



Global GEM Collections COMPREHENSIVE INSTALLATION INSTRUCTIONS

RigidCore Flooring is intended for indoor use only

PRE-INSTALLATION REQUIREMENTS:

- RigