

# PT101 BOLD STATEMENT

## STAINMASTER® PetProtect™ Luxury Vinyl Product Guide



 PHENIX  
A pharr FAMILY COMPANY

For more information visit: <http://www.phenixflooring.com/hard-surfaces>

# Manufacturing Defect Limited Warranty



What is Covered: PHENIX FLOORING warrants that the STAINMASTER® PetProtect™ Luxury Vinyl flooring products (“Products”) purchased and installed in residential or accepted commercial settings on or after May 1, 2017 will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. All Products must be installed per the Installation Instructions, available at STAINMASTER.com. This Limited Warranty covers any manufacturing defect that appears during normal use.

For purposes of this Limited Warranty, “Residential Setting” means a job installed utilizing one or more Products at a single-family dwelling. “Light Commercial Setting” means a job installed in areas of use defined as environments with light to moderate foot traffic, light point loads and lack of rolling traffic. “Heavy Commercial Setting” means a job installed in areas of use with floors subjected to heavy loads, caster use, heavy point loads and heavy traffic. Examples of both Commercial Settings are listed below:

| Light Commercial Setting  | Heavy Commercial Setting  |
|---|---|
| Art galleries, banks, bookstores, boutiques, classrooms, clothing stores, conference rooms, gift shops, hospitality rooms, hotel rooms, interior entrance ways, professional offices. | Airports, bus terminals, automobile dealerships, enclosed exterior entrance ways, convention areas, exercise rooms, factories, hospitals, mall common areas, pro shops, retail warehouse-type stores, ramps, stair cases, warehouses. |

## Who is Covered:

This Limited Warranty is not transferable or assignable and only applies to the original purchaser and to the original owner of the property/unit in which the Products were installed (hereafter “You” or “Your”).

## Limited Warranty for Wear:

PHENIX FLOORING warrants that the installed Product will not wear through to the printed film layer under normal use for a period of the warranty coverage. For the purposes of this Limited Warranty, “wear through” means that, as a result of normal use, the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered, or affected.

## Limited Warranty for Stains:

For the warranty period, and subject to Your compliance with the care and maintenance instructions found in the Installation Instructions, the installed Products will resist food and beverage stains that occur during normal use (“Covered Stains”). Covered Stains must be sufficient that the affected area of flooring is permanently discolored.

## PetProtect™ Stain Limited Warranty:

PHENIX FLOORING warrants that with proper care and maintenance (see Installation Instructions), the installed Products will not stain from accidents (urine, feces, and vomit) caused by domestic pets such as cats and dogs.

## Limited Waterproof Warranty:

Products are waterproof and will not be damaged or structurally compromised by normal exposure to surface spills and tracked water/moisture for the life of the Product. Excessive subfloor moisture

is an ideal breeding ground for mold, mildew and fungus that will not harm the Products, but will contribute to an unhealthy indoor living environment if left unattended. Limitations apply as stated below.

#### What PHENIX FLOORING Will Do:

PHENIX FLOORING will repair or replace manufacturing defects in Products that meet the criteria of this Limited Warranty. The decision either to repair or to replace the affected Products will be made by PHENIX FLOORING, in its sole discretion, and will be limited to the affected area of the Products.

- PHENIX FLOORING will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, PHENIX FLOORING reserves the right to select and supply similar Products. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of Your original warranty.
- If replacement is necessary, the Limited Warranty covers the removal and disposal of the original Products and the cost and installation of the comparable replacement Products, only when and if a professional flooring installer was paid to install the original Products. Labor will be paid per the following schedule and it must be performed by a certified professional flooring installer:
  - Within the first 2 years from the date of purchase - 100% of the labor for reinstall/repair
  - Within years 3-4 from the date of purchase - 70% of the labor for reinstall/repair
  - Within years 5-6 from date of purchase - 50% of the labor for reinstall/repair
  - After 6 years - no labor reimbursement provided
- Any other labor charges, costs for moving furniture, equipment or baseboards, or other charges are Your responsibility and will not be paid by PHENIX FLOORING.
- You must reasonably cooperate with PHENIX FLOORING in its efforts to perform its obligations under these limited warranties.

#### Preconditions for Limited Warranty Coverage:

This Limited Warranty covers normal use only. The Products must be properly maintained following the preventive care guidelines in the Installation Instructions. The Products must be installed in continuous climate controlled interior environments as stated in the Installation Instructions, available at STAINMASTER.com.

