



**CREATIVE SURFACES®  
RIGID CORE LUXURY VINYL TILES**

**INSTALLATION INSTRUCTIONS**

# **IMPORTANT, RETAIN FOR FUTURE REFERENCE: READ CAREFULLY**

For assistance with assembly or installation, parts or customer service, please email [info@creativesurfaces.ca](mailto:info@creativesurfaces.ca) or visit [www.creativesurfaces.ca](http://www.creativesurfaces.ca). Service languages available: English, French, and Spanish.

**Important note: The owner/purchaser must inspect for colour, finish and quality before installation. The manufacturer cannot be held responsible for costs incurred when flooring with visible colour defects has been installed.**

## **TOOLS AND MATERIALS**

The following are not included. Please lay out all parts prior to installation. Read instructions prior to installation.

Knife  
Tape measure  
Pencil  
Spacers  
Square  
Saw  
Level  
Mallet (recommended)  
Chalk line or string (optional)  
Crowbar (optional)  
Seam roller (optional)

## **GENERAL GUIDELINES**

All instructions and recommendations are based on the most recent information available. They should be followed for an ideal installation.

1. Rigid core LVT should be installed in indoor climate-controlled locations between 18° - 29°C (65° - 85°F). **Rigid core LVT should NEVER be installed in an outdoor/interior setting or in any type of garage.**
2. Rigid core LVT should not be installed in unheated environments, such as cottages, camping trailers, or solariums.
3. Rigid core LVT should be acclimated in the climate-controlled locations for 48 hours before starting installation.
4. Rigid core LVT should only be installed after the job site has been cleaned and cleared of debris that could potentially damage a finished installation.
5. During the Rigid core LVT installation, mix and install panels from several different cartons to minimize shade variation.
6. The finished Rigid core LVT installation should be protected from exposure to continuous sunlight.
7. Rigid core LVT cannot be installed with adhesives. The use of any sort of adhesive during the installation will void warranty.
8. Foam underlayment must not be applied under Rigid core LVT.

## **SUBFLOOR INFORMATION**

Although Rigid core LVT is designed to be a "floating" floor installation, proper preparation of the subfloor is still a major part of a successful installation. Roughness or unevenness of the subfloor may show through the new floor, resulting in an unsightly surface, and cause excessive wear on high spots or indentation on low spots. All subfloor and underlayment patching must be done with a non-shrinking, water-resistant Portland cement patching compound.

### **A. Concrete Subfloors**

1. Concrete subfloors must be dry, smooth and free from dust, solvent, grease, oil, asphalt sealing compounds and other extraneous materials. The surface must be hard and dense, and free from powder or flaking.
2. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. The final responsibility for determining if the concrete is dry enough for installation of the flooring lies with the floor covering installer.
3. Holes, grooves, expansion joints and other depressions must be filled with a latex-modified cementitious underlayment, and trowelled smooth and feathered even with the surrounding surface.
4. Concrete floors with a radiant heating system are satisfactory, provided the temperature of the floor does not exceed 29°C (85°F) at any point. Before installation, turn on the heating system to eliminate any residual moisture in the slab.

### **B. Wood Subfloors**

1. Wood subfloors must be suspended at least 455 mm (18 in) above the ground. Adequate cross-ventilation must be provided, and the ground surface of a crawl space must be covered with a suitable vapour barrier.
2. Wood subfloors directly on concrete or installed over sleeper construction are NOT suitable for the installation.
3. Plywood composite panels can be used, provided they are smooth, flat, structurally sound and free of deflection. OSB, flake board, and particle board are not recommended.
4. A 6 mm/0.23 in CWC-registered plywood underlayment (sanded face exterior-grade panel with a minimum rating of C-C plugged face), should be installed over the subfloor if the surface of the wood subfloor is not smooth.

## C. Existing Floor Coverings

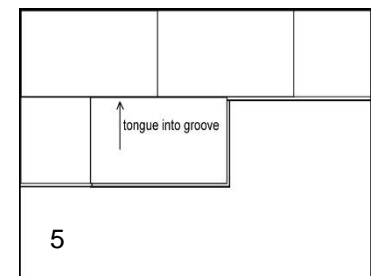
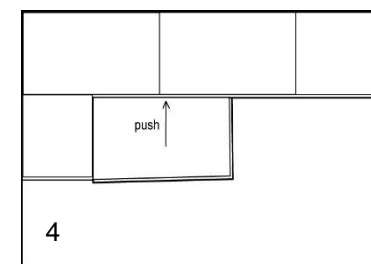
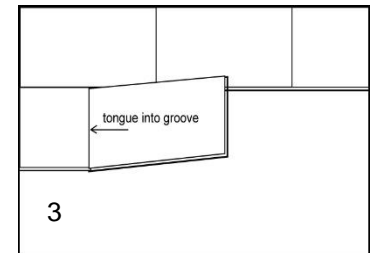
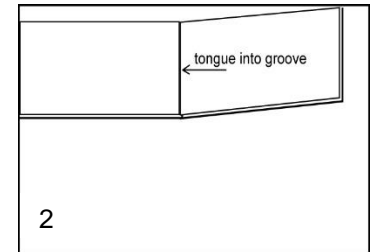
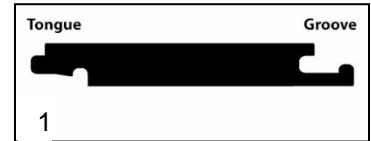
1. Rigid core LVT can be installed over most existing hard-surface floor coverings, provided the existing floor surface is smooth, or can be made smooth.
2. Ceramic tile should be made smooth by applying a cementitious overlay such as patching or levelling compound manufactured specifically to smooth out ceramic grout joints.
3. For existing resilient floor, it may be required to apply a skim coat of embossing leveller over a deeply embossed floor. Heavily cushioned vinyl floor or vinyl floor consisting of multiple layers is NOT suitable subfloor for installation.

