novalis® trowel-grade adhesive installation method

- a. Novalis® adhesives are designed to be used on most interior installations over most concrete and wood substrates, and other approved substrates that are properly prepared and leveled. A complete guide to Novalis® adhesives can be found at www.novafloor.us.
- b. Some commercial applications and special substrates a two-part epoxy or urethane adhesive is recommended.

Typical applications for these types of adhesives are wet areas, floors subjected to heavy point loads and/or rolling loads, and floors that will be exposed to extreme temperature changes or extreme temperatures. Contact Novalis® Technical Support at 866-NOVALIS or techsupport@novalis-intl.com for proper adhesives and installation procedures.

c. If it is determined that a non-Novalis® adhesive is to be used on an installation, Novalis® recommends a written warranty be obtained by the adhesive manufacturer warranting this specific installation with their products.

d. Porous substrate installation, NFA-T226 trowelable adhesive

- Requires a trowel notch of 1/16" x 1/32" x 1/32" u-notch be used. The adhesive should be allowed to dry to the touch sufficient to prevent slippage. Loss of adhesion can result if the flooring is not installed within the working time of the adhesive

e. Non-porous installation, NFA-T226 trowelable adhesive

- Requires a trowel notch of 1/16" x 1/32" x 1/32" U-be used. Allow the adhesive to dry to the touch with no transfer of adhesive to the finger (approximately 20-30 minutes) and install the LV plank within 60 minutes.



f. Do not install flooring into wet adhesives on non-porous substrates.

4. Novalis® aerosol spray grade adhesive method

a. NFA-S300 spray adhesive can be used on porous and non-porous substrates. Non-porous substrates may require a lighter application of adhesive and should be tested in a small area before beginning installation.

b. Spray pattern should be enough that one 22 oz. can produces spread rate of 150 ft² for a permanent application and 185 ft² for a pressure sensitive application.

c. To apply S300 adhesive, shake can well before using and point can downwards towards the floor. Press the side of the nozzle tip as you slowly walk back and forth; do not use a sweeping motion. Clean up all drips and be sure to achieve full coverage when installing luxury vinyl products with S300 adhesive.

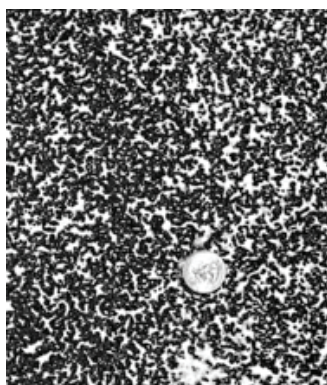
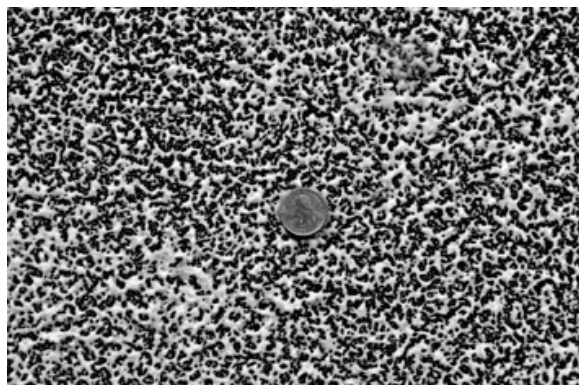
d. Allow the adhesive to dry completely to the touch with no transfer to fingers. Open time will vary according to spray pattern, substrate and ambient conditions.

e. Working time should not exceed 4 hours; be cautious as to how large of an area is sprayed.

f. Consult the instructions on the can or the NFA-S300 Technical Data Sheet which can be found at www.novafloor.us for more information.

Coverage patterns: 150 ft²

185 ft²



(A quarter is shown in the picture for reference only)

5. Layout

a. Determine the center of the room by measuring each end wall and marking the center of the wall. Chalk a line across the points and measure to determine the center point. At a right angle to the chalk line, using the center point, chalk another line out to the other walls.

b. Dry lay a section of tile/plank from the center line to one wall to determine that the pattern is centered and fit. Measure the border cuts along the wall and compare to the following criteria. If necessary adjust the first row at the centerline to meet either the plank.