#### Exclusions from Warranty Coverage:

Only first quality Products, which meet PHENIX FLOORING 's construction and performance standards, will be covered under this Limited Warranty. This Limited Warranty excludes:

- Products that have not been acclimated per the Installation Instructions.
- Improper installation or Products not installed according to the Installation Instructions and accepted industry practices from the accredited organizations listed in the Installation Instructions.
- Labor costs will not be covered when Products with visual defects greater than or equal to 1cm are installed. In that case, only replacement Products will be provided.
- Improper maintenance such as Product dulling by soaps, vinegar solutions, detergents, harsh chemicals, dressings, one-step cleaners, or wax.
- Hazing or finish-related issues caused by grout when used with STAINMASTER® groutable tiles.
- Performance of Products installed over foam-type, rubber, cork or other compressible type underlayments. Guarantees of performance should be provided by the manufacturer who states their product is suitable for use with luxury vinyl flooring.
- Flooring issues, conditions, damage or defects caused by improper installation techniques, use of improper adhesives or incorrect application of adhesives, improper underlayments, inadequate subfloors or subfloor preparation, flooring installed against standard accepted industry practices.
- Stains, fading, discoloration, or moisture problems due to use of rubber or rubber-backed mats. 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.
- Product installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floors, and/or radiant-heated floors more than 80°F.

- 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; water leakage from doors, windows, and roofs.
- Damage from or growth of mold and mildew caused by excessive moisture in the environment or substrate that has been trapped under the flooring, including flooring installed outdoors or subjected to prolonged water exposure.
- Cuts, scratches, gouges, indentations and punctures caused by sharp objects, narrow wheels, metal furniture glides, etc. Non-rubber walk-off mats are to be used at all egress points and shall be of sufficient depth and width to capture grit, dirt and abrasive debris.
- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, heavy rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects. Furniture, appliances and movable fixtures should have a plastic or nylon protector at least 2” in diameter; chair casters / wheels should be a minimum of 2” in diameter and not be metal-type or narrower than 1” in width. Chair mats and protectors shall be used under office chairs including use in residential settings.
- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.
- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires, and other disasters.
- Flooring installed in areas not intended for solid vinyl plank or tile.

**How Long is the Coverage:**

The Products’ Limited Warranty document covers Products that are applied in a Residential Setting or accepted Commercial Setting. PHENIX FLOORING reserves the right to classify each installation use. The following table outlines the warranty coverage timeframes (manufacturing defect warranty is for a period of 1 year from the date of purchase):

| Wear Layer | Residential Warranty Coverage | Light Commercial Warranty Coverage | Heavy Commercial Warranty Coverage |
|------------|-------------------------------|------------------------------------|------------------------------------|
| 20 mil     | Lifetime                      | 10 years                           | 10 years                           |

**What You Must Do to Report a Claim:**

Manufacturing defects must be reported within 30 days of first notice of defect in installed area. Always retain proof of purchase. Notify PHENIX FLOORING of any defect and provide the following information:

- An explanation of the issue and what caused it;
- The location of the issue, and in what other areas/rooms, if any, Products are installed;
- Photographs of the affected area; and
- Proof of purchase.

**How to Contact Us:**

For warranty service, contact PHENIX FLOORING, LLC via email at CLAIMS@PHENIXFLOORING.com, or call us at 1-800-609-9557. Hours are 8 AM to 5 PM EST, Monday through Friday. For the most up-to-date information about this limited warranty, please refer to our website at STAINMASTER.com.

**LIMITATIONS: YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE REPAIR OR REPLACEMENT PRODUCT AND ASSOCIATED LABOR COSTS (IF APPLICABLE) FOR THE PORTION OF THE PRODUCTS THAT DOES NOT CONFORM TO THE WARRANTY AS PROVIDED HEREIN. PHENIX FLOORING SHALL NOT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES OR EXPENSES, OR FOR LOST OR PROSPECTIVE PROFITS, ARISING OUT OF THE PURCHASE OR USE OF THE**

**PRODUCTS OR RESULTING FROM THE BREACH OF THIS LIMITED WARRANTY. IN NO EVENT SHALL PHENIX FLOORING 'S CUMULATIVE LIABILITY EXCEED THE PRODUCT REPAIR, REPLACEMENT AND LABOR COSTS. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE OF THIS WARRANTY. TO THE EXTENT PERMITTED BY LAW, ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED.**

**State Rights:**

This Limited Warranty gives You specific legal rights, and You may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You.

