

# *Installation Warranty Maintenance*

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VINYL FLOORING

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# GOLDEN ELITE VINYL FLOORING

## INSTALLATION - WARRANTY - MAINTENANCE

\*This warranty does not cover any damage caused by the installation of hybrid planks or vinyl planks in areas that are prone to standing water or flooding, as these planks are not intended to function as a moisture barrier.

### 1. PRE-INSTALLATION

When installing luxury vinyl floor coverings always follow current standards for the installation of floor coverings such as AS/NZ1884-2012 (or other relevant national standards). The current installation best practice incorporating the latest technical developments should also be employed, such as the best practice guidelines established by the Floor Covering Institute of Australia (FCIA).

Subfloor preparation and the use of correct subfloor materials are essential if the performance benefits from the floor covering being used are to be fully realised.

It is important that all the materials used in the subfloor system are compatible, and wherever possible from one manufacturer.

On receipt of materials, check that colours correspond to those ordered and that there is no damage or visual defect in the material. In particular, check that the material is from one batch.

NOTE: Claims for visual defects can only be accepted prior to installation and cutting.

### 2. ACCLIMATISATION & STORAGE

Before installation, the floor covering should be stacked within or nearby (indoors) the area to be covered for not less than 24 hours. To achieve the best results, site conditions should be as described in AS/NZ1884 - 2012. A working temperature within the area of installation must be maintained within the range of 18°C to 29°C, This must be maintained and most importantly not vary by more than +/-2°C for 24 hours prior to, and during the laying period and for 48 hours afterwards. If the installation temperature can be affected by direct Northerly or Westerly sunlight, measures should be taken to “block-out” the windows during the installation and for a period of 48 hours after whilst the adhesive achieves cure.

NOTE: It is the responsibility of the builder, building owner and/or end-user to provide appropriate temperature control methods.

In areas that do not have temperature control methods in place and the ambient temperature is below 15°C, heating devices such as electric radiant heat or electric heat blowers shall be used. Where LPG gas blowers are used for raising the ambient room temperature, an ambient relative humidity of no more than 60% shall be maintained.

NOTE: ambient temperatures below 15°C may result in a subfloor temperature of below 10°C which could affect the adhesive's cure. Refer to the adhesive manufacturer's instructions.

Under normal conditions with an outside temperature above 12°C the planks should be off-loaded and stacked no more than five boxes high during the conditioning period. The stacks should be arranged to allow the air to circulate around the stack on all sides.

In cold weather where there is an outside temperature below 12°C the boxes should be opened and the planks spread out in the area where they are to be installed. This will permit the planks to acclimatise quicker to the environment they are to be installed in.

### 3. TESTING PROCEDURES

Prior to laying, the surface of a subfloor shall be thoroughly checked for the following:

- a) Dryness - it is essential that all free water, which can affect adhesion, is allowed to evaporate from the subfloor. Concrete subfloors shall be considered sufficiently dry when measurements taken in accordance with ASTM F2170 do not exceed 75% relative humidity.
- b) Planeness - when a straightedge 2000mm long is placed at rest at two points 2000mm apart on the surface, no part of the surface shall be more than 4mm below the straightedge.
- c) Smoothness - when a straightedge 150mm long is placed at any position at rest at two points on the surface, no part of the surface shall be more than 1mm below the straightedge.
- d) Soundness - the surface shall be without cracks, crazing, dusting, rain damage, spalling, efflorescence or blistering.

### 3.1. Moisture testing of concrete and particleboard subfloors

Wherever possible, the relative humidity in-situ probe test, in accordance with ASTM F2170, shall be carried out on the subfloor as even though the surface may record an acceptable moisture content reading, this may not be the case beneath the surface. The only exception to using this test is where there is in-slab heating, a security or an anti-static wiring installation, or where slabs have been treated with a penetrative moisture suppressant. In these cases the surface mounted insulated hood test, in accordance with ASTM F2420, shall be performed.

#### 3.1.1. Relative humidity in-situ probe test

Concrete subfloors shall be considered sufficiently dry when measurements taken in accordance with ASTM F2170 do not exceed 75% relative humidity. Three tests shall be performed for the first 100m<sup>2</sup>, and at least one additional test for each additional 100m<sup>2</sup> and other recommended positions in accordance with ASTM F2170. Refer to the adhesive manufacturer's recommendation for acceptable relative humidity levels for their product.

#### 3.1.2. Relative humidity surface mounted insulated hood test

Concrete subfloors shall be considered sufficiently dry when measurements taken in accordance with ASTM F2420 do not exceed 70% relative humidity. Three tests shall be performed for the first 100m<sup>2</sup> and at least one additional test for each additional 100m<sup>2</sup> and other recommended positions in accordance with ASTM F2420. Refer to the adhesive manufacturer's recommendations for acceptable relative humidity levels for their product.

NOTE: The surface of the test area should be mechanically prepared to ensure it is clean, open and porous.

### 3.2. Moisture testing of plywood and particleboard subfloors

Timber, plywood and particleboard subfloors shall be considered sufficiently dry when moisture content measurements are within a range of 10% to 14%. Similarly, as for concrete substrates, three tests shall be performed for the first 100 m<sup>2</sup> and at least one additional test for each additional 100m<sup>2</sup>.

Suitable testing procedures for timber subfloors may be found in AS/NZS 1080.1 and for plywood subfloors in AS/NZS 2098.1. For particleboard subfloors similar procedures as for timber, described in AS/NZS 1080.1, may be used.

## 4. SUBFLOOR PREPARATION

### 4.1. Timber subfloors

New timber suspended floors should be constructed of either plywood or particleboard specifically manufactured for flooring. Spacing of the supportive joists should be in accordance with the manufacturer's recommendation in relation to the board's thickness.

### 4.2. Plywood subfloors

Plywood used for subfloors shall comply with the relevant requirements of AS/NZS 2269 for Tongue and Groove C/D Grade plywood, and shall be installed in accordance with the requirements for structural sheet flooring given in the AS 1684 series. Plywood subfloors to be used as a substrate shall comply with Clauses 3.2.1 and 3.2.2. of AS/NZ1884—2012:

NOTE: if an underlay is not used, joints may show through.

Plywood subfloors shall be prepared in the following manner:

- (a) Gaps between panel joints should not exceed 1mm to avoid show-through of floor coverings. Splits and holes, including nail holes and knot holes, shall be filled with hardening filler.
- (b) The subfloor shall be inspected for dampness before proceeding with sanding and other finishing operations. This is particularly important for platform construction where exposure to the weather has occurred. The underside of the floor shall also be inspected. A damp plywood subfloor shall be left to dry until a moisture content of less than 15% is obtained throughout.
- (c) Where plywood has been exposed to the weather during construction, the entire surface shall be sanded to a firm, tight level surface using normal timber sanding equipment. The first cut shall be with not less than 60 grit paper and may be followed with 100 grit paper as a finishing cut.
- (d) Joints and filled areas shall be sanded lightly as required by the surface preparation instructions of the manufacturer of the floor covering.
- (e) All surfaces shall be vacuum cleaned to remove dust which would affect the adhesive bond.



### 4.3. Particleboard subfloors

Particleboard used for subfloors shall comply with the relevant requirements of AS/NZS 1859.1 for Class 1 particleboard and shall be installed in accordance with AS 1860.2.

NOTE: Golden Elite Group does not recommend directly adhering LVT planks to particleboard subfloors.

Use an underlay or underlayment in accordance with AS/NZ 1884—2012. Particleboard subfloors shall be prepared in the following manner and shall comply with Clauses 3.2.1 and 3.2.2 of AS/NZ 1884—2012:

(a) All panel joints and nail holes shall be filled with elastomeric filler.

NOTE: An elastomeric filler is one that will remain flexible and not set hard in service.

(b) The subfloor shall be inspected for dampness before proceeding with sanding and other finishing operations. This is particularly important for platform construction where exposure to the weather has occurred. The underside of the floor shall also be inspected. A damp particleboard subfloor shall be left to dry until a moisture content of less than 15% is obtained throughout.

(c) Where particleboard has been exposed to the weather during construction, the entire surface shall be finished to a firm, tight level surface using normal timber sanding equipment.

(d) Where particleboard has not been exposed to the weather during construction, sanding may be confined to levelling of board joints. If unsanded particleboard has been used, the whole surface shall be sanded in accordance with (c) above.

(e) The depth of sanded material removed shall not exceed the manufacturer's instructions. A depth of 1 mm in the general sheet area and 2mm for joints and supported edges is recommended where sanded particleboard flooring has been laid. The depth of sanding may be greater for unsanded particleboard flooring.

(f) All surfaces shall be cleaned to remove dust and any foreign material.

#### 4.4. Ceramic tile subfloors

Tiles must be sound and firmly fixed with all loose and powdery grout removed from the joints. Generally the tiles will require mechanical abrasion of the surface in order to provide a key for the application of smoothing underlayment.

The surface should be thoroughly washed/degreased to remove any surface contaminants and then a cementitious smoothing compound of at least 3mm thickness must then be applied prior to the installation of LVT vinyl planks.

Follow the recommendations of the smoothing underlayment supplier as to the correct product to use from their range that best suits both the end use application and subfloor construction.

#### 4.5. Subfloors with existing resilient covering and finishes.

Resilient sheet and tile finishes are not considered suitable surfaces for adhering LVT planks. Uplift and remove all existing floor coverings, old adhesive and hardboard underlay.

### 5. INSTALLATION

#### 5.1. Direct stick glue-down method

Golden Elite Group recommends the direct stick method using a solvent-free, very low emission, hard-set dispersion adhesive, in conjunction with a solvent-free, very low emission primer with high bond strength.

