

# Southwind

hard surface

## 8mm COMPOSITE CORE: INSTALLATION GUIDELINES, MAINTENANCE, AND WARRANTY

**Before starting installation, it is important you read all instructions and warranty information.** By starting installation of this product you are agreeing that you have read and understand all installer/owner's requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty. If you need additional assistance please contact Southwind at 1-800-272-2808.

Southwind's 8mm Composite flooring should only be installed after all the other trades have finished and the jobsite has been cleared of any/all debris that could damage a finished plank installation.

It is the sole responsibility of the installer/owner, prior to installation, to assure that the planned installation area is suitable for the flooring and meets local building codes. Confirm that all subflooring meets or exceeds all industry standards/local building codes; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job environment and subflooring requirements.

**The installer/owner assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: print/color/texture, factory finish and locking system. If the product is not acceptable, DO NOT INSTALL IT. Contact your supplier immediately for assistance. Flooring that has been installed will be deemed to have been inspected and quality accepted.**

Southwind will not accept any responsibility for any flooring installed with visible defects

Moisture in the subfloor will not damage the planks. However, excessive moisture in the subfloor can migrate to the walls and structure and cause mold and mildew issues if left unattended.

Southwind recommends that installations in areas of potential rapid temperature change (solariums, sun-rooms, saunas, etc.) not exceed 140°F as this will damage the product and void the product warranty.

Product is rated for indoor use only in an acclimatized area within the required temperature range (65°F – 85°F), do not install outdoors.

Southwind recommends that in areas with heavy traffic and rolling loads (wheel chairs, heavy carts, hospital beds, tables, etc.) the installer/owner peel off the underlayment and install the planks.

Do not install cabinets or fixed objects on top of the floor.

Protective chair pads are required under all office chairs

**Subfloor Requirements:**

All sub-floors must be clean, flat (smooth) and dry prior to installation. Sweep or vacuum your subfloor immediately prior to installation ensuring there is no debris or grit, as it may interfere with installation.

**All subfloors must be flat, high or low areas exceeding 3/16" in a 10' radius must be corrected.**

**Wood Subfloors:** Must be a minimum of 3/4" CDX Plywood, OSB, or APA approved plywood. Sand down high areas and fill low areas with a Portland based patching compound. To avoid squeaking, nail or screw the floor every 6". Repair or replace any damaged sheathing.

**Concrete Subfloors:** Must be fully cured (at least 60 days old), flat (smooth), and leveled prior to starting the installation. Grind down any high areas and fill any low areas with a Portland-based patching compound.

**Radiant Heated Systems:** The embedded radiant heating system needs to be operational and working for one week prior to install date to reduce any residual moisture. Three days prior to install lower the temperature to 65°F. 24 hours after the installation has been completed, the temperature can be gradually increased 5° increments. Temperature must never exceed 85°F (29°C). It is the responsibility of installer/owner to confirm the suitability of the radiant heating system for use with this product. Any damage to the floor caused by the radiant heating system will not be covered by the product warranty.

Southwind's 8mm Composite Flooring can be installed over existing non-cushioned resilient flooring, ceramic tile, and existing wood floors as long as the floors are clean, level, and well-bonded to the sub-floor. Do not sand existing resilient floors as they may contain asbestos.

**Do not install 8MM Composite flooring over soft, rough, non-flat or uneven surfaces.**

**TOOLS REQUIRED:**

Safety glasses, straight edge, framing square, chalk-line, tape measure, spacers, pry-bar, table saw, and compound/miter saw, jamb saw, rubber mallet

**FLOATING FLOOR INSTALLATION INSTRUCTIONS:**

- When calculating flooring square footage requirements, allow a minimum of an additional 10% for cuts, waste and defects. If installing a diagonal or other special pattern, allow for 10% additional materials.
- It is always recommended to pull planks from a minimum of 3 different boxes during installation to assure an even distribution of any minor color variations and slight differences in embossing levels and give the consumer a better idea of what the floor will look like when installation is finished.
- Verify locking profile prior to installing, checking for debris or damage. Clean, trim or discard any affected sections.
- Southwind recommends a 1/4" (6mm) expansion gap around the entire perimeter of the installation and any transitions to adjacent flooring materials.
- Begin by measuring the width of the room and divide the total width of the room by the width of the plank. Adjust the first row width so that you finish with at least a half a width of a plank on the far wall.
- Set up a starting line for the first row by measuring the width of the (adjusted) plank. Add 1/4" (6mm) to this number and mark the floor at each end of your starting wall, approximately 6" (150mm) away from the corners.
- Using a chalk-line, carefully snap a line between these two points. Check to make sure there will be approximately 1/4" (6mm) between the edge of your first row of planks and the wall. This space allows for any slight expansion of the Composite Flooring and will be covered by the baseboard and/or quarter-round.

