



WARRANTY & INSTALLATION

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VENICE ULTRACORE
PREMIUM ENGINEERED VINYL

August 2024

IMPORTANT!

IT IS THE RESPONSIBILITY OF THE CUSTOMER OR INSTALLER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL **NOT** BE ELIGIBLE FOR REPLACEMENT. THE MANUFACTURER ACCEPTS NO RESPONSIBILITY FOR LABOUR COSTS INCURRED TO REMOVE ANY INSTALLED PRODUCTS.

RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by the manufacturer of **VENICE ULTRACORE**, and is extended to the original purchaser of our product for as long as the **original purchaser** owns the residence (warranty is non-transferable). The Warranty Program is limited to residential and commercial applications. Does **NOT** apply to any outdoor use.

Claims must be filed by the initial buyer at the point of purchase. Notice of claim must be filed within the warranty coverage period and the distributor must be notified of any problems with the flooring **within 30 days** from the date of the problem occurs. Information such as proof of purchase, original warranty and our Installation Guide will be requested. The distributor reserves the right to inspect the floor and remove samples for technical analysis after the receipt of a written claim. This guarantee is pro-rated based on the amount of time the floor has been installed.

WEAR WARRANTY (25 YEARS RESIDENTIAL / 5 YEARS COMMERCIAL)

- The manufacturer warrants, to the original purchaser, the wear layer will not wear through for 25 years residential or 5 years commercial from the date of the original purchase and used under normal traffic conditions and with proper maintenance. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss changes, indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes or shoes in poor repair, water, wet mopping, erosion, pebbles, sand and other abrasives, however, are not considered wear through and therefore are not covered under the wear warranty.
- If wear-through does occur within the warranty period, the manufacturer (or its distributor), at its option, will repair or replace the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labour costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.
- To be eligible for a wear warranty claim, the wear-through must be readily visible and must cover at least 10% of the total floor surface. Gloss changes and isolated areas of surface wear in high traffic areas (doorways, hallways, etc.) are not considered normal wear-through and are not covered by this warranty.

RADIANT HEAT PERFORMANCE WARRANTY

- The manufacturer warrants that **VENICE ULTRACORE** can be installed over a radiant-heated subfloor (water-filled tubes through concrete thermal mass). New water radiant heat system must have been tested and in operation for a few weeks prior to installation. **THE SURFACE TEMPERATURE MUST NEVER EXCEED 80° FAHRENHEIT (OR 26.6° CELSIUS)**. Proper temperatures must be maintained throughout the year. When turning on heat for the season, turn up gradually. Heating and ventilation systems should be designed to **maintain stable interior temperatures between of 60-78°F (15.5-25.5°C)** all year round, in order to ensure the best performance of the **VENICE ULTRACORE**.
- With vinyl flooring, it is normal that seasonal effects and in-floor heating system will affect the temperature thus minor movement, changes in dimensions, will occur with vinyl flooring. **VENICE ULTRACORE** is NOT recommended for use with any in-floor ELECTRIC heating system nor water tube system not encased in a thermo mass.

Note: Any attempt to repair, replace, or refinish the floor prior to the manufacturer's (or its distributor's) inspection and unauthorized repair actions will void this warranty.

WARRANTY EXCLUSIONS

- The warranty does not cover damage arising from negligence, accident, abuse or misuse, indentation, scratches, damage caused by the use of adhesive tape, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, corrosive or staining liquids, water damage caused by wet subfloor, flooding, leaky plumbing, spills, wet mopping, standing water, poor workmanship by installer, the illusions of bumps and/or dimples created by incorrect subfloor preparation, structural changes in subfloor, settlement and uneven subfloor.
- Failure to follow manufacturer's specific written installation instructions, improper care and maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, unsuitable environment, extreme environmental condition such as exposure to extreme heat or extreme changes in temperatures, flooding, water saturation, structural changes in subfloor, settlement and or uneven subfloor will void the warranty. Colour changes from exposure to direct sunlight or due to use of rubber-backed mats, or mats that can stain, are not covered by this warranty.
- **VENICE ULTRACORE** should be installed in normal environment where its interior temperature must be **maintained between of 60-78°F (15.5-25.5°C) all year round**, to ensure the best performance of the **VENICE ULTRACORE** and prevent possible damage not covered by warranty. Exposure to higher or lower levels of heat may result in excessive expansion and/or contraction of the floor planks resulting in gaps between planks, end/edge peaking, warping, bridging (which is caused by insufficient expansion spacing) and plank deformation or other problems. Problems resulting from exposure to levels of heat other than those specified herein are not covered by this warranty.
- It is the responsibility of the customer or installer to inspect all pieces of flooring for visible defects prior to installation. No warranty will be offered for appearance related claims on the products that are installed.
- Only cleaners and maintenance products designed for vinyl flooring are appropriate for use on our products. Use of non-approved cleaners and maintenance products or any oil soap, strong chemical or ammonia-based cleaners or any product that will leave a residue will void all warranties.
- Manufacturer, distributor or dealer are not responsible for any floor installation failures associated with unaddressed site conditions such as, but not exclusively: vapour transmission, moisture permeation, subfloor flatness/levels, contaminated concrete or damaged subfloors including any gapping or high/low joints that are caused by a subfloor issues.
- Noises caused by excessive movement or inadequate expansion causing stress on the locking system due to not adhering to installation instructions or excessive movement of the structure/subfloor is not covered by the warranty. Sometimes it is impossible to eliminate the noise completely. Minor squeaking or clicking noises are to be accepted as normal flooring phenomenon.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered products are not covered under this warranty.

