

Installation Instructions for SoundLock High Performance Acoustic flooring System / General Information

SoundLock flexible glue-down flooring products must maintain proper temperature before, during and after installation to help minimize dimensional changes. All flooring material, subfloor and the adhesive must be left at a constant temperature of between 65°F (18°C) and 85°F (29°C) for 48 hours prior to, during and 48 hours after installation. After the installation period, the room temperature must remain between 55°F (13°C) and 95°F (35°C). Flooring must be acclimated to the space it will be installed for a minimum of 48 hours. Acclimation involves placing the flooring in the room where it will be installed. This process allows the flooring to adjust to the temperature and humidity levels of the area, reducing the potential for moisture-related problems post-installation.

Tools and materials

- SAR 5000 adhesive (only)
- 100 pound, 3 section roller
- Utility Knife
- Carpenter square
- Chalk Line
- Cutting board
- Tape measure

Preparing the Area

- Remove all appliances, furniture and fixtures from the space.
- Remove all binding strips and restrictive molding from walls, doorways, etc.
- Undercut wood door casings (if possible) so the flooring can be slid underneath

Subfloor Preparation ASBESTOS WARNING! DO NOT MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.

Installed resilient floor covering products and the asphaltic or cutback adhesives used to adhere them may contain either asbestos fibers and/or crystalline silica. The products in this carton do not contain asbestos or crystalline silica. Avoid creating dust or inhalation of asbestos/crystalline dust as they can cause cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the previously installed product is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material. See current edition of the Resilient Floor Covering Institute (www.RFCI.com) publication "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures.

Subfloor Preparation

All subfloor surfaces must be clean, dry, flat, free of movement and smooth. All surface imperfections should be filled and sanded with a Portland cement-based latex patching compound.

- Flat within 3/16" in a 10' radius and or 1/8" in a 6' radius. Sand high areas or joints. Fill low areas with a high compressive strength Portland base compound.
- Remove all residual adhesive with an approved method on previously covered concrete floors. Never use solvent-based adhesive removers.
- Dry – Select the appropriate moisture indicator test specifically designed for use with wood or concrete subfloors. Test and record moisture content results. Do not install flooring if moisture test results exceed recommended limits. (www.RFCI.com)

Concrete Subfloors

1. Concrete subfloors must be smooth, dry and free from dust, paint, grease, solvent, asphalt sealing compounds, oil and other materials. The surface must be dense and hard and free from flaking or powder.
2. New concrete slabs must be thoroughly dry and completely cured. The process takes a minimum of 6 weeks.
3. Surface hardeners, curing agents and other additives may cause adhesive bonding failure. These should be by removing sanding or grinding.
4. Moisture arising from new or old concrete can create high levels of alkalinity, hydrostatic pressure and moisture vapor emissions. This combination is highly damaging to the floor and will cause long term, damaging affects. To avoid this problem, ensure that concrete subfloors are constructed according to the American Concrete Institution's guidelines (ACI's 302.2 Guide). To check current conditions, a calcium chloride test (ASTM F1869) and a RH test using in situ Probes (ASTM F2170) is necessary. If the level of vapor emissions / hydrostatic pressure exceeds 6lbs and /or 90% RH, a moisture barrier must be installed over the concrete.

Wood Subfloors

NOTE: Modification of existing structural components may be required for a successful installation.

1. Screw or nail any areas that squeak or are loose. Wood panels should exhibit an adequate fastening pattern. They should be screwed, nailed or glued as that system requires, using an acceptable pattern. Flatten edge swell as necessary and replace any swollen, water-damaged, or delaminated underlayment or subflooring. Quarter inch luan plywood is required over all OSB substrates.
2. Wood subfloor panels should be a minimum of 1" or thicker and free of vertical deflection. All fasteners must be flush with the subfloor panels.
3. Basements and crawl spaces must be dry. The crawl space clearance from ground to underside of joist should be no less than 18" and perimeter vent spacing should be equal to 1.5 percent of the total square footage of the crawl space area to provide cross ventilation. Use of a 6 mil black polyethylene membrane is required to cover 100% of the crawl space earth.

Finished Flooring Installation

Spread the SAR 5000 adhesive over one half of the floor up to the center line. Allow the adhesive to dry to tack before installing the plank (see SAR 5000 adhesive pail label for clarification).

Start installing plank along the center line. Complete each row (including cut pieces at the wall) before proceeding to the next row. Offset end joints by at least 6 inches and position planks in at random, working out of three to four cartons for the best appearance. Position each plank lightly against the previous one by pressing it firmly into place without sliding it. Remember to avoid small cuts of less than 6 inches at the ends of each row and place the cut ends towards the wall.

If it is necessary to adjust or remove a plank, use a heat gun to first warm the plank. Complete the opposite side of the room in the same fashion as the previous side.