## INSTALLATION

### Tile Layout

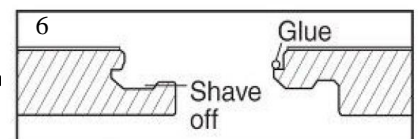
Do not secure individual tiles of Rigid core LVT to the subfloor, as it is designed to be a floating floor. All doorjamb should be undercut and cabinets cannot be installed on top of Rigid core LVT. Wall mouldings and transition strips should be installed over any exposed tile edges but should not be fastened through the tiles.

1. First, determine how you want the flooring to run. Typically for rectangular tile products, the flooring runs the length of the room. There may be exceptions since it is all a matter of preference.
2. To avoid narrow tile widths or short tile lengths near the walls/doors, it is important to do some pre-planning. Using the width of the room, calculate how many full boards will fit into the area and how much space remains that will need to be covered by partial tiles. Divide the remaining space by two to calculate the width of the partial tiles. Do the same along the length.
3. Note that if the first row of tiles does not need to be trimmed in width, it will be necessary to cut off the unsupported tongue so that a clean, solid edge is toward the wall.
4. 8 mm (5/16 in) in expansion gaps should be maintained from the wall during the installation. This will allow space for the natural expansion and contraction of the tiles.
5. The tiles should be installed from left to right. From the top left corner of the room, put the first tile in place so that both the head and side seam grooves are exposed.
6. **Figure 1 and 2:** Install the second tile in the first row by angling the short-side tongue into the short-side groove of the first tile. Continue installing additional tiles along the first row using the same angling method.
7. To start the second row, cut a tile that is half the length of the first tile in the first row (you may use the leftover tile from the last tile of the first row). This will create a popular staggered tile look. Then install this first tile by inserting the long-side tongue into the groove of the tile in the first row.
8. **Figure 3:** Install the second tile in the second row by inserting the short-side tongue into the previously installed first tile short-side groove.
9. **Figure 4:** Align the tile so the long-side tongue tip is positioned just over the groove lip of the tile in the first row.
10. **Figure 5:** Using gentle force and at a 20° to 30° angle, push the long-side tongue into the groove of the adjoining tile by sliding along the short-side seam. You may need to lift the tile to the left of it slightly to allow for the "sliding" action.
11. The remaining tiles can be installed in the room using the same technique. Make sure the required expansion gaps are maintained against all fixed vertical parts (such as walls, doors, cabinets, etc.).
12. The tiles can be cut easily with a utility knife; just score the top of the tile and snap the tile in two.
13. When installing Rigid core LVT in a bathroom, allow an expansion gap of 8 mm (5/16 in) around the perimeter of the room and around the perimeter of the toilet. These expansion gaps will allow the flooring to expand and contract without causing peaking in the flooring. Do not install the toilet on top of the newly installed floor. When leaving an expansion gap around the toilet, an area will be left that is exposed to the subfloor. To cover the exposed area, apply a silicone caulk around the toilet area, similar to the caulking around the bathtub area. The silicone caulk is flexible and will allow the flooring to expand and contract while preventing water from reaching the subfloor. Follow the manufacturer's installation instructions and safety procedures when applying the silicone caulk.



### INSTALLING UNDER A DOOR JAMB:

1. Installation under moldings (such as door jambs) may require that the top lip of the groove on the end be
2. Using a small plane or utility knife, carefully shave off the ledge of the groove (figure 6).
3. After the groove ledge has been trimmed, put the board in place and tighten with a pull bar to test for a required expansion gap has been maintained and the flooring is not pinched.
4. If the fit is incorrect, re-trim until the fit is correct.
5. Place a bead of wood glue on the bottom lip of the groove.
6. Insert the tongue into the groove and tighten with a pull bar. Hold the tile in place with painter's tape until the glue is dry. Do not use masking tape or duct tape as they may damage the floors finish.



## AFTER INSTALLATION

- Flooring should be one of the last items installed in a project. In order to protect the floors while other projects are being completed, use rosin paper and painter's tape to hold the rosin paper to the floor (other tapes may damage the finish). Clean the floor thoroughly before laying the rosin paper to ensure that no debris is trapped underneath. DO NOT USE plastic film or other non-breathing coverings as this can cause the floor to become damaged from excess humidity.
- Dust mop or vacuum your floor to remove any dirt or debris.
- It is suggested that you buff the floor with lamb-wool pads in order to remove any loose splinters, residues, foot prints, etc.
- Install any transition pieces that may be needed (reducers, T-moldings, nosing, etc.).