**DISPUTE RESOLUTION PROVISION:**

PHENIX FLOORING and You agree that any controversy or claim arising out of or relating to the purchase, installation or use of the Products, including any claim for breach of warranty (a "Dispute"), may be settled only by BINDING ARBITRATION or in a small claims court, if the Dispute is within the jurisdiction of the small claims court and there will be NO JURY TRIAL. PHENIX FLOORING and You agree that the American Arbitration Association (AAA) shall administer any arbitration in accordance with its Commercial Arbitration Rules and its Consumer-Related Dispute Supplementary Procedures and incorporated fee schedule, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties intend that the Dispute will be settled in individual (bi-lateral) and not class arbitration, do not consent to the incorporation of the AAA Supplementary Rules for Class Arbitration into the rules governing arbitration under this Dispute Resolution Procedure, and hereby waive any right to arbitrate a Dispute through representative or class arbitration. The parties intend that the arbitrator decide all issues of substantive arbitrability, including his/her own jurisdiction.

**Law Governing Arbitration Provision:**

The Dispute Resolution Provision above establishing the arbitration process is governed by the Federal Arbitration Act (FAA), 9 U.S.C. §§ 1-16.

**Information on the AAA and Arbitration Filing Requirements and Fees:**

The website for the AAA may be accessed at [www.adr.org](http://www.adr.org). The AAA Commercial Arbitration Rules and the Consumer Arbitration Rules (with associated fee schedule) may be accessed at <https://www.adr.org/Rules>. For more information on AAA arbitration, contact: American Arbitration Association, Case Filing Services, 1101 Laurel Oak Road, Suite 100, Voorhees, NJ 08043. Toll Free number: 877-495-4185. Fax number: 877-304-8457. Email: [casefiling@adr.org](mailto:casefiling@adr.org).

**WAIVER OF JURY TRIAL: PHENIX FLOORING AND YOU UNCONDITIONALLY WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY ACTION, PROCEEDING OR COUNTER CLAIM ARISING OUT OF OR RELATING TO ANY DISPUTE ARISING UNDER THIS AGREEMENT. IF FOR ANY REASON A CLAIM PROCEEDS IN COURT RATHER THAN THROUGH ARBITRATION, PHENIX FLOORING AND YOU AGREE THAT THERE WILL NOT BE A JURY TRIAL. YOU UNDERSTAND THAT BY THIS AGREEMENT YOU ARE WAIVING THE RIGHT TO HAVE ANY DISPUTE HEARD AND RESOLVED IN COURT BY A JURY.**

## PT101 Bold Statement Specification Sheet

| Feature                                    | Tile   | Plank  |
|--|--|--|
| Product Type                               | Pet Protect® Luxury Vinyl  | Pet Protect® Luxury Vinyl  |
| Material Composition Summary               | Waterproof Rigid thermoplastic extruded vinyl composite                          | Waterproof Rigid thermoplastic extruded vinyl composite                          |
| Plank Length                               | 23.75"   | 47.74"   |
| Plank Width                                | 11.74"   | 7"   |
| Backing                                    | IXPE   | IXPE   |
| Total Thickness                            | 6mm  | 6mm  |
| Wear Layer Thickness                       | 20 mil   | 20 mil   |
| Edge Design                                | Micro Bevel  | Micro Bevel  |
| Embossing                                  | Natural, Random  | Natural, Random  |
| Acclimation Time & Temp.                   | 12 hrs. between 60 and 80 degrees F.   | 12 hrs. between 60 and 80 degrees F.   |
| Installation Type                          | If boxes were exposed to extreme temps<br>Floating Click: Fall down (Angle Lock) | If boxes were exposed to extreme temps<br>Floating Click: Fall down (Angle Lock) |
| Installation Area with no transitions (LF) | 65 LF  | 65 LF  |
| Water Resistance                           | Yes  | Yes  |
| Approved for Basement Installations        | Yes  | Yes  |
| Residential Warranty # of Years            | Limited Lifetime   | Limited Lifetime   |
| Commercial                                 | Heavy, 10 years  | Heavy, 10 years  |
| Special Tools Needed                       | Spacers, Rubber Mallet, Ruler, Pencil, Tape measure, Utility Knife               | Spacers, Rubber Mallet, Ruler, Pencil, Tape measure, Utility Knife               |
| Finish                                     | Claw-Scratch Shield  | Claw-Scratch Shield  |
| Prop 65 Compliant                          | Yes  | Yes  |
| Phthalate Free                             | Yes  | Yes  |
| FloorScore Certified                       | Yes  | Yes  |
| <b><u>Box</u></b>                          |  |  |
| Pieces per Box                             | 8  | 8  |
| Square Feet per Box                        | 15.503   | 18.569   |
| Weight per Box                             | 31.49 lb   | 37.53 lb   |
| <b><u>Pallet</u></b>                       |  |  |
| Boxes per Pallet                           | 54   | 45   |
| Square Feet per Pallet                     | 837.19   | 835.63   |
| Weight per Pallet                          | 1755.39  | 1744.17  |