INSTALLATION INSTRUCTION

IMPORTANT!

Flooring should be placed in the room in which it is to be installed at least 48 to 72 hours prior to installation. It is the installer's responsibility to inspect each board for acceptable color and visual defects prior to installation. The manufacturer will replace any defective products but no incidental or consequential costs, such as labor charges resulting from the installation of defective material will not be covered.

STORAGE AND HANDLING OF BOXES

- When transporting boxes, keep flat at all times to prevent deformation of the boards. Condition flooring and associated sundries to the proper normal living conditions and temperature for a minimum of 48 hours. Recommended storage temperature: 68°F (20°C). Avoid storing in direct sunlight and high temperatures.

SUBFLOOR MOISTURE

- **VENICE ULTRACORE** must be installed over dry, sound, flat/level and smooth surface.
- Wood subfloor: Wood subfloor must structurally sound with minimal movement or deflection and with moisture reading not exceeding 13%. Also, must have adequate ventilation to avoid any kind of moisture build up.
- Concrete subfloor: Concrete subfloor should be cured and dry and tested for moisture content. Prior to installation, concrete subfloor should preferably be 45 to 90 days old, 30 days being the absolute minimum. Concrete moisture meter must be used to check subfloor moisture level. Using a Tramex Concrete Moisture Encounter meter, moisture content readings should not exceed 4.5%; in case of positive reading, calcium chloride test must be performed. The concrete subfloor moisture rate must not exceed 3 lbs / 1,000sf / 24 hours. If the reading exceeds 3 lbs, use a complete moisture-proofing system recommended by approved adhesive manufacturer. In situ probes moisture testing must not exceed 80% in sleeve. Please consult your local dealers for professional recommendations in such area.

SUBFLOOR PREPARATION

- For installation of **VENICE ULTRACORE** floating installations, minimum thickness for subfloor requires 5/8" (16mm) or thicker plywood (or 3/4" (23/32") approved OSB chipboard subfloor), when installed over 16-inch (40cm) on center joists.
- Wood subfloor must be securely screwed down to joists to prevent any movement or squeaks with minimal deflection. Thoroughly inspect and replace existing floor or subfloor that shows evidence of water damage or structural weakness.
- Subfloor surface must be flat and smooth with maximum tolerance is 1/8"(3mm) per 10'. If necessary, grind down any irregularities, using #20 grit papers, and fill any uneven spot with a compatible leveling compound.
- All door casing should be notched out or undercut to allow vinyl to slide under to hide any gapping. Ensure adequate expansion space.

INSPECTION OF BOARDS

Prior to installation, inspect all planks in daylight for visible faults/damage. Check if subfloor/site conditions comply with the specifications described in these instructions. If you are not satisfied do not install and contact your supplier.

Before laying: Measure the room at a right angle to the direction of the planks.

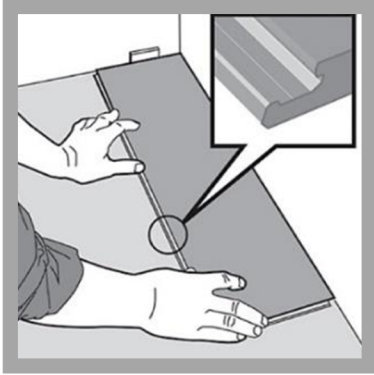
For best visual effect, planks in the final row should be at least 3 inches wide. For this purpose, planks in the first row can be cut to a smaller size. Rack out planks in order to obtain a pleasant blend of shades. Lay planks preferably following the direction of the main source of light. When installing over existing wood floors, run rows perpendicular to wood flooring boards. Adequate expansion space (1/4") must be left around the perimeter of each room and all vertical obstructions. Planks must not be nailed, screwed or glued to the subfloor. Base boards and moulding must NOT be fixed in a way which restricts the movement of the floor.