- Lay out the first row of planks, the short tongue should be facing the wall. First row should start 1/4" (6mm) from the wall. Cut the last plank to finish 1/4" (6mm) from opposite wall. We recommend you use temporary spacers to keep the floor away from the walls, as the floor will shift during installation due to it being a floating floor. Place the spacers every 2-3' (60-90 cm) along the starting wall, plus at the end of each of the starting rows so panels do not shift when set into place.
- Assemble the end joints by inserting the tongue on the short side of the plank at an angle of approx. 25 degrees, and lower it into place. Continue in this manner until the first row is complete.
- To start the second row, use the remainder of the last plank of the first row if it is longer than 12" (30cm) long, otherwise, cut a new plank in half and proceed. To ensure structural integrity of your floor, it is mandatory to **ALWAYS STAGGER THE END JOINTS FROM ROW TO ROW BY AT LEAST 8" (20cm)**.
- Install one plank at a time, so that the end with the large lip is exposed to receive the next plank. Using a sacrificial cut piece with the profile that locks into the large lip end of the plank, gently tap on the sacrificial cut piece until the ends of the planks lock together and repeat for rest of row. Do NOT use too much force when tapping the planks together, as this may damage the locking profile. For final piece in row, use a pry-bar to pull it tight and lock the end profiles. Do NOT strike directly on the locking profile to tap the pieces together, as this may damage the locking profile.
- In the case where you are unable to angle the planks (eg. under a doorframe or radiator), you can cut away the locking edge of the lip of the bottom groove by using a utility knife. Run a bead of Seam Sealer on the now modified tongue and groove. Tighten the planks gently with the use of a pull bar and a rubber mallet.
- If a doorframe must be undercut, lay a piece of flooring next to the doorframe with the patterned side facing down. Undercut the doorjamb with a saw, then slide the plank under the doorjamb with the decorative pattern facing upwards. Please note that the floor must be allowed to expand under the doorjamb and recommended expansion gap must be respected.
- Ensure there is a minimum 1/4" (6mm) gap around the entire floor perimeter and any obstacles. Measure and cut the last panels to fit so that there is a minimum 1/4" (6mm) gap along the last wall.
- Remove all temporary shims, sweep & vacuum immediately.
- Replace or install new matching baseboards and quarter round in all areas. Baseboards are to be nailed into the wall and quarter round into the baseboards. **DO NOT** nail into the 8mm Composite Flooring.
- If you have removed any transition pieces and not covered their place with 8mm Composite flooring, reinstall them immediately.
- Furniture and appliances should be moved onto a newly installed floor using an appliance hand truck over hard boards. Cover all feet and floor contact points with heavy self-adhesive felt pads to protect the floor.

### **Protection and Maintenance:**

- Southwind recommends using a Ph neutral vinyl floor cleaner (**Diversey Stride, Bona Stone Tile and Laminate Cleaner, Zep, Hilway Direct HD pH Neutral Cleaner**), as required. The floor may be slippery when wet. Allow the floor time to dry after cleaning.
- Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors.
- Furniture with caster wheels should be easy swiveling, large surface, non-staining and suitable for resilient floors. Do not use ball-type caster as these can damage the floor.
- Lift heavy objects when moving furniture or appliances. DO NOT roll or slide them across the floor. Felt pads on chair legs should be replaced periodically, as they wear and accumulate grit with use and can damage the
- Caster wheeled chairs should have wide rubber casters. Protective mats are required under office chairs.
- Do not buff, wax or use cleaning products that contain surfactants. Never steam clean or use a steam mop on the floor.

- Do not expose the 8MM Composite flooring to temperatures exceeding 140°F
- Sweep or vacuum the floor regularly to remove dirt. Do not use a vacuum with a beater bar or turn the beater bar off.
- Clean up spills immediately.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak hours. Use appropriate precautions to minimize potential harmful effects of the floor.
- Use walk off mats at entrances to prevent dirt and grit from being tracked on the floor.
- Use non-staining floor mats as they can possibly discolor the floor.

## **Lifetime Limited Residential Warranty:**

This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

When installed in a residential situation, the 8mm Composite flooring is warranted to be free from manufacturer's defects for the life of the product when used under normal conditions and installed in accordance with manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. Should a manufacturing defect occur, Southwind will credit the original purchase price of the product. If the manufacturing defect develops after the product has been installed Southwind will cover a reasonable labor cost. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the flooring planks and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the planks or tiles at the sole option of the manufacturer. Claim compensation (if approved and/or authorized) is limited to the specific area which is deemed to be valid under the claim.

The warranty applies to the original owner/user that its products, when in its original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistencies during the warranty period when installed and used under normal use in accordance with the terms, installation instructions, limitations and conditions herein. This warrants to the original user that the finish on the product will not wear through nor separate from the flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the manufacturer assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province.

Rental units, leased properties and apartments are considered commercial properties under this warranty. The 10 Year Limited Commercial warranty applies to these types of installations.