| Plank Available in 8 Colors |                   |                |                   | Tile Available in 1 Color |                   |
|-----------------------------|-------------------|----------------|-------------------|---------------------------|-------------------|
| <i>Color #</i>              | <i>Color Name</i> | <i>Color #</i> | <i>Color Name</i> | <i>Color #</i>            | <i>Color Name</i> |
| P094                        | Coastal Gray      | P299           | Applewood         | S366                      | Oyster Bay        |
| P430                        | Seashell          | P917           | Early American    | S367                      | Cascade Slate     |
| P919                        | Winchester Brown  |                |                   |                           |                   |

# Luxury Vinyl Loose Lay Installation Guide

## Click-To-Lock Installation



Always check STAINMASTER.COM 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 STAINMASTER® PetProtect™ luxury vinyl flooring.

### GENERAL GUIDELINES

1. All cartons should be from one manufacturing lot  
Inspect your shipment to ensure that all cartons are of the same lot /manufacturing run. Lot information is provided on a label at the end of the carton.
2. Acclimation not required  
Flooring temperature, storage environment and installation environment should have no more than 15°F temperature difference when performing installation; flooring temperature should always be greater than 50°F (10° C). If a wide variation exists, condition the flooring in the installed environment for 24 hours prior to installing. Ideal installation temperature range is 65°F to 85°F.
3. Optimal interior conditions 50°F -100°F  
If the flooring has been properly installed, it can cope with living temperature changes between 50°F to 100°F with minimal impact.
4. Transition not required for large spaces or doorways  
Only required in rooms greater than 65 ft. with 5/16” expansion spacing at all vertical surfaces, door frames, cabinetry, etc. For rooms greater than 65 ft. use 1/2” expansion spacing on the perimeter. If areas with varied or inconsistent temperatures from other installed areas, utilization of t-moldings between these area/rooms is recommended to prevent issues.
5. Click-to-Lock Flooring is designed to be a floating floor without any objects impeding its ability to expand and/or contract.  
Do not secure individual planks or tiles to the subfloor with mechanical fasteners or adhesives. Do not install cabinets or kitchen islands on top of floating floors. Wooden door frames must be undercut completely to studs and allow for 5/16” of clear expansion spacing. Metal door frames shall have flooring material scribed to the frame allowing for 5/16” expansion spacing. Door jamb moldings shall be kept 1/64” above the surface of installed flooring.
6. Direct sunlight protection recommended  
Direct sunlight introduces a significant change to the environment. Heat from direct sunlight is magnified through the window, dramatically increasing the surface temperature of the flooring. Window treatment is recommended to prevent the flooring from buckling, cupping, etc. Any window treatment is suitable for preventing the significant radiant heat buildup (like window films, curtain sheers, blinds, drapes, etc.) by absorbing/deflecting some of the heat.
7. This product cannot be installed with adhesives.  
It is NOT recommended for stairs. However, for installation on stairs, adhesives must be used. Make sure to glue down the individual planks or tiles using a urethane adhesive.

### TOOL REQUIREMENTS

|                           |   |                      |
|---------------------------|---|----------------------|
| Non-marking Rubber mallet | Brush (for joint cleaning)              | Utility knife        |
| Straight edge             | Remnants of plank to be “tapping block” | Knee pads (optional) |

- Other approved cutting methods: guillotine-type hardwood/laminate cutter; a VCT cutter (professional grade); a sabre saw with a fine-tooth wood cutting blade; a 12” power miter saw with a shallow or negative kerf blade

## PREP WORK FOR CLICK-TO-LOCK

No acclimation time is needed for the LVT Rigid Core if within 15°F to the ideal living conditions (65°F to 85°F)

- Acclimation allows the LVT to stabilize in the living conditions to maximize expansion and contraction, allowing the living conditions to change between 50°F to 100°F with minimal impact.
- If you are unaware of the storage climate, we require a 24 hrs. acclimation time.

