

**IMPORTANT NOTICE**

Buyers and owners are responsible for thoroughly reading all materials provided by the retailer at time of purchase prior to the installation of flooring, including the installation guidelines, maintenance instructions, and the product warranty information. The following instructions apply only to Pro-Tier's Rigid Core Click Vinyl floors. This product is installed through a side click installation method.

Pro-Tier is not responsible for the installer's application of the product and requires the product to be inspected prior to installation. The installer should contact the supplier immediately for replacement if the product (whether an individual plank or more) appears doubtful in appearance, such as grade, color, finish, or quality. The supplier is responsible for replacing flooring materials in a timely fashion if the product is determined to be defective. However, Pro-Tier is *not* responsible for flooring that has been previously installed or damaged on the surface (or tongue) of the plank by the installer. For flooring that is determined to be defective post-installation, Pro-Tier will be responsible to reimburse the buyer for the materials only, labor costs or any other related expenses will not be reimbursed.

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## GENERAL INFORMATION

- Laying the floor should be the last step of your project.
  - Pro-Tier Click Vinyl floors can be installed at grade level, above grade level, or below grade level.
  - The floor floats and is installed without glue. It is safe to walk on the floor during and immediately after installation.
  - The installation of some Pro-Tier Stone Core Rigid Core Click Vinyl flooring is guaranteed for radiant heated floors below 80 degrees Fahrenheit. For more information on installation on radiant heated floors, contact your local retailer.
  - It is recommended to install flooring parallel to the longest wall in the room or parallel to the main window in the room.
  - To calculate the flooring material requirements, measure the length and width of the room where you will be installing the Pro-Tier Vinyl floor and multiply them together to determine its area. Add 10% to the room's area to determine square footage of flooring that you will require. We recommend you purchase a few extra cartons of flooring to be used in case you have some damaged pieces, miscalculate the size of the room or miss cut some pieces.
  - *Document Each Test:* To ensure that the flooring product is being installed according to the outlined guidelines, Pro-Tier requires for the buyer or installer to document each step of the preparation process prior to installing the flooring. This involves taking a photograph of the test reader that displays, the temperature of the jobsite, the subfloor, etc., along with the date and time that the photograph was taken. This can be completed quickly using a basic camera on your cell phone and helps protect the buyer or installer in the case that a claim needs to be filed.
  - **CAUTION:** Do not install Pro-Tiers vinyl flooring over carpet or any foam or underlayment. This product is not suitable for any outside use or saunas. Exposure to long-term direct sunlight can cause color change to your floor.
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## MATERIALS & TOOLS

### **Materials**

- Rigid Core Click Vinyl flooring
- Transitional moldings (if needed)

### **Tools**

- Utility knife
  - Measuring Tape
  - Shears for cutting around irregular shaped objects
  - 1/8" Spacers
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## SUBFLOOR PREPARATION

### **A. General Subfloor Preparation & Precautions**

- Subfloors must be clean and free of dirt and debris prior to installation.
- Subfloors must be structurally sound and flat prior to installation.
- Carpet is not a suitable underlayment for Pro-Tiers Vinyl floors. All carpet, carpet pad and carpet tack should be removed prior to installation.
- Variations in the subfloor flatness should not exceed 1/16" per 3 ft. (2 mm/m). Floors must be leveled to meet this specification prior to installation. Level by filling depressed areas with floor leveling compounds and sanding or grinding down any raised areas. Subfloor thickness must be a minimum of 15 mm (5/8").
- Pro Tiers Vinyl flooring is waterproof. It is *not* a water-proofer, any moisture problems need to be addressed prior to installation.

### **B. Concrete**

- Concrete subfloors must be properly cured and allowed to dry for at least 60 days prior to installation. Test concrete subfloor for moisture prior to installation.
  - If condensation appears on the film after 24 hours or concrete appears dark, in color, moisture is likely present and a Calcium Chloride test must be performed.
  - The maximum allowable moisture emission is 5 lbs./1000 ft.<sup>2</sup> per 24 hours (2.26 kg/101.6 m<sup>2</sup> per 24 hours).

### **C. Wood**

- Wood subfloors must be structurally sound and screwed or nailed to supporting beams.