Cutting a plank to fit

The last row of planks will need to be cut to fit to walls and other vertical surfaces.

Straight Cuts: Place loose plank directly over the top of the last full installed plank. Line up all of the edges. Using a plank to measure the distance from the wall to the last installed plank, position the edge against the wall and mark the loose plank with a pencil where it meets the installed plank at the opposite edge from the wall.

Next, place the marked plank on a cutting board. Using a carpenter square to guide, score the pencil line carefully with a sharp knife, then break/snap/cut the plank along the score mark. Install plank with the cut edge toward the wall.

Irregular Cuts: Scribe plank to fit irregular shapes such as pipes and door trims, pipes, etc. Cut with a utility knife

Immediately after installation

Roll the entire floor with a 100-pound roller with 3 sections. Restrict foot traffic for the first 24 hours after installation. Replace the base moldings and return furniture and appliances to the room gently over hardboard strips. Seal all areas that may be exposed to surface spills (i.e. toilets, showers, tubs, etc., with silicone caulking.

Plank repairs

- Warm plank with a heat gun
- Using a sharp utility knife, cut corner of damaged plank. Do not cut subfloor below.
- Lift the end of plank and continue heating
- When enough heat is provided the plank will release from the adhesive
- Lift up entire plank and warm the exposed adhesive and install new plank
- Set new plank firmly into place with hand roller

Warnings & Tips:

- Use soft bristle broom to sweep regularly.
- For heavy pieces of furniture, use felt protectors under legs.
- All exterior entrances should have protective mats.
- Do not use mats made of PVC or rubber or PVC but instead urethane backed mats.
- Mats should be cleaned regularly to avoid becoming a soil source.
- Spiked heels or shoes in need of repair can severely damage your floor.
- Replace hard plastic or metal furniture casters/wheels with soft rubber casters.
- Prolonged, direct exposure to sunlight can change the color of planks.
- Never slide or roll heavy furniture or appliances across the floor.
- Keep animal nails trimmed.

Warranty Coverage

Manufacturing Defect: During the period of the warranty, this product will be free from manufacturing defects

Wear Resistance: During the period of the warranty, this product's wear layer will not wear through to the decorative layer under normal use. Excessive wear due to improper maintenance or care is not a defect in the wear layer or product.

What is NOT Covered by this Warranty (item list is not exhaustive)

- Damage caused by leaks from plumbing or appliances. Damage resulting from use of strong chemicals, paints, detergents, dyes, fertilizers, mats.
- Construction damage after installation.
- Damage caused by moving heavy furniture or appliances without protecting the floor.
- Discoloration caused by rubber wheels, automotive tires, rubber tires, rubber pads, rubber rollers, etc.
- Discoloration caused by use of rubber-backed or latex floor mats. Use mats marked as "non-staining."
- Installation-related errors or damage including improper conditioning of jobsite and flooring materials.
- Problems / damage due to excessive moisture or hydrostatic pressure from the subfloor.
- Damage or scratches resulting from accidents, abuse, casualty events or improper usage (including damage from pet claws, urine, teeth etc.).
- Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: rotating beater bars on vacuum cleaners, casters on furniture, cuts, impact from heavy /sharp objects, burns, narrow and spike heels or cleats as well as damage resulting from unprotected furniture legs.
- Fading, discoloration or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
- Flooring installed on stairs is excluded from warranty coverage. Installation of residential product in a commercial environment.
- Improper Installation: Material installed that is not installed in accordance with installation instructions is not a manufacturing related defect. Installer workmanship is not warranted. Labor cost to repair or replace material installed with visible imperfections.

If the product fails to perform as stated in the warranty, NorthStar Flooring reserves the right to have the product inspected by a certified inspector. Should product be determined to be defective, NorthStar Flooring reserves the right to either repair or replace the defective area with the same color, design and grade product, if available. If product is unavailable or discontinued, NorthStar Flooring reserves the right to select and supply similar material.

- If repairs or replacement of a section is deemed necessary, all items must be cleared from the affected area subsequent to the original installation. The cost associated with the removal of those items will not be credited or reimbursed.
- Product costs will be covered for the length of warranty.
- Labor cost will not be covered. Warranty coverage for the replacement floor will be limited to the remaining portion of the original warranty.
- Any additional claims for loss of profit or incidental losses due to defective product will not be considered. Some examples of incidental damages are replacement of subfloors or underlayment, trim moldings, disconnecting/reconnecting appliances, moving of furniture are deemed incidental by NorthStar Flooring.

Failure to follow these procedures may result in voiding some or all of the warranty. This limited warranty is not transferable and extends only to the original end user.

Please note: Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation and exclusion may not apply to you.

This warranty gives you specific rights and you may also have other rights, which vary from state to state.