Ensure all boxes are from same production lot

- Mix panels from different boxes
- Brush all joints prior to installation
- Inspect joints for any damage and planks for visible concerns (like cupping, crook, etc...)

### *Subfloor must be flat, dry, and clean of debris*

- Flat is <3/16" separation over 10' length ("F32" rating)
- Perform moisture measurements on concrete and wood subfloor per ASTM F 2170 guidelines
- Subfloor must be properly prepped
- It is NOT recommended installing flooring over underlayments, on non-approved subfloors, out of flat subfloors, and without proper expansion spacing on any vertical walls.
- See Appendix 1 for appropriate subfloor and Appendix 2 for subfloor preparation.

**IMPORTANT:** Improper prepping of the subfloor cannot be seen on the initial installation. Over time, any imperfections can eventually telegraph through the LVT.

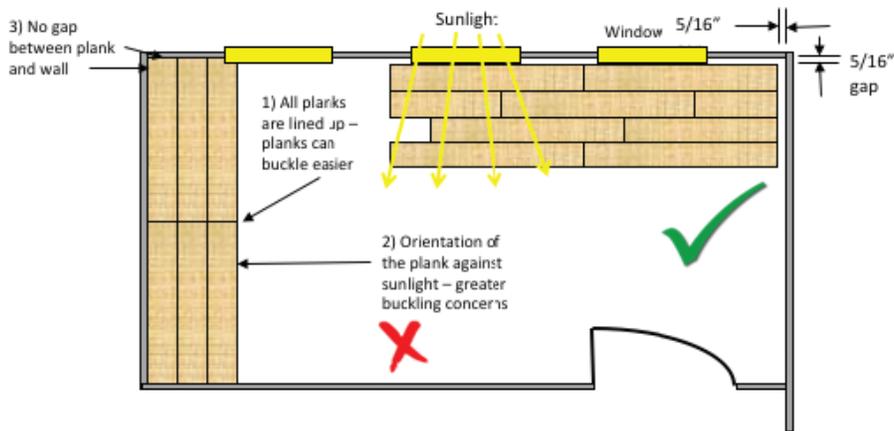
Surface must be flat for installation, not necessarily level

**NOTE:** Flooring can be installed in 3-season rooms up to 500 sq. ft. 3-season rooms must be fully enclosed, not exposed to any outside elements and environmental (year-round) temperatures should be within a range of -10°F to 120°F for best performance. Acclimate the flooring between 65°F to 85°F for 48 hours before install and maintain this temperature during installation. Allow 1/2" spacing against vertical surfaces and all fixed objects. Transitions must be used at doorways and spans greater than 40 lineal feet.

## INSTALLATION

Recommend starting with wall with the longest length

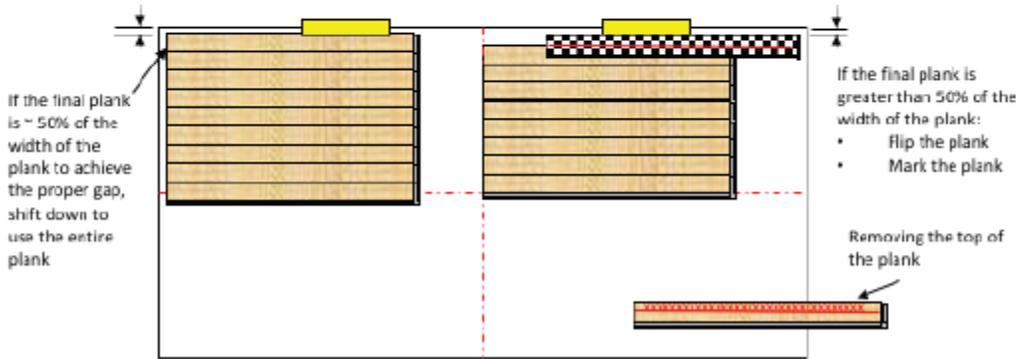
Length/lay of plank should be crossing the entrance of the natural light



**IMPORTANT:** Direct sunlight can heat the flooring surface temperature. This rapid excessive heat buildup can cause issues to your flooring. It is recommended using window treatments (like curtain sheers, window films, blinds, etc... to prevent the heat buildup).

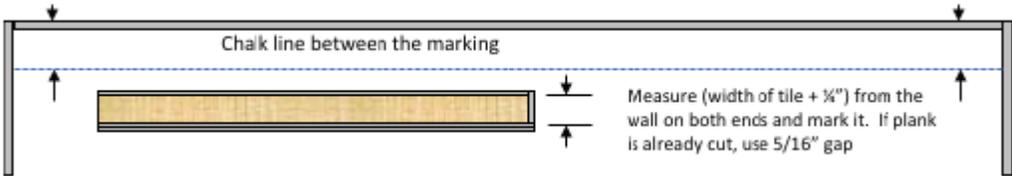
Layout - balance the look by identifying the center

**IMPORTANT:** Balance the layout of the planks to prevent narrow strips (half the width of the plank or less) at the wall. From the center of the room, lay out the planks to ensure the plank against the wall is at least wider than half the plank. If it is ~1/2 plank width, use a whole plank against the wall.



**First Panel Installation**

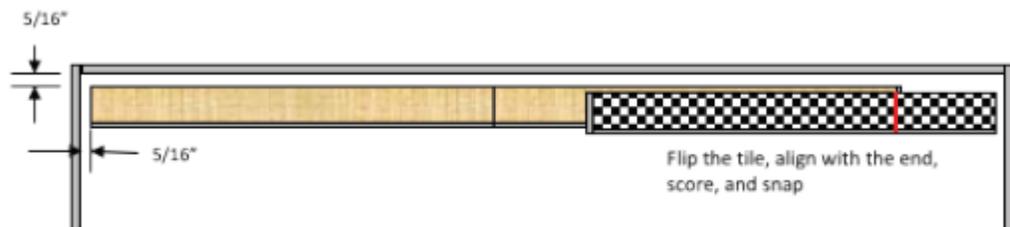
- Starting at the left upper corner of the room, work from left to right
- Chalk a line that is 1/4" wider than the width of the full plank from the dry layout. If the plank is already cut, use 5/16" gap.



If the plank is not cut, then the lip of the plank needs to be trimmed on the first plank row against the wall.



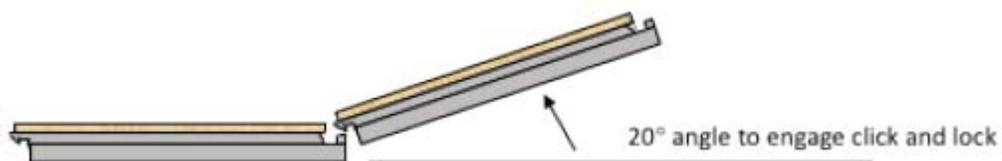
- Install the 1st plank and use spacers to ensure proper 5/16" gap (use multiple spacers) between the wall and LVT to allow for expansion.
- Add the second plank, following the chalked line
- Drop the end over the 1st plank over hang
- Fasten the planks / tiles together by firmly pressing down with your thumb along the seam to vertically align the edges the planks together. Engage the ends with the use of a rubber mallet by striking 1" from the end for optimal impact.
- Cutting the last plank to finish the row
  - Flip the plank and score against the last plank on the floor. Make sure to have 5/16" gap from the wall. If the plank is smaller than 6", you must trim the previous plank.
  - Using a metal straight edge as your guide, cut the plank using the utility knife. It may require a few repetitions to score the plank. After scoring, bend the plank to get a clean break. Flip the plank over and install the cut piece.



**IMPORTANT:** Inspect the cut plank to ensure the break was smooth and even. It may require shaving the backing to keep it smooth and even. Make sure there is no debris at the joints. Note: this method of cutting may lead to more cracks and breaks in the backing close to the score line, which will require use of a new plank.

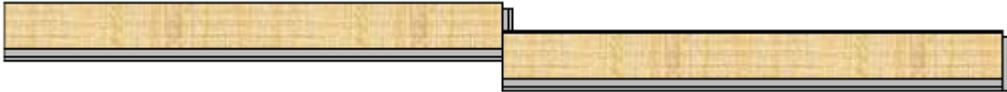
Install the 2nd row of planks

- Use the remaining piece of the plank from the first row to start the second row (the end joint must be at least 6" from the previous end joint)
- Install plank into the 1st row by angling the plank 20°
- The plank should be able to slide with no hinderance if properly engaged.



