



## **INSTALLATION, MAINTENANCE, and WARRANTY INFORMATION**

### **Congratulations on your new flooring!**

When properly installed and maintained, your new flooring will look beautiful for many years. Please read all information provided in this documentation prior to installation. Failure to follow installation instructions will void product warranty.

### **PLEASE READ THESE INSTRUCTIONS THOROUGHLY PRIOR TO STARTING INSTALLATION.**

#### **INSTALLER'S AND OWNER'S RESPONSIBILITY:**

Homecrest Flooring is manufactured to the highest standards of product quality, on occasion manufacturing defects may occur and not be caught at quality control. It is the joint responsibility of the installer and owner to properly inspect the flooring for defects prior to installation. If defects are found notify the seller immediately prior to proceeding. In addition, it is imperative that all item numbers/color names are verified as the intended product purchased and reflects the correct color, level of variation, finish texture, and gloss level as anticipated.

Product with visual defects or intended pattern characteristics that are deemed undesirable should not be installed. Flooring with visual defects that has been installed are not covered by warranty.

#### **GENERAL PREPARATIONS:**

- Flooring can be damaged when proper precautionary transportation and handling methods are not exercised prior to installation. Use care when storing, transporting, and handling flooring. Cartons should be stored flat on bottom of box, never on edge.
- Flooring material is heavy and can be challenging to move. Always use proper lifting techniques when manually moving. Never lift more than you can safely handle. We recommend the use of material-handling equipment whenever possible.
- Ensure you have the appropriate amount of material present to complete job (including an additional 5%-10% for waste, trimming and for potential future plank replacement needs).
- Verify subfloor/site conditions meet standards provided within these instructions. If they are not compliant, do not install until they have been corrected.



### **SUITABLE SUBSTRATES:**

Concrete (all grade levels)

Approved wood underlayment

Single-layer, fully adhered, existing resilient floors

Ceramic tile, marble, terrazzo, and polymeric poured (seamless) floors.

*All substrates listed above must be properly prepared and meet certain requirements. There may be other exceptions and special conditions for these substrates to be suitable for installation.*

Do not install over:

Particleboard, waferboard, OSB or single-layer Sturd-I-Floor Panels

Existing resilient tile floors that are below grade

Existing cushioned vinyl

Carpet

Hardwood flooring that has been installed directly over concrete or with a sleeper construction.

This product is not suitable for outdoor use, sunrooms, saunas, or solariums.

### **SUBFLOOR PREPARATION:**

- Ensure subfloor is smooth, flat, level, and structurally sound. Must be flat within tolerance of 3/16" over a 10' radius or 1/8" over a 6' radius. Scrape, plane, or fill uneven boards, holes or cracks using a floor leveling compound to ensure the subfloor is even. An uneven subfloor can contribute to a variety of issues, including difficult plank assembly and post installation gapping. Rough or uneven subfloors will telegraph through flooring and will contribute to excessive wear on surfaces high spots.
- Subfloor surface must be dry, clean, and free from excessive moisture of alkali. Make sure it is free of debris, wax, solvents, paint, grease, oil, dust, adhesive residue, foreign matter, and/or contaminants.
- Minimum temperature of the subfloor should not be under 50°F.

### **CONCRETE SUBFLOORS**

- New and existing concrete floors need to be well-cured and dry for a minimum of 60 days prior to installation.
- PH level between 5-9 prior to, during, and after installation.
- Verification must be made that subfloor moisture levels do not exceed acceptable limits when installing flooring over concrete subfloors. Conduct a Calcium Chloride Test to measure subfloor vapor emission levels prior to installation. Maximum allowable moisture emission level of 5lbs/1,000 sf/24 hrs. If subfloor moisture vapor transmission levels exceed the recommended limit, the concrete must be allowed to dry-out prior to installing the floor.



## WOOD SUBFLOORS

- Existing wood flooring must be structurally sound, properly fastened, and we recommend repairing any loose boards or squeaky areas and installing plywood on top prior to installation of this product.
  - We recommend laying perpendicular to existing flooring boards.
- Underlayment must be structurally sound, properly fastened, and installed per the manufacturer's instructions.
- All nail heads must be driven below the surface. Securely nail all loose boards.
- Wood subfloors should be suspended with a minimum of 18" of well-ventilated air space below.
- Crawl spaces must have a vapor barrier properly installed.
- A moisture test should be performed using a pin-type moisture meter. The moisture content should be 13% or less.

*Caution: Some types of nails, such as common steel nails, cement or resin coated nails, may cause discoloration of flooring. Use only non-staining fasteners with underlayment panels. The procedure of gluing and screwing underlayment panels is not recommended. Solvent based construction adhesives are known to stain vinyl floor coverings. The installer and/or consumer is responsible for any discoloration problems caused by fastener staining or use of construction adhesives.*

**WARNING: DO NOT REMOVE OLD RESILIENT TILE FLOORING. THESE PRODUCTS MAY CONTAIN EITHER ASBESTOS FIBERS OR CRYSTALLINE SILICA, WHICH CAN BE HARMFUL TO YOUR HEALTH.**

## RADIANT HEAT

Consult with the manufacturer of the radiant heating system to ensure that it is compatible with this flooring. The selection and use of any radiant heating system is the choice and sole responsibility of the owner/purchaser/installer. In-floor heat must be embedded at least ¼" below the base of the flooring. Radiant heat system should be activated and ran at 68°F for 1 week prior to installing the flooring. Temperature in heat system must never exceed 80°F and changes in temperature settings must be gradual (5° increments). Surface temperature of flooring should never exceed 82°F. Hydronic in-floor heat requires a 72-hour acclimation period.