## D. Existing Floor Covering

- Pro-Tiers vinyl flooring can be installed over most existing hard surface floor covering provided that the existing surface can be made smooth.
- When the removal of the existing flooring is not an option, the existing flooring should be covered with an embossing leveler. Existing sheet vinyl should not be overly cushioned and should only consist of one layer.
- Ceramic tile should be made smooth by applying a patching or leveling compound made specifically to smooth out ceramic joints.

## E. Radiant heat

**IMPORTANT:** Installation over electrical radiant heating systems above 80 degrees Fahrenheit will not be covered by the manufacturer's warranty. Be sure to keep your radiant heating system well below 80 degrees F in order to maintain the structural stability of your Pro-Tier vinyl flooring..

Owner and installer are solely and jointly responsible for checking that pre-installation conditions and/or specifications listed in this guide have been thoroughly met prior to installation of the floor.

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## ROOM PREPARATION

### A. Wall Base/Trim

- Removal of existing wall base/trim is optional.
- Wall base or trim will need to be installed once the flooring installation is complete to cover the expansion space around the perimeter of the room.
- Always nail/adhere wall base and trim to the wall. Never nail/adhere it to Pro-Tiers vinyl flooring.

### B. Doors/Door Jambs

Pro-Tiers Click Vinyl floors should be installed under door jambs so your door jambs will need to be undercut accordingly. To do so:

- Use Pro-Tiers Click Vinyl flooring off-cut and a small piece of underlayment to support your saw blade at the correct height for undercutting.
- Check door clearances and make any necessary height adjustments before installing floors.
- Make sure to leave the correct expansion spacing.

### C. Wall Irregularities

Walls are not always perfectly straight. Pro-Tier Rigid Core Click Vinyl floors will need to be cut so as to fit within irregularities of your walls. To do so:

1. Install a complete, first row of the Pro-Tiers Click Vinyl floor and ensure that all long edges of the flooring are aligned flush with one other.
2. Slide the whole row against the wall; you will now notice any of these irregularities (i.e. areas where the wall is not straight.)
3. Trace the contour of the wall onto the row of Pro-Tiers Click Vinyl flooring with a pencil or marker.
4. Once traced, uninstall the planks carefully so as to not damage the locking system and cut along the traced line.
5. Re-install the planks leaving the necessary 3/8" (10 mm) expansion space.

## ACCLIMATION

**IMPORTANT:** Do not open boxes until ready to begin installation.

Pro-Tiers Rigid Core Click Vinyl floors can be installed right out of the box and do not require an acclimation period.

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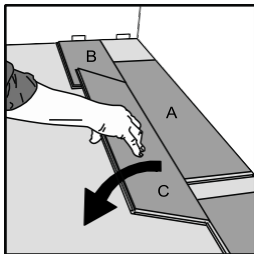
## INSTALLATION

### A. Basic Procedures

- Inspect every plank for damage before installing it.
- Pro-Tiers Rigid Core Click Vinyl flooring is designed to be a floating floor, so do not secure the planks to the subfloor.
- The first and last row of the installation should be wider than 3.5" (9 cm). To ensure this will be the case, prior to installation:
  1. Measure the width of the room and divide it by the width of the planks you are installing.
  2. If the remainder is less than 3.5" (9 cm) cut 3.5" (9 cm) from the width of the first row. If this is not possible, simply ensure that both edge planks are as even in width as possible.
- Prepare the subfloor and room as per the corresponding instructions found in this guideline.
- Use spacers to maintain the 3/8" (10 mm) expansion space between the first row and the wall.
- Select a starting corner of the room and work from left to right.

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### B. Install the Floor

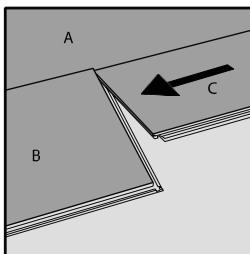


#### Step 1.

##### First row.

Place a panel (A) as support for long side alignment of panel (B) and (C) while you install panel (B) and panel (C). After that the complete first row is installed, remove panel (A).

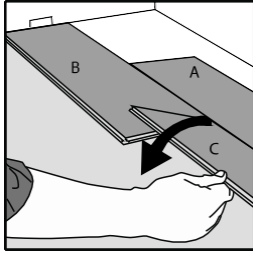
Later, after 3 rows, you can easily position the flooring against the front wall with predicted spacers.