- Slide in the next plank to the first plank of the 2nd row while still titled
- Drop the end over the 1st plank over hang

- Engage the ends with the use of a rubber mallet by striking 1” from the end for optimal impact.
- If you need to tap the plank to get better engagement with the 1st row, please use a scrape piece of plank – DO NOT use a tapping block (it will damage the locking mechanism)
- It is critical to keep these two rows straight and square, as they are the “foundation” for the rest of the installation. Check for squareness and straightness often. You should not feel any gaps, raised edges between the planks
- If it is necessary to replace an installed plank during the installation the best method is to replace the whole row.
- It is not recommended; however, you can try to separate the 2 attached planks (end to end), slowly slide the plank out to separate. Do Not bend planks to separate the ends – it will damage the locking mechanism.



Repeat as you go across the room. Always make sure to stagger the end joints so there is a minimal space of 6” from any end joint from the adjacent rows. Refer to the illustration showing a proper install at the beginning of the installation section.

### Use of Transition Strips

- Transition strips are used to provide sufficient spacing to allow for rigid core LVT to expand and contract due to temperature changes.
- Recommended use of transition strips:
  - Separate from room(s) with dramatic temperature change
  - Single floor span greater than 65 linear feet
  - Different flooring type

**IMPORTANT:** Click-to-Lock is intended to be a floating floor. DO NOT nail any moldings directly into the LVT, ensure door jams and closet frame, cabinets, etc... do not impede the floor from expanding and contracting. Moldings must have 0.01” (0.254mm) clearance. If not, it will cause the LVT to buckle over time. In case an anchor point is needed, cut an opening into the LVT to allow for movement. Wooden door frames must be undercut completely to the studs and with 5/16” expansion space. Do not use adhesives. Not recommended on stairs.

### AFTER INSTALLATION

1. Be sure planks/tiles are set, flat and have tight edges.
2. In the event that the plank/tile flooring is not the last portion of the construction project, the floor must be protected from construction traffic and damage. Utilize a reinforced fiber protective board or a heavy kraft paper (min. 60 lbs.) to cover the floor.

### MAINTENANCE TIPS

**IMPORTANT:** Using wax or non-neutral pH cleaner can impact the gloss of the LVT.

## Keeping Your Floor Clean

- Use a pH neutral cleaner
- Do not use excessive amounts of water on the LVT; a damp mop is sufficient
- Rinse the floor thoroughly and allow to dry
- Sweep, vacuum, or dust mop the floor as needed to remove dust, dirt and grit
- Clean liquid spills immediately to prevent the possibility of stains, slips, or falls
- Check STAINMASTER.com for more information on stain cleaning

## Window treatments

Window treatments are used to deflect / absorb some of the radiant heat in direct sunlight. Flooring exposed to this temperature can cause the flooring to buckle, stress the joints, cupping, etc.

## Preventive Care

- Use mats at all entry areas to keep dirt, sand and water off of the floor. Mats should have a non-staining back. Rubber backed mats are not recommended. Clean the mats on a regular basis.
- Protective mats must be used chairs with casters. Casters can cause the LVT to delaminate.
- All objects contacting the surface of the LVT needs to be free of debris (dirt, sand, hard substances, etc.). Excessive movement can wear through the wear layer of the LVT, damaging it permanently.
- Recommend using protective glides or felt pads on all objects contacting the surface of the LVT
- When moving heavy furniture, use protective boards or appropriate furniture movers designed for use over hard surface flooring
- Avoid use of metal or razor scrapers to clean the LVT. This will damage the protective wear layer of the vinyl flooring.

## APPENDIX 1

### APPROVED SUBSTRATES

The following are approved substrates for installation of Click-to-Lock flooring. See Appendix 2 for proper testing and substrate preparation prior to installing your STAINMASTER® PetProtect™ Luxury Vinyl flooring.

- **All substrates regardless of composition must be smooth and flat to within 3/16" (4.75mm) in 10 feet or achieve an "F32" rating by use of mechanical grinding/sanding or suitable Portland cement-based patching and leveling compounds.**
- Above, on or below grade concrete without hydrostatic pressure, excess moisture or alkalinity; must be fully cured and dry, free from curing compounds, sealers, etc.
- 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
- APA Approved / Rated OSB panels, minimum 23/32" thickness, properly installed. It is recommended to fully sand the surface of the OSB panels to ensure smooth, even seams and reduce the surface ridges on the panels. Contact Technical Support for guidelines.
- Properly prepared and well bonded existing resilient or hardwood floor covering, single layer only. Existing floors should not be heavy cushioned, and they should be flat, smooth, clean, dry, dimensionally sound and free from deflection. When installing over hardwood flooring, a layer of rosin paper would help avoid any issues in the future related to the hardwood coating.
- Cement Terrazzo, ceramic tile, marble – must be properly prepared
- Certain metal floors – all gaps are patched with appropriate patching compounds or leveler.
- Old adhesive residue- must be properly prepared.
- Radiant heated floors where heat does not exceed 85°F (29°C).

**The following are NOT approved substrates for installing Click-to-Lock flooring:**

- Foam, rubber, cork or other soft underlay pad.
- 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 and mahogany-type plywood panels.
- Masonite™ or other hardboard underlayment.
- 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.
- Paint, wax, oil, grease, residual adhesive, mold, mildew, and other foreign materials that might prevent flooring from natural movement.
- Other uneven or unstable substrates.

**APPENDIX 2**

Contact Phenix Technical Support, 1001 Enterprise Drive, Dalton GA 30721 or call 800-609-9557 ext. 1201 or email Jponders01@phenixflooring for any questions.

**SUBSTRATE PREPARATION**

Although this flooring is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew, fungus and mites - all of which can contribute to an unhealthy indoor living environment. If excess moisture is found in the substrate proper remediation steps should be taken prior to installation.

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

**Concrete Subfloors**

1. Concrete substrates should be properly prepared according to the latest revisions of ASTM F710, Preparing Concrete Floors to Receive Resilient Flooring and ACI 302.1R-15, Guide to Concrete Floor Construction.
2. 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 the ASTM F 2170 and ASTM F1869. Testing shall be conducted according to the relevant ASTM documentation and instructions of the manufacturer of the testing equipment. Consult Technical support for RH values greater than 85% or MVER 5 lbs./1,000 sqft./24 hrs.
3. Concrete Alkalinity / pH Test shall be conducted in accordance with ASTM standards. Acceptable level of pH in the substrate is between 7 and 10.

**Gypsum and Lightweight Cellular Concrete Substrates**

1. Gypsum and Lightweight Cellular Concrete Substrates shall be per ASTM F2419 or F2471 respectively.
2. Contact Phenix Technical Support at 800-609-9557 for instructions over gypsum and lightweight concrete substrates.

**Wood Subfloors**

1. All wood substrates should be prepared according to the latest revision of ASTM F1482 Installation and Preparation of Panel Type Underlayments to Receive Resilient Flooring.
2. Wood panel subfloor construction shall be a minimum of 1” in total thickness.
3. 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 and have a written manufacturer’s warranty and installation instructions. Panels shall be installed according to manufacturer’s instructions regarding stapling pattern, sanding and filling of joints, and acclimation to installed environment. Where not specified consult ASTM 1482 or the relevant document from the American Plywood Association.

### **Existing Resilient Flooring**

1. Existing resilient flooring must be single layer only, thoroughly stripped of all wax, floor finish, dirt and other contaminants. Be firmly bonded to the substrate, flat and smooth with no curling edges or loose seams. Must not be of a cushion back, loose-lay, or perimeter bonded floor.

### **Old Adhesives**

1. Adhesive residue shall be properly prepared by hand scraping, mechanical scraping or grinding be used as a primary means of removing old adhesive residue. Black cutback/asphalt adhesives shall only be scraped by hand to remove any loose patches, trowel ridges and puddles so that only a thin residue layer remains. Residues shall be properly covered using a Portland based patching compound properly mixed with the manufacturer's recommended latex/acrylic additive. Do not use chemical adhesive removers.

### **Other substrates**

1. Ceramic, porcelain, marble and granite tiles are suitable and must be properly bonded with intact grout joints and free of cracks or loose tiles. Surface of tile and grout joints should be free from sealers, coatings, dirt and contaminants. 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.

2. For any subfloors or substrates not listed please contact Phenix Technical Support. Any surface deemed unsuitable 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.

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