NOTE: The use of pressure-sensitive adhesive is not recommended.

Adhesive manufacturers provide details of the open time and their instructions should be followed. Ideally, the planks should be fitted together tightly but without undue pressure, the perimeter planks should be fitted last ensuring that they do not apply any pressure to the adjacent planks. When a section has been installed it should be thoroughly rolled in both directions (short direction first) with a 45kg articulated roller to ensure full transfer of the adhesive to the back of the product. After a period of 45 - 60 minutes (depending on the site conditions) roll the floor again. Avoid walking on the floor for at least 24 hours following completion of the installation as this will disturb the adhesive bond.

To ensure the highest standards and longevity of the installation, it is imperative to use a full trowel application of adhesive, strictly adhering to Australian industry standards. Please ensure that the adhesive used is either a polyurethane adhesive or a hybrid adhesive that are characterized by high strength on the one hand and high flexibility on the other, as these types have been found to be most effective for our products. We recommend consulting the adhesive manufacturer's instructions to ensure the correct application process is followed. For optimal results, a V3 trowel should be used to spread the adhesive, maintaining a consistent thickness of at least 3.2mm or above (In accordance with AS1884:2021).



## 6. WARRANTY

### 6.1. Australia Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### 6.2. Manufacturer's Limited Warranty

Commercial use warranty: 10 years

Residential use warranty: 20 years

Golden Elite Group warrants that its floorboards will be free from defects in workmanship and material for the relevant period of time as above, commencing from the date of installation. If any floorboards are defective and covered by this limited warranty provision:

Golden Elite shall, at its sole discretion, either refund the purchase price of the defective floorboards (excluding any cost of installation and labour) OR supply (at Golden Elite Group's expense) a number of floorboards (as deemed adequate by Golden Elite Group) to replace any defective floorboards.

This manufacturer's limited warranty does not cover the cost of labour required to replace any flooring.

NOTE: The warranty period will not be changed once a complaint has been recognised and resolved.

### 6.3. This manufacturer's limited warranty is also subject to the following conditions:

- Floorboards must have been installed and maintained in accordance with Golden Elite instruction guides, and in an area Golden Elite has specified as suitable.
- The defect must not have arisen from temperature extremes, excessive moisture levels, chemical corrosion, or from any abuse or abnormal usage.
- Any warranty claim must be brought to Golden Elite Group, in writing, within the period of time as stated above.
- Golden Elite Group must be granted the opportunity to inspect the defective floorboards, the installation and investigate the claim.
- Golden Elite Group does not authorise any of its representatives or agents to assume any additional liability or responsibility on its behalf.

- Golden Elite Group reserves the right to refuse a warranty claim for Golden Elite flooring which is installed where a reasonable inspection of the flooring prior to installation would have identified the fault.

#### 6.4. Exclusions of warranty

Damage due to transportation, storage, handling, installation, incorrect maintenance, cleaning with steam mops or any other external causes are not warranted.

This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat such as western sun etc, dryness or water saturation, buildings locked with lack of ventilation during extreme heat & humidity, accidents, abuse, misuse, stains, or other damage caused by animals, failure to follow all the Golden Elite Group Luxury Vinyl Plank installation guidelines and maintenance instructions, insufficient protection, improper or unauthorised alterations or repairs to the original manufactured product and or any damage caused by any footwear. Temperature should be kept between 18°C - 29°C during and after installation.

#### 6.5. Warranty claims

- If you want to make a warranty claim, contact the authorised dealer where you bought the product.
- To be eligible for a claim, you must be the original purchaser.
- You will need to provide proof of purchase for any claims.

If Golden Elite Group Pty Ltd accepts a claim under this limited warranty, it will replace the affected material with the same product or another product of equal value.

The sole remedy herein is the replacement of all defective product. This limited warranty covers the cost of materials only and does not include labour or any other related costs.

Under no circumstances shall Golden Elite Group Pty Ltd be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect incidental or consequential damages.

All claims must in writing (including photographic evidence) should be mailed to the place of purchase.

Any party that commits to floor repair/maintenance without the consent of the Golden Elite Group Pty Ltd will be responsible for the cost of the repair or replacement.

All settlements will be accompanied by a waiver signed by all parties.



## 7. MAINTENANCE

### 7.1. Initial cleaning after your new floor has been installed

- Sweep or vacuum to prevent loose dirt or grit from scratching the floor.

### 7.2. Day to day cleaning

- Sweep or vacuum the floor to remove loose dirt, grit or dust.
- Use clean mops and neutral cleaning solutions to regularly clean your floor.
- Do not use steam mops
- Dilute the floor cleanser to the manufacturer's instructions.
- Mop the floor evenly.
- Collect any excess liquid in a mop bucket.
- Most importantly thoroughly rinse the floor with clean water and allow to dry.

NOTE: Regular cleaning is more beneficial to the floorcovering and is more cost effective than occasional heavy cleaning.