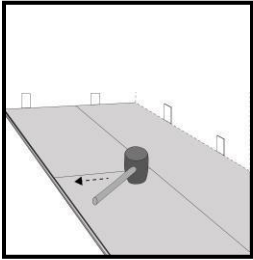
#### Step 2.

##### Second plank, first row.

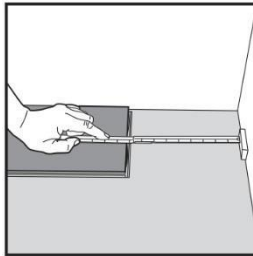
Place this plank (C) gently close to the short end of the first one (B).



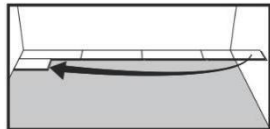
**Step 3.**  
Fold it down with a single action movement.  
During the fold down, make sure the panels are close to each other.



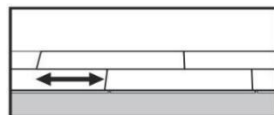
**Step 4.**  
Afterwards press slightly or use a rubber hammer along the short end just installed.



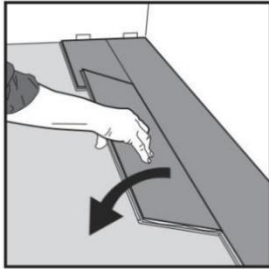
**Step 5.**  
At the end of the first row, put a spacer to the wall and measure the length of the last plank to fit.



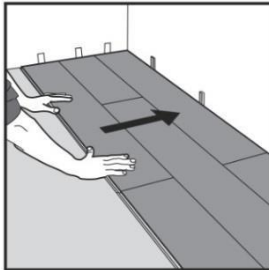
**Step 6.**  
Second row  
First plank min length 500 mm. Put a spacer against the left wall.



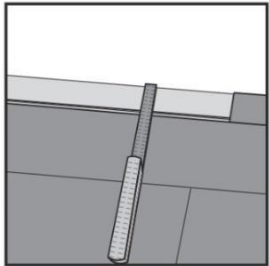
**Step 7.**  
Staggered joint distance i.e. minimum distance between short ends of planks in parallel rows shall not be less than the given length.



Step 8.  
Second plank second row.  
Place the panel **gently and close** to the short end of the previous panel and fold it down in a single action movement.

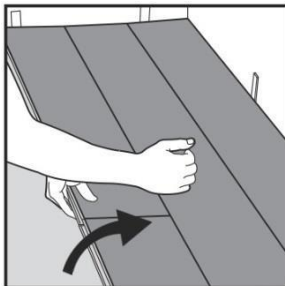


Step 9.  
After 2-3 rows.  
Adjust the distance to the front wall by placing spacers.

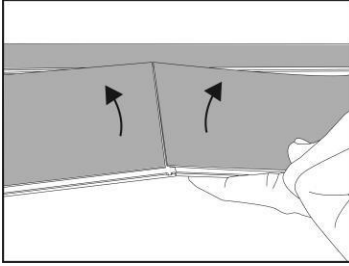


Step 10.  
Last row (and perhaps also first row). Minimum width 50 mm.  
Place a spacer to the wall before measuring. Cut the panels lengthwise.

### Disassembling panels



Step 1.  
Separate the whole row by carefully lifting and release the whole row.  
Fold up the row and release the whole long side.

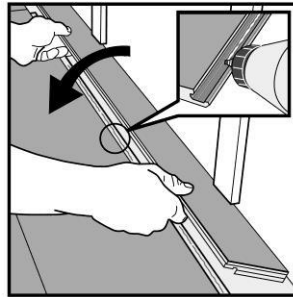


### Step 2 and Step 3

Disassemble the panels by lifting up under the short end.

Or disassemble the panels by **sliding the short ends horizontally**. **Do never fold up a panel, as this damage the profile.**

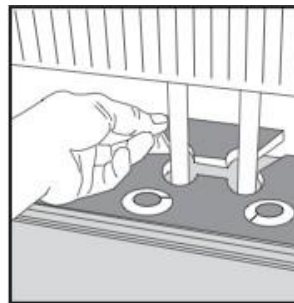
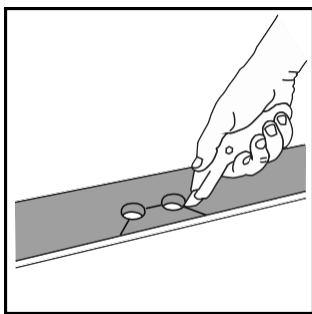
### Horizontal installation



### Step 1 and Step 2.

Cut off the vertical locking part of the strip with a chisel, put applicable glue on the strip and push the planks horizontally together. If necessary place some spacers between last board and the wall during the hardening.

### Radiator pipes



### Step 1 and 2.

Installation at radiators. Drill the holes 2 x spacer thickness larger, than the diameter of the pipes.

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### **C. Precautions**

- Protect furniture and chair legs with proper felt or rubber caps.
  - Avoid bringing dirt, water and sand indoors by providing a suitable solid backed floor mat at the door.
  - Furniture on casters/wheels must use soft, rubber wheels that are suitable for Pro-Tiers Rigid Core Click Vinyl floor and/or use a suitable protective mat.
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## MAINTENANCE INSTRUCTIONS

Pro-Tier Rigid Core Click Vinyl floors are among the highest performing floors available, but they are not indestructible and minor cosmetic scuffing is normal wear for any Rigid Core Click Vinyl floors. To ensure your floors perform as well in the future as they do the day after you install them:

### DO

- Wash your floor occasionally.
- Use Pro-Tier's Orb-3 Floor Cleaner or any other high end vinyl floor cleaner to return your floor's original shine if it begins to dull over time.

### DON'T

- Use detergents, abrasive cleaners or "mop and shine" products - they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

### PROACTIVE PROTECTION FOR YOUR FLOOR

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
  - Be careful with rolling casters. They can damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel type are the best option.
  - Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified "colorfast" by the manufacturer.
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## WARRANTY

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Pro-Tier is not responsible for the installer's application of the product and requires the product to be inspected prior to installation. The installer should contact the supplier immediately for replacement if the product (whether an individual plank or more) appears doubtful in appearance, such as grade, color, finish, or quality. The supplier is responsible for replacing flooring materials in a timely fashion if the product is determined to be defective. However, Pro-Tier is *not* responsible for flooring that has been previously installed or damaged on the surface (or tongue) of the plank by the installer.

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Pro-Tier's Rigid Core Vinyl Click floors are crafted to meet the industry's highest quality standards and are carefully manufactured to ensure they are free of defects. Each board is meticulously inspected before and after the finishing process to make sure it complies with Pro-Tier's unwavering standards.

For installation and floor-care tips, please contact your local retailer for more information.

### WHO'S COVERED

As the original purchaser of your Pro-Tier Rigid Core Vinyl Click floor, you are covered by this warranty.

### TRANSFERABILITY

This warranty is not transferable.

### LENGTH OF COVERAGE

This limited residential warranty is valid from the date of purchase of the flooring up to the number of years indicated on your invoice (25 years) and 5 years for light commercial foot traffic.

### WHAT'S COVERED

Your Pro-Tier Rigid Core Vinyl Click floor is warranted against finish wear from normal household conditions resulting wearing through the decorative finish and it will resist water damage under normal use conditions. It is also warranted against milling, manufactured defects, color fading or discoloring, and edge curling. Waste factor is an industry term that refers to an allowance for manufacturing defects in flooring and is represented by a percentage. Accordingly, it is warranted that no more than 5% of the total square footage of your purchase will exhibit any manufacturing defects.

### WHAT'S NOT COVERED

**Other Site and Environmental Conditions:** Defects or damages resulting from extreme indoor conditions (such as extreme heat or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care instructions on Pro-Tier Rigid Core Vinyl Click installation instructions are not covered.

**Gloss reduction:** Loss of gloss is not finish wear and not a product defect.

**Within the waste factor:** Defects in flooring that do not exceed the waste factor are not covered under this warranty. Consequently, it is a good rule of thumb to add the applicable percentage above to your total square footage when ordering your floor.

**Other finishes:** This warranty covers the factory applied finish only. Preparation for another finish may damage the factory applied finish and voids the warranty against finish wear.