For rooms wider than 55' (16.8 meters), the use of T-mouldings are required to account for the normal movement of expansion/contraction of the floor. Expansion joints must be installed in all doorways and connecting ways.

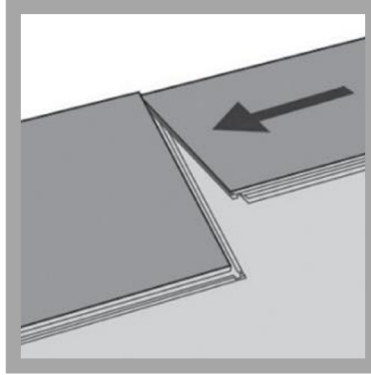
ADDITIONAL TIPS FOR INSTALLING FINAL ROW:

1. The last row may need to be cut lengthwise (ripped) and a minimum of 3" width.
2. Place the last row of planks to be fit on top of the last row of installed planks. Use a piece of plank as a scribe to trace the contour of the wall.
3. Mark where the board will be cut. If the fit of the wall is simple and straight, simply measure for the correct fit and cut.
4. After boards are cut, position planks and tighten the fit using the pull bar.
5. Glue can be used to secure the end joints of the cut narrow boards.

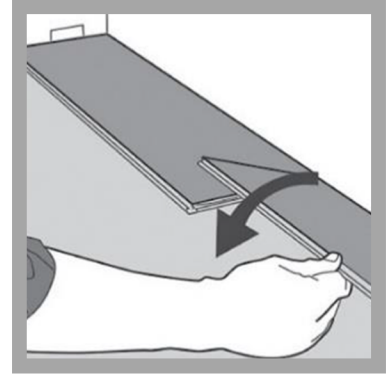
STEPS:



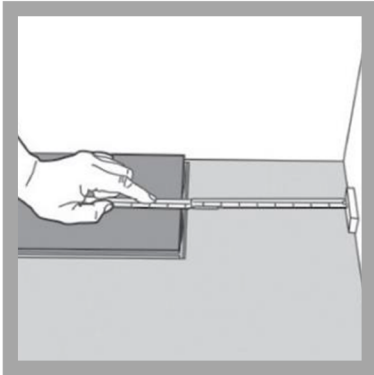
1) First plank, first row. Leave a 1/4" gap against all walls and position the plank tongue-side against the wall.



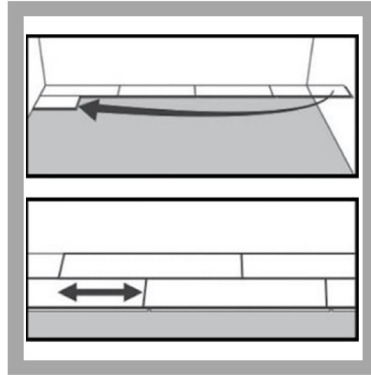
2) Second plank, first row. Drop this plank gently to the narrow end of the first plank.



3) During the drop down, make sure the planks are tight against each other. Gently press or tap lightly at the narrow end just installed.

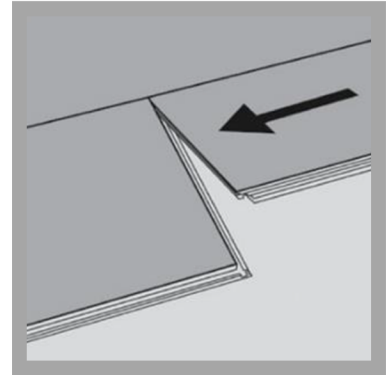


4) At the end of the first row, leave a 1/4" gap, to the wall and measure last plank and cut it off.

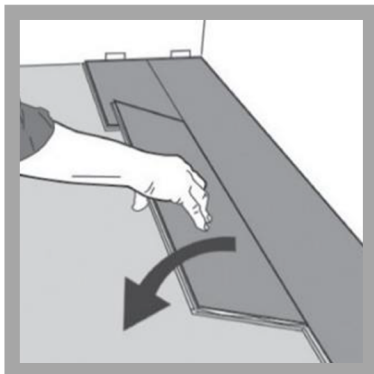


5) Second row. First plank should be a minimum length of 12". Click in place.

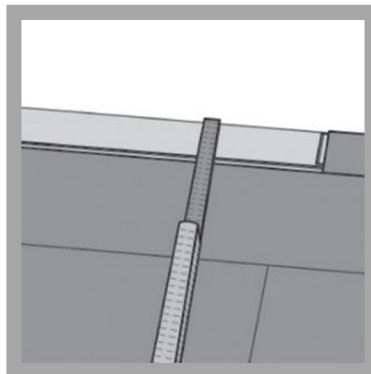
6) Minimum distance between narrow ends of planks in parallel rows should be at least 12".



7) Second plank, second row. Drop the plank gently to the narrow end of the previous plank.



8) Click the plank to the narrow end of the previous plank. During the fold down, make sure the planks are tight against each other.



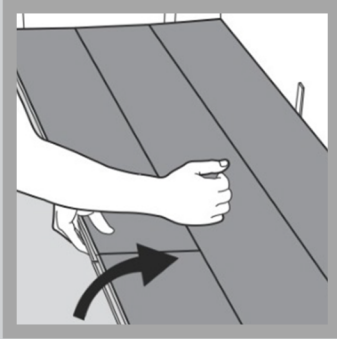
9) Last row. Minimum width 2". Remember to leave a 1/4" expansion gap. Cut the planks lengthwise and glue the short ends.

IMPORTANT

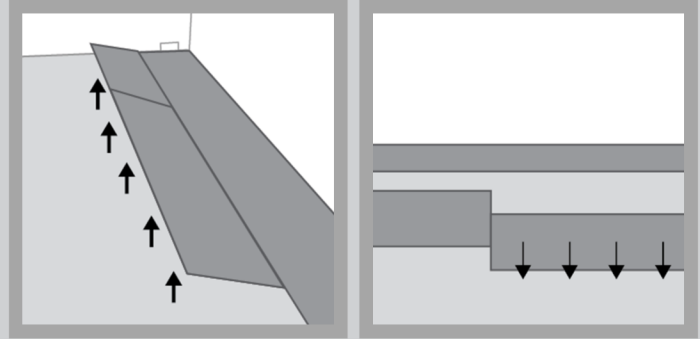
**** To remove a board, lift the complete row to unlock the side joints and slide the end joints horizontally to take planks apart. DO NOT LIFT UPWARDS TO AVOID DAMAGING END JOINT LOCKING MECHANISM.****

DISASSEMBLE PLANKS

Separate the whole row by carefully lifting up and release the whole row.



Disassemble the panels by **lifting the planks of the row upwards and disengage lock then slide the short ends horizontally apart.**



RADIANT HEATED FLOORS

Applicable to in-floor water radiant heat embedded in Thermo-mass only (concrete or gypcrete).

Ensure the heating is set for normal living conditions and the environment has adjusted for at least 24 to 48 hours. The floor surface must not exceed **80°F (26.6°C)**. **It is extremely important that you maintain consistent temperatures throughout the year.**

CARE AND MAINTENANCE

- Ensure the home's temperature is kept stable and maintained between of **60-78°F (15.5-25.5°C)** throughout the year.
- Vacuum or sweep your floor once a week or as required to ensure no abrasive materials such as sand or grit are left on floor. Do NOT use a vacuum head with a beater bar.
- Do not use harsh household cleaners/detergents, oil soaps, mop and shine products, waxes, oil or solvent based soaps, abrasives on your floor. Use only a mild, non-residue vinyl cleaner.
- Wipe up spills immediately to avoid staining or liquid seeping into the seams.
- Never wet mop or use excessive amount of water on your vinyl floor or let standing water stay on floor to avoid getting moisture into seams. Use a slightly damp mop (well rung out mop or rag) to clean your floor.
- Do not use a steam mop on vinyl flooring surface.
- Place felt pads under furniture legs and heavy furniture to prevent scratching and permanent indents. Wider pads or protectors are better. Never drag furniture across vinyl floors. Lift furniture or place a solid panel with a soft side under heavy furniture to walk or slide unit into place. Do not let any sharp or pointed objects come in contact with top surface of flooring.
- Avoid using rolling casters. If not, choose ones with double type wheels at least 2" in diameter to disperse weight loads and are non-staining to avoid scratches, indentations, staining, etc. Keep casters clean and in good condition with no sharp edges. Rolling chair mats are recommended at areas with constant use of roller chairs. Wheel chairs have the same affect on joints and are recommended to be avoided.
- Place mats at exterior door to trap sand and grit. Use mats with colour fast and non-abrasive backing. Some rubber or latex backed non-slip mats contain chemicals that may permanently stain the floor and is not covered under warranty.
- Protect your floor from any sources of excessive heat (e.g. direct sunlight, fireplaces, etc.). Excessive heat buildup can expand or distort the shape of the planks and/or discolor the surface of the flooring.
- Protect your floor from direct sunlight to minimize fading or discolouration and heat buildup on flooring.
- Keep pets' nails trimmed to minimize scratches.
- Avoid walking on the vinyl floor with stiletto heeled shoes. Keep shoe heels in good repair to avoid puncturing surface.
- Control radiant heat to ensure stable and consistent temperatures throughout all seasons and flooring surface does not exceed **80°F (26.6°C)**.