## PROTECTION AND MAINTENANCE

Lasting beauty can be achieved through purchasing a quality floor covering and on-going maintenance.

- Furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways.
- Avoid extended exposure to direct sunlight. It is recommended to close the blinds or drapes during peak sunlight hours. Floor coverings exposed to excessive heat and light are subject to thermal degradation. Use the appropriate precautions to minimize potential effects on the floor covering.
- Oil or petroleum-based products can result in surface staining. Do not track asphalt-driveway sealer or automobile-oil drips onto the vinyl floor covering.
- 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 castors or wheels must be easy swiveling, large surface non-staining and suitable for resilient floors. Do NOT use ball type castors as they can damage the floor.
- Use walk off mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Sweep or vacuum the floor regularly to remove loose dirt. Do NOT use vacuums that use a beater bar or turn beater bar off.
- Do NOT use electric brooms with hard plastic bottoms with no padding.
- Clean up spills immediately.
- Damp mop as needed using clean water and a diluted floor cleaner. Do NOT use harsh cleansers, chemicals, abrasive scrubbing tools, detergents, abrasive cleaners, or "mop and shine" products.
- Vinyl Flooring, like other types of smooth floors, may become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances or wet feet.

## REPAIRS

In the unlikely event that a Rigid core LVT is damaged for whatever reason, the simplest method is to disconnect the tiles carefully (protecting the tongue and groove edges) until the damaged tile can be removed. Then replace the damaged tile with a new one and reassemble the disconnected tiles. This typically works for tiles that are close to the two long perimeters of a room.

For damaged tiles that are not close to the perimeter, you may have to remove the damaged tiles and insert new pieces without one of the short and long end grooves.

1. Using a sharp utility knife and a straight edge, cut out the center of the damaged tile by leaving an approximately 2.54 cm (1 in) strip attached to the adjacent tiles.
2. Carefully cut back from the four corners of the tile to the inside edges in space left by the cut-out tile.
3. Remove the tile edges carefully from the adjacent tile, making sure the tongues and grooves of the adjacent tiles are not damaged.
4. Using a utility knife, remove the tongue strip on both the bottom long and left-side short ends of the replacement tile.
5. Place some double-sided carpet tape along the three sides of the adjacent tiles where the tongues and the groove of the replacement tile have been removed. Only the top-side release paper of the carpet tape should be removed. The bottom-side release paper should NOT be taped on top of the subfloor.
6. Position the replacement tile by engaging the groove of the long side in the tongue of the adjoining tile at a slight angle while aligning the left-side end joint. Engage the left-side joint by pushing down along the edge. Use a hand roller to engage the remaining sides in the carpet tape. The carpet tape will hold the replacement tile in place with its adjacent tiles.

## WARRANTY

Creative Surfaces® affirms that the enclosed flooring is warranted for a **limited warranty of 30 years for residential use and a limited warranty of 10 years for light commercial use**. The stipulations of the limited residential warranty are as follows:

- The flooring will be free of manufacturing defects.
- The flooring surface will not wear through under normal usage.

**The following conditions apply to the warranty and may void the warranty if not respected:**

- The flooring must be installed according to the instructions provided.
- If filing a warranty claim, it must be submitted within 30 days of the discovery of the damage.
- Any damage to the wear layer must be evident and visible, measuring at least 13 cm<sup>2</sup> (2 in<sup>2</sup>).
- Proof of purchase, such as a bill of sale, is mandatory when requesting warranty service.
- The manufacturer reserves the right to designate a representative to inspect the floor in question and remove samples for analysis.
- The warranty includes the replacement material, and excludes labour cost.

## WARRANTY EXCLUSIONS

- Damage due to improper installation, care, cleaning, or maintenance.
- Use of any adhesive or solvent material during installation.
- **Installation of Rigid core LVT in an outdoor/ exterior setting or in any type of garage.**
- Installation of Rigid core LVT in an unheated environment such as a cottage, camping trailer, or solarium.
- Damage caused by severe impact, scratching, cutting, fire, water damage, alterations, or any other wear or damage caused by acts of God.
- Damage caused by high heels, burns, cigarette burns, cuts, scratches, gouges, and indentations including damage from improper floor protectors and furniture rests; staining caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials.
- Discolouration from mould or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.
- Discolouration by exposure to direct sunlight.
- Discolouration caused by the use of area rugs or floor mats.

For questions regarding installation, please contact our **Technical Support** by email at [techsupport@creativesurfaces.ca](mailto:techsupport@creativesurfaces.ca) or by telephone at 1-800-561-9737. For customer service: [info@creativesurfaces.ca](mailto:info@creativesurfaces.ca) or visit us at [www.creativesurfaces.ca](http://www.creativesurfaces.ca).