## ACCLIMATION:

Acclimate flooring horizontally at room temperature (approx. 68°F) for 48 hours prior to installation and maintain temperatures between 55°F and 85°F during installation. Do not remove flooring from boxes during the acclimation period. Boxes should be removed from pallets and separated from one another as part of this process.



### **TRANSITION MOLDINGS:**

When using coordinating transition moldings, it is recommended that you select the flooring planks that coordinate best with the trim prior to beginning the installation and set aside. Use selected planks during installation in the areas where trims will be installed later to ensure most desirable finished project.

### **DETERMINE INSTALLATION METHOD:**

Homecrest Mission Point + 5mm Luxury Vinyl Plank/Tile can be installed as a loose lay with perimeter adhesive installation or a full spread direct glue down installation. Areas with extreme traffic, heavy or frequent rolling loads, permanent cabinetry, or fixtures (islands, vanities, etc...) on top of flooring, high temperatures (ie. Areas with south facing windows, adjacent to wood stove or fireplace, etc...), or spans greater than 26', requires full spread installation.

### **TOOLS AND SUPPLIES:**

Saw, pencil, tape measure, straight edge/ruler, safety goggles, adhesive, trowel

### **INSTALLATION:**

- Remove baseboards, quarter-rounds, wall bases, appliances, and furniture from space.
- Remove existing flooring, if applicable.
- Undercut door casings, using a piece of this flooring to gauge proper height/depth, if applicable.
- Remove all debris and dust from subfloor surface using broom and vacuum.
- Work from 2-3 boxes during installation, mixing plank visuals to minimize shade variation and provide best result. Check all planks in daylight during installation from various angles.

### **LAYOUT**

- Whenever possible, plan the layout so the joints of the planks/tiles do not fall on top of joints or seams in the existing substrate.
- Do not install over expansion joints.
- Determine which direction the planks will run.



## LAYOUT (CON'T)

The room must be accurately measured to square off the area and to determine the center point. Find the center of the room by snapping a chalk line from center points of opposite walls. The center of your room will be where the chalk lines intersect. Use chalk lines as a guide for laying your planks. It is important that the chalk lines intersect at a 90° angle. Do a dry layout of planks from the center line to the wall running parallel to the long direction of the planks to determine the width of the last row of planks. If you find the border planks will be less than ½ the width of the plank/tile, the center starting line should be shifted a distance equal to ½ the plank width. This will balance the room and provide a larger cut piece at the wall.

## ADHESIVE APPLICATION

Perimeter Glue Method: Apply a 9" (23 cm) wide band of adhesive around the entire perimeter of the installation as well as around all vertical obstructions (internal walls, cabinets, pillars, etc.) according to the adhesive Manufacturer's recommended guidelines. Allow appropriate open time for the adhesive before beginning to lay the planks. For installations with spans greater than 13' (4 m), apply an additional band of adhesive every 8' (2.5 m).

Full Spread Method: Trowel selected approved glue per adhesive Manufacturer's recommended guidelines.

## INSTALLING PLANKS/TILES

Install planks and tiles with directional arrows on back pointing in the same direction for duration of installation. Trowel adhesive. After allowing adhesive to set properly, begin laying the planks/tiles along the starting wall. When installing using the perimeter glue method, leave a ¼" gap between the edge of the flooring and perimeter wall or vertical obstruction. When using the full spread method, no expansion is needed and flooring can be installed net to the perimeter. Ensure the first row is installed straight and square. Lay subsequent rows tight to the adjoining row, staggering the plank end joints a minimum of 6" from the end joints of the adjoining rows. Trim the width of the last row as required to fit the remaining space, installing the planks snug but not tight to the wall. Any cut edges on planks should always be facing the wall.

Full spread installations must be rolled with a minimum 100-pound, three-section floor roller immediately after installation. Roll the flooring in both directions to firmly seat the planks into the adhesive. Use a hand roller in confined areas where the large floor roller will not reach, such as under toe kicks.

Install moldings or cove base along all walls, cabinet toe kicks, etc. Use transition strips in doorways or where new flooring joins another floor covering.

If other trades are in the work area, a floor protector is highly recommended to help protect the finish of the floor.



## **MAINTENANCE INSTRUCTIONS and GUIDELINES**

### **IMMEDIATE CARE AFTER INSTALLATION**

- Refer to the adhesive Manufacturer's recommendations regarding the timeline to introduce foot traffic, furniture placement, and heavy rolling loads.
- Never slide appliances or other heavy items across the floor. Use plywood and a hand dolly or an approved air ride appliance moving device.
- Do not wet-wash, scrub, or strip the floor for a minimum of 7 days following installation.
- Resilient flooring can become slippery when wet. Allow time for the floor to dry after washing.
- Keep the room temperature between 65° - 85° F for at least 48 hours after installation.