Note that manufacturer/distributor/retailer reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

This warranty does not cover and specifically excludes such damages as: scratches or indentations from normal wear and tear, chips, and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion from pebbles, stones, sand, all other abrasives, steam mopping, inadequate protection, insects, rot, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, excessive cold, natural disasters, excessive heat, heating and air conditioning systems, accident, improper installation or handling, cleaning agents, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer’s installation instructions will render the warranty null and void.

### **PRORATION OF LIFETIME LIMITED RESIDENTIAL WARRANTY**

<b>Lifetime Limited Residential Warranty</b>			
1 <sup>st</sup> Year	100%	11 <sup>th</sup> Year	80%
2 <sup>nd</sup> Year	100%	12 <sup>th</sup> Year	70%
3 <sup>rd</sup> Year	100%	13 <sup>th</sup> Year	60%
4 <sup>th</sup> Year	100%	14 <sup>th</sup> Year	50%
5 <sup>th</sup> Year	100%	15 <sup>th</sup> Year	40%
6 <sup>th</sup> Year	100%	16 <sup>th</sup> Year	30%
7 <sup>th</sup> Year	100%	17 <sup>th</sup> Year	25%
8 <sup>th</sup> Year	90%	18 <sup>th</sup> Year	20%
9 <sup>th</sup> Year	90%	19 <sup>th</sup> Year	15%
10 <sup>th</sup> Year	90%	20 + Years	10%

*\*Proration means the warranty protection reduces over time.*

### **10 Year Limited Light Commercial Warranty**

Southwind warrants that the wear layer of the 8mm Composite flooring will not wear through under normal light commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through over a minimum of 3% of the total installation. Surface scratches and gloss reduction are not considered surface wear. This warranty is non-transferrable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail Areas: Product Display Areas, Sales Floors, Novelty Shops, Boutiques, Showrooms, Hair Salons, Hallways , Entryways(walk-off mats are required)
- Medical Offices: Waiting Rooms, Patient Rooms, Exam Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Common Areas, Residence Halls, Hallways
- Hotels: Guest Rooms, Meeting Rooms, Conference Rooms, Lobby
- Offices and Restaurants: Offices, Meeting Rooms, Conference Rooms, Restaurant Floor, Break Rooms, Showrooms
- Rental units, leased properties, and apartments

The flooring must be installed properly in accordance with the manufacturer’s installation guidelines. The floor must be maintained properly in accordance with the manufacturer’s guidelines. The floor must be used indoors in a dry, climate-controlled area. Installation of flooring that contains a manufacturing defect is not covered under this warranty.

## **Proration of 10 Year Limited Light Commercial Warranty:**

**Within One Year:** Southwind will cover the original purchase of the product or replace the product. Southwind will cover reasonable labor.

**From Year 1 - 5:** Southwind will cover the original purchase of the product or replace the product. Southwind will cover 50% reasonable labor.

**From Year 5 - 10:** Southwind will cover the original purchase of the product or replace the product. Labor costs are not included.

### **Exclusions for Residential and Light Commercial Warranties:**

- Noises of all types (creaks, squeaks etc.) emanating from the floor and/or subfloor
- Scratches, dents, chips, pet damage, and stains caused by normal wear and tear
- Mold, mildew, bacteria, or any issues due to high moisture, weather conditions, or natural disaster
- Damages caused by fire, accidents, cleaning agents, negligence, or lack of maintenance
- Damage caused by rolling loads or wheel chairs(motorized and non-motorized)
- Damage caused by appliance, plumbing leaks, heating and air conditioning systems (including heating ducts, heat sources, and heating components of all types)
- Damage caused by using chemically reactive material, stains, spillage, burns, gouges, scratches, abuse or using harsh scouring pads while buffing.
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using proper floor protectors as they may mark, abrade, or otherwise damage the surface and finish of your floor.
- Problems relating to installation issues are not manufacturing related
- Floors which have been installed in areas without adequate temperature control and/or when temperature has not been continuously maintained within required temperature level throughout the entire year as required herein.
- Changes to sheen/gloss levels in high traffic areas
- Claims due to differences in the color and texture from display models and literature
- Differences in color, and texture from board to board.
- Claims due to lightening or darkening of the product from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.
- Improper installation, handling, or inadequate protection
- Products sold "as is". The original purchaser is responsible for correct installation, maintenance and cleaning of the flooring in accordance with the included instructions.
- Color variances from one print/batch number to another. Prior to installation, verify the colors are an acceptable match. Co-install all batched in evenly distributed and well mixed manner.
- Incidental or consequential damages not attributed to manufacturing or workmanship defects

To file a warranty claim, contact the original supplier where the flooring was purchased

All warranty claims must be made in writing through the original retailer and must include a complete copy of the original purchase receipt, installation documentation, as available. Other additional information that may be requested by the manufacturer/distributor/retailer regarding details included in this warranty.

For information regarding our products, please visit our web-site: [www.southwindcarpet.com](http://www.southwindcarpet.com)