For patterns using the Birkdale™ MW multi-width planks, be sure to balance the complete pattern during the dry-lay phase. This will ensure the overall appearance of the installed floor is balanced.

c. Planks should never be less than 9" long or less than half of the width of the plank. Avoid small pieces in border areas and adjust the center lines to achieve the proper pattern.

d. Tiles should not be less than 6" in length or width. Avoid small pieces in border areas and adjust the center to achieve the proper pattern.

e. Tiles are designed to be laid in any fashion with the most popular being point-to-point and ashlar patterns. All tile sizes and patterns look best when the layout is balanced in the installed room.

6. Installation of flooring

Spread adhesives using the proper trowel notch; more adhesive is not a good thing with LVT products.

a. Plank installation: Before spreading adhesive, strike a parallel chalk line to the centerline of the length of the room approximately 2' to 3' from the wall. Actual position is to be determined by the layout of the planks, ensure that the pattern is followed from your initial starting point determined in the dry layout performed earlier. If necessary, relay part of the pattern from centerline starting point to determine the exact measurement of the parallel line.

b. Tile installation: Before spreading adhesive, strike lines parallel to the centerline approximately 2 tile widths from center on either side of the centerline. Tiles are best installed in a pyramid or grid by starting in the center of the room and working to the walls in sections. Keep the dry layout in mind when setting up the initial glue lines.

c. Spread adhesive in an area that can be installed within the working time of the adhesive. Some slippage of the plank/tile may occur with a "wet" method. Be careful to follow layout lines and allow adhesive to set before rolling. See Section above for proper adhesive installation and use.

d. After determining the starting point and spreading your adhesive; lay the flooring by tightly butting the edges of the pieces together, making sure that the runs are parallel to your centerline or layout lines. Be sure to start with the correct sized plank when installing Birkdale™ MW flooring.

e. Be sure to stagger all end joints by at least 6" or the width of one plank. Vary the length of your planks during installation to ensure that end joints are not bunched and a randomness is achieved in the pattern.

f. If you need to be directly on freshly laid planks, use of a kneeling board is recommended to evenly distribute weight across the planks and keep them from creeping in the wet adhesive.

g. During installation, roll the floor with a 3-section 100 lb. roller to ensure proper transference of adhesive to the plank backing.

h. Continue in this manner spreading only enough adhesive that can be safely installed within the working time of the

adhesive.

Instructions for installing with grout

Product Handling and Limitations

- a. Store indoors in a cool, dry location and keep away from excessive heat.
- b. Maintain temperature range of 60° - 100°F (15° - 38°C) during use and drying.
- c. Grout is freeze/thaw stable to -10°F. If grout does get frozen, slowly bring material back to room temperature and mix per instructions.
- d. Follow all instructions, cautions, limitations, storage recommendations and usage recommendations of the grout manufacturer. Consult with grout manufacturer for latest instructions on use of their product.
- e. Grout joints shall be a minimum of 1/6" and not greater than 3/16".
- f. Be sure you have the proper amount of grout before beginning the job. Approximate coverage of grout with NovaFloor flooring is shown in the table below.
- g. Tiles must be clean and well bonded to the substrate before grout is applied.
- h. Do not grout immediately after installation, wait 24 hours.
- i. Grout joints must be clean and dry, use of a vacuum is recommended to ensure there is no debris in the joints.
- j. Use of a rigid rubber float is recommended.
- k. Remove all joint spacers before installing grout

Tile Size	Grout	Joint	Width
	1/16" (1.59 mm)	1/8" (3.18 mm)	3/16" (4.76 mm)
12" x 12" x .10" (300 x 300 x 2.5 mm)	720 sq. ft. (66,89 m ²)	360 sq. ft. (33,45 m ²)	240 sq. ft. (22,30 m ²)
12" x 24" x .10" (300 x 457 x 2.5 mm)	960 sq. ft. (89,19 m ²)	480 sq. ft. (44,59 m ²)	320 sq. ft. (29,73 m ²)
18" x 18" x .10" (457.2 x 457.2 x 2.5 mm)	1080 sq. ft. (100.3 m ²)	540 sq. ft. (50,17 m ²)	360 sq. ft. (33,45 m ²)

Installing the Grout

- a. Area must be clean, dry, free of dirt, dust and debris.
- b. Begin grouting in one corner of the work area away from the exit, working across the room and backwards toward the exit.
- c. Grout no more than 10 square feet (3 square meters) at a time.
- d. Using the rigid grout float, put a small amount of grout on the long edge of the float and firmly press the grout into the grout joint. Do not work the grout across the face of the tile in a circular or swishing motion. Continue to work in this manner around the edges of the tile in your working space.
- e. Joints should be fully filled and free of gaps and voids. Grout should be flush with the bottom of the bevel or just

below the edge of the finished edge of the tile.

f. Use the short edge of the grout to remove excess grout from the joints. Hold the float at a 90° angle and move diagonally down the length of the grout joint. Excess grout should be returned to the container for continued use.

g. Grout should be continually cleaned up during grouting. Use a clean, non-abrasive sponge specifically designed for grouting. Grout sponge should be damp-dry for optimal cleaning- do not introduce large amounts of water on the grout joints.

Initial grout cleaning (during installation for the small work area)

a. For best results, wait 10 minutes before beginning cleanup to allow the grout joint some time to firm up so it is not pulled out of the joint during cleanup process. Do not wait longer than 40 minutes.

b. To clean, first soak sponge in cool clean water. Wring out most excess water, then pat the surface of the tile with the damp sponge to loosen the film. Next, rinse the sponge in water a second time and wring out excess water completely.

c. Use the damp sponge in a light, circular motion to smooth joints and clean film from the tile. Avoid using excessive amounts of water on the grout joints.

d. Turn sponge over to a clean side and draw diagonally across tiles to remove any remaining film.

e. For optimal results, follow these final clean-up steps: moisten a towel with clean water, wring out excess, then drag a damp towel across surface diagonally. This will pick up remaining film.

f. If a light haze remains after cleaning, do not attempt to remove it with the sponge. Instead, leave the haze on the surface and remove the next day with a damp sponge. Haze will easily come off of most tile surfaces.

NOTES:

- If excess water is used in the sponge during clean up, minor cracks or pinholes can develop. If the grout is over-worked, it may appear to shrink down into joint. Should any of these things occur, simply apply a second coat to the affected areas. You must allow your initial application to cure for 24 hours prior to your second application.
 - Restrict traffic on the finished grout for 24 hours (light foot traffic) and 72 hours for heavy traffic and pets.
 - Allow 7 days for grout to achieve final cure which includes hardness and stain resistance.
- ALLOW 7 DAYS BEFORE EXPOSURE TO WATER.**

Final Cleanup (if any haze exists)

a. If a haze exists on the next day after installation, simply wipe it clean with a damp sponge.

b. If a sponge is not effective, use a soft, white scrub pad in a circular motion to remove the grout haze from the face of the tile. A small amount of mild detergent in warm water should be used also.

c. Use a damp, clean sponge or white towel to wipe off the remaining grout haze, rinsing the sponge/towel often and changing the water often.

After Installation

1. Be sure planks are set, flat and have tight edges. Re-roll the entire installation along the perimeter and any area where adhesive is used with a 3-section 100 lb. roller to ensure all planks are properly set into the adhesive. If necessary, weigh down any loose planks overnight to ensure bond. Adhesive can be carefully reactivated using a heat gun after drying to re-install planks.

2. Clean adhesive residue from the face of the flooring following these directions:

- a. Wet adhesive residue on the surface of the planks can be cleaned with a clean, white cloth dampened with warm, soapy water. Do not use excess water as this can seep between the seams of planks and lead to an adhesion failure!
 - b. Dry adhesive residue can be cleaned with mineral spirits or denatured alcohol and a clean cloth in a sparingly manner. Carefully follow the directions on the mineral spirits container. Please note: Improper use of any chemical can harm the finish of the flooring product.
 - c. Aerosol spray adhesives can be cleaned up when wet with soap and water on a clean cloth. Dried spray adhesive may require use of a solvent.
 - d. Do not pour soapy water, mineral spirits or denatured alcohol directly on the flooring.
 - e. If working with epoxy or urethane adhesives you must clean these up while wet according to the adhesive manufacturer's instructions, which can be generally found on the container label.
3. Novalis® branded adhesives should be cured according to the following guidelines:
- a. It is important to allow the adhesive to set before accepting any foot traffic for a minimum of 12 to 24 hours. Failure to adhere to this guideline may result in shifting of planks, oozing of adhesive through seams or permanent indentations.
 - b. Do not allow heavy loads, rolling traffic, furniture or fixtures on the floor for 24-48 hours after installation.
 - c. Novalis is not responsible nor will warrant our products in the event that this is not properly followed.
 - d. Proper rolling of floors during and after installation is a must on Luxury Vinyl products. Use a 3-section, 100 pound roller to set flooring into the adhesives.
4. In the event that the Novalis® flooring is not the last portion of the construction project, the floor must be protected from construction traffic and damage. Wait 24 hours and utilize a reinforced fiber protective board or a heavy kraft paper (min. 60 lbs.) and cover the floor. Failure to wait 24 hours before covering can impact adhesive curing.
5. Initial maintenance
- a. Wait 7 days after installation is completed and thoroughly clean the floor using a neutral pH cleaner.
 - b. If necessary, a slow (175rpm) buffer can be utilized with a white, non-abrasive pad to remove heavier deposits.
 - c. Rinse the floor thoroughly and allow to dry.
6. Daily and weekly maintenance
- a. Sweep, vacuum or dust mop the floor as needed to remove dust loose dirt and grit. In high traffic areas this may be a daily or twice daily procedure. Use only a vacuums that do not have bristle beater bars.
 - b. Clean liquid spills immediately to prevent the possibility of stains, slips or falls.
 - c. Damp mop the floor as needed to remove dirt and stains. Use a neutral pH cleaner and a red pad if needed to remove ground in dirt. Soft bristle brushes can also be used on flooring with embossed surfaces.
7. Preventative steps
- a. Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the Novalis floor, be sure the mats have a non-staining back. Rubber mats are also not recommended over Novalis flooring products.
 - b. Furniture shall have protective glides of at least 1" in diameter to minimize the chance of indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for

furniture that will be frequently moved directly across the floor.

c. Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.

d. Protect the floor from direct sunlight by using appropriate window coverings.

e. Use chair mats at desks to protect the floor from damage due to chair legs or casters.

f. Periodically clean caster wheels and check for wheels that may be broken or no longer rotating.

Replace damaged wheels immediately.

g. Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

STATEMENT OF WARRANTY

General Terms:

This warranty document covers products manufactured and applied in a residential, light commercial and heavy commercial settings. For products used in commercial applications, please refer to Technical Bulletin NFT_PS002 Commercial Use Guide and NFW-CW01 Commercial Product Warranty for further information. Novalis® International reserves the right to classify each installation regarding use according to this published bulletin.

Novalis reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring.

Novalis reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. Novalis® International at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation.

Novalis® branded vinyl products when installed in any area, regardless of use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Self-adhesive, D.I.Y products, closeouts, seconds and cash-n-carry sales are not covered under this warranty.

Warranty Periods for NovaFloor® Products:

Product	Residential	Light Commercial	Heavy Commercial
Lyndon™ & Lyndon™ Clic	10 years	3 years	N/A
Casa™	Lifetime	10 years	5 years
Casa™ Clic	Lifetime	10 years	N/A
Birkdale™	Lifetime	10 years	10 Years
Davidson™	Lifetime	10 years	10 Years
Abberly™ & Abberly™ Clic	Lifetime	10 years	10 Years

Manufacturing Defect Warranty:

Novalis® International warrants that the NovaFloor® Collection of solid vinyl planks and tiles will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. If such defect occurs, upon verification of the defect by Novalis®, Novalis® will authorize repair or replacement of the affected area of installed flooring. Labor reimbursement will be according to approved and

reasonable labor charges and must be submitted to Novalis in writing for validation.

Wear Warranty:

Novalis® International warrants that the installed product will not wear through to the printed film layer, stain or fade under normal household use for a period of time as defined in Table A above. Wear through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning.

Residential Wear Warranty Provisions:

- Novalis® will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Novalis® reserves the right to select and supply similar Novalis® materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out, fading and staining. Claimants who received settlement may not claim again and no additional replacement floors will be supplied.
- Alternatively, a refund of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase:
 - Within 1-2 years - 100%
 - Within 3-5 years - 50%
- The costs of professional labor within the approved labor charges put forth by Novalis International, provided that the labor is performed according to Novalis International guidelines and standard industry practices. Labor must also be provided by a certified professional flooring installer. Labor will be paid according to the following schedule:
 - Within the first 2 years – 100% of labor for reinstall
 - Within years 3-5 – 50% of labor for reinstall

Warranty Limitations

- This warranty is not transferable.
- Manufacturing defect must be reported within 3 months from the date of purchase.
- This warranty covers only properly installed and maintained floors, according to Novalis installation guidelines and accepted industry practices.
- For products sold as “Do-It-Yourself” or cash-n-carry sales, no reimbursement for labor costs will be provided.
- Novalis® excludes and will not pay for any consequential or incidental damages under this limited warranty.
- Novalis® will not pay for the loss of time, inconvenience or other incidental expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.
- This warranty does not cover the exclusions indicated on the package.
- Novalis® reserves the right of final judgment and may refuse claims in certain instances.
- Novalis® reserves the right to modify or withdraw the warranty at any time.

This warranty does not include the following:

- Installed with obvious manufacturing defects.
- Products that have not been properly acclimated according to the Novalis Installation Guidelines.
- NovaClic™, NovaClic Fd™ and NovaCore® products must not be installed over foam-type underlayments with the

exception of products branded by Novalis® International.

- NovaFloor® direct glue applications requiring an acoustical underlayment will be warranted over Novalis branded underlayment only and provided that the proper Novalis® adhesive is used. There is no exception to the use of Novalis® U200 adhesive with Novalis® acoustical underlayment.
- Improper installation or product not installed according to Novalis® installation guidelines and accepted industry practices.
- Use of adhesives not supplied under the Novalis® International brand and / or improper trowel used during installation. Workmanship errors should be addressed to the contractor who installed the floor.
- Flooring installed in areas not intended for solid vinyl plank or tile.
- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Damaged by narrow tipped heels, vacuum cleaner beater bars, burns, cigarette burns, cuts, scratches, gouges and indentations caused by rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, and cuts caused by sharp objects.
- Damage caused by burns, flooding, fires and other disasters.
- Staining or changes in color caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation; fading or staining caused by use of rubber mats.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage from doors.
- Mold and mildew growth caused by excessive moisture.
- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 85°F; 80°F for NovaCore™ products.
- Hazing or finish related issues caused by grout when used with Novalis groutable tiles. Consult the manufacturer of the grout or the installing contractor.
- Different from samples or printed material in shade, color, glossing or embossing.

No person, representative, employee, or agent not employed by Novalis® International, LTD. is authorized to modify or change the warranty statements made in this document.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Claim Filing

To file a claim, contact your retailer or distributor (retail accounts only) to obtain the necessary paperwork. Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling. You may also contact Novalis International direct at 866-668-2547 for further information and filing.