**Poor Installation:** For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage are not covered. Additionally, damages caused by any advice or instructions that conflict with Pro-Tier Rigid Core Vinyl Click's installation instructions are excluded from this warranty.

**Non-Traditional Installations:** For example, intricate patterns, installations on walls or ceilings and usages for purposes other than flooring (like furniture or countertops) void this warranty.

**Planks Installed with Visible Defects:** If you see any board with defects DO NOT install it. This includes visible manufacturing, or other defects.

**Color and Shade Variations:** New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other wood products (such as cabinets, stair railings, trim and moldings). Consequently, these variations should be expected.

**Discoloration:** Pro-Tiers vinyl may be installed in solariums and sunrooms but prolonged exposure to sunlight may change the color of the floor over time.

**Odd Lots & Third-Party Purchases:** An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and is not covered under this warranty. Additionally, only purchases made directly from Pro-Tier in store, online or by phone are covered by this Pro-Tier Rigid Core Vinyl Click Warranty.

**Special, Indirect or Consequential Damages:** Losses, damages or expenses relating to anything other than the floor itself are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Countertops, cabinets, built-in appliances or other fixtures should not be installed on top of your floor and the cost of the removal or replacement of these items is not covered.

## HOW TO MAINTAIN YOUR WARRANTY

**Follow the Pre-Installation Requirements:** Prior to installing a single board, you or the installer must determine the job-site environment and the sub-surfaces meet or exceed applicable industry and product standards. Just a few of these standards state:

- You must comply with all applicable environmental and building codes, regulations and laws.
- Your installation area and subfloor must be dry, stiff and flat within industry standards. Also, acclimate your flooring to the area where it is being installed. Once acclimated and before work begins, measure the moisture content of the subfloor with a moisture meter and document it.
- Your installation area must be between 65° to 75° Fahrenheit for at least five days prior to delivery and throughout the life of your floor to ensure optimum performance.

**Inspect All Planks for Visible Defects:** Planks installed with visible defects are not covered under this warranty. Accordingly, before installation, you and the installer should examine all planks to ensure they are satisfactory. If any planks are unacceptable due to color, finish, milling or any other reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.

Plan on being present during installation to ensure that all required procedures are completed and planks with visible defects are not installed. It is important to inspect individual planks and to frequently step back to observe the “whole picture” before installation is completed.

If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased.

**Touch-ups During Installation:** If you or your installer uses filler for touch-up during installation, they are considered normal practices and procedures in regard to this warranty.

**Follow the Pro-Tier Click Installation and Care Instructions:** It is your, or the installer’s, duty to make sure the Pro-Tier Rigid Core Vinyl Click installation requirements are strictly followed, and to ensure that jobsite environment and subfloor moisture are proper before installation. Care instructions can also be obtained from your local distributor of Pro-Tier.

### **WHAT WE WILL DO**

If any portion of your floor should fail with respect to this warranty, we will provide a store credit for the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable waste factor mentioned in “What’s Covered.” A store credit is the sole remedy under this warranty and can be used for store product purchases only. There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued.

We reserve the right to investigate, assess and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

AS HIGHLIGHTED IN THE "WHAT'S NOT COVERED" SECTION, UNDER NO CIRCUMSTANCES WILL WE BE LIABLE FOR ANY DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. FURTHER, UNDER NO CIRCUMSTANCES WILL OUR LIABILITY ARISING OUT OF OR RELATING TO THE PURCHASE OF YOUR PRO-TIER CLICK FLOORING EXCEED THE TOTAL SUM PAID BY YOU FOR THE FLOORING AT ISSUE.

**HOW TO FILE A WARRANTY CLAIM**

Contact your local retailer where you purchased your floor. Claims must be submitted within ninety (90) days of the date that the problem with the floor is discovered.

**YOUR RIGHTS**

The terms above represent the sole and exclusive warranty with regard to your Pro-Tier Rigid Core Vinyl Click flooring.

WE DISCLAIM ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY SUCH WARRANTIES CANNOT BE VALIDLY DISCLAIMED UNDER APPLICABLE LAW.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province. We maintain the exclusive right to alter the obligations and limitations of this warranty.