### **PREVENTION**

- Maintain room temperature between 55° - 85° F.
- Place walk off mat at outside entrances to reduce the amount of grit brought into home. We do not recommend mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Use appropriate furniture glides and protectors to prevent scratching and indentations.
- Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish. Avoid cleaners that contain abrasive solvents which may permanently damage floor. Remove excess water after cleaning.
- Do not allow solvents or cleaning agents to sit on the seams as this may cause damage or weaken the adhesive.
- During peak sunlight hours, the use of blinds or curtains is recommended. Prolonged direct sunlight can result in discoloration and thermal degradation. Surface of floor should not exceed 82° F.
- Save a few planks in case of accidental damage. Planks can be replaced or repaired by a flooring professional, if necessary.

### **ROUTINE MAINTENANCE**

- Sweep or vacuum regularly, to remove loose dirt which can scratch your floor.  
*We do not recommend vacuums that have a beater bar since it can visibly damage your floorings surface. We also do not recommend electric brooms with hard plastic bottoms with no padding as use may result in discoloration, scratching, and loss of gloss.*
- General cleaning can be carried out by sweeping vacuuming or wet wiping. For heavy soiling, use a polyurethane cleaner.
- Do not leave standing water on flooring.
- All stain forming and aggressive substances must be immediately removed from the surface.
- A floor polish can be used on your flooring if you notice a change in the gloss level over time. Do not use paste wax or solvent based polishes.
- Furniture with castors require the use of a floor protection pad/mat.
- High heels and pets with unclipped nails can scratch or damage flooring.



## **LIMITED WARRANTY**

Homecrest Mission Point + products are covered by a warranty period from the date of purchase by the Installer or end user against defects in materials and manufacturing to product specifications, provided installation, maintenance and use falls within recommended guidelines.

### **Pre-Installation**

Manufacturer warrants that its flooring is free of visual defects. The end user or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Manufacturer will not be responsible for any claim for products installed with visual defects.

### **Installation**

This Limited Warranty covers material costs provided that such flooring is professionally installed complying with the Homecrest Mission Point + Installation & Maintenance guidelines.

### **Residential Installations: Limited Lifetime**

Our Residential Limited Lifetime Warranty means that for the life of the floor, from the date of purchase, your floor will be free from manufacturing defects when professionally installed and maintained according to instructions supplied.

### **Light Commercial Installations: 15 years**

Our 15-year Light Commercial Limited Warranty means that for 15 years, from the date of purchase, your floor will be free from manufacturing defects when professionally installed and maintained according to instructions supplied with each carton.

### **Commercial Installations: 10 years**

Our 10-year Commercial Limited Warranty means that for 10 years, from the date of purchase, your floor will be free from manufacturing defects when installed and maintained according to instructions supplied with each carton.

**Within One Year** If a defect covered by this warranty is reported in writing within one year of purchase, Manufacturer will supply new material of the same or similar quality to replace the defective material. Reasonable labor costs will also be covered.\*

Manufacturer will not pay to repair or replace material with defects that were apparent before or during installation.

**Within Two Years** If a defect covered by this warranty is reported in writing after one year but within two years of purchase, Manufacturer will supply new material of the same or similar quality to replace the defective material. 50% of reasonable labor costs will also be covered.\* Manufacturer will not pay to repair or replace material with defects that were apparent before or during installation.

**After Two Years** If a defect covered by this warranty is reported in writing after two years, Manufacturer will supply new material of the same or similar quality to replace the defective material. Labor costs will not be covered.

\*NOTE: reasonable labor costs shall be determined solely by the manufacturer.



### **Terms for Warranty**

If a defect covered by this Limited Warranty is found within the warranty period, Manufacturer will supply new flooring material of similar color, pattern and quality to replace the defective area. Material cost to be reimbursed shall not exceed the purchase price of the goods. Claim of defect must be presented in writing and the piece of defective item shall be presented to Homecrest for evaluation.

### **Warranty Exclusions**

- Problems due to improper installation, non-recommended subflooring or improper subfloor preparation, improper floor care and installation products, or failure to follow maintenance recommendations.
- Change of gloss level, dulling, scratching, cutting, chipping, or breakage.
- Problems due to accidents, abuse, or improper usage. Some examples are: damage from moving appliances or sliding of furniture without adequate protection, rolling casters on furniture, appliance and plumbing leaks, rotating beater bars on vacuum cleaners, damage caused by heat from steam cleaning devices, dropping of heavy or sharp objects, and damage or discoloration from burns or fire.
- Problems due to extreme temperatures or fading from sunlight.
- Problems due to installation in unheated rooms.
- Color or design variations from samples or printed color photographs.
- Problems due to excessive moisture or water leaks and floods.
- Damage occurring during renovation or construction.
- Permanent scuffs.
- Stains or discoloration.
- Rips, tears, gouges, or indentations.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

### **Warranty Owner**

This Limited Warranty applies only to the original purchaser and the original installation site.