NOVALIS INTERNATIONAL BRANDED ADHESIVES STATEMENT OF WARRANTY

NOVALIS® INTERNATIONAL flooring installation adhesives are covered by a standard performance warranty, provided that current Novalis International label and Product Data instructions have been followed, and that all substrate preparations, moisture and pH tests, and installation procedures comply with the standards set by Novalis International, applicable ASTM F-710, RFCI and the floor

covering manufacturers' guidelines. Testing for concrete substrate moisture is required to be done in accordance with the latest edition of ASTM F2170, as described in the product specifications.

If these procedures and guidelines have been followed, and substrate moisture and pH test results fall into the specified ranges, a performance warranty shall apply and is as follows:

NOVALIS® INTERNATIONAL LIMITED WARRANTY

If an installation failure occurs within 1 year from the date of installation as a direct result of the use of defective Novalis® International adhesive, Novalis® International will pay for equivalent floor covering and adhesive materials and for reasonable labor costs to repair or replace the failed portion of the installation as determined by Novalis® International at its sole discretion. Novalis® International specifically excludes any other warranty, express or implied, including merchantability and fitness for particular purpose extending beyond the term of this written warranty and is not liable for any other damages or losses including consequential or incidental damages. The Warranty covers only the adhesive bond and does not include responsibility for effects to the applied floor coverings due to exposure to conditions for which they were not designed.

For this warranty to be valid, Novalis® International adhesive products should be used only for their stated purpose, only with products manufactured and branded by Novalis® International, LTD., and within one year of their date of manufacture and be applied in accordance with Novalis® application instructions. Any other products used in conjunction with Novalis® International products are required to be certified compatible with the Novalis® International products.

This warranty does not cover improper installation of the floor covering material or defective floor covering material; installation problems associated with: substrate imperfections; staining due to mold, mildew or bacterial growth, or any other discoloration of the flooring; excessive moisture or pH levels (be sure to perform tests first and take corrective measures before installation); improper maintenance; differences in color between flooring products and samples or photographs; indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; failure of the flooring to adhere to the substrate due to, for example, moisture, alkaline or hydrostatic pressure from the substrate; or inappropriate end-user activities. Claimant is required to maintain written documentation of substrate moisture and pH testing.

Novalis® International will not warranty adhesives on substrates where silicates have been applied or entrained or where adhesive cleaners or removers have been applied. Warranties for defective or dimensionally unstable floor covering, substrates and underlayment are covered elsewhere in this Commercial Warranty document. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To file a claim contact your retailer or for other information you may contact Novalis International toll free at 866-668-2547.

Other Conditions and Exclusions Not Covered by this Warranty are:

- Installations on substrates that were not properly tested and prepared as instructed.
- Problems with installations due to the use of silicates or other unapproved sealers or curing additives on the substrate.
- Installations over substrates where hydrostatic pressure exists, or moisture readings are higher than specified for adhesive product.
- Installations over substrates with a surface pH test above that specified for the adhesive product.
- Failure of claimant to have records of moisture and alkalinity testing taken prior to the installation.
- Installation failures due to outside sources of water, such as where outside grade is above substrate, moisture or ground water intrusion caused by faulty (or lack of) a vapor retarder under the concrete per ASTM E1745, sprinklers soaking ground at the building foundation, overflow drains not directed away from the foundation, flooding or other natural

disasters or weather conditions.

- Installations taken up or replaced prior to inspection by authorized Novalis International personnel.
- Problems with floor covering installations on chemically cleaned substrates, or from the use of improper cleaning methods.
- Failure of leveling or patch compounds of any kind.
- Damage caused by expansion joints or other structural areas.

Footnotes: 1 ASTM F 710 Standard Practice for Preparing Concrete Floors to receive Resilient Flooring

Accredited Organizations for Standard Practices

American Concrete Institute (ACI)
P.O. Box 9094
Farmington Hills, MI 48333

www.concrete.org

APA – The Engineered Wood Association (APA)
7011 S. 19th Street
Tacoma, WA 98466-5333

www.apawood.org

ASTM International

100 Barr Harbor Drive
West Conshohocken, PA, 19428-2959
www.astm.org

Resilient Floor Covering Institute (RFCI)
115 Broad Street, Suite 201
La Grange GA 30240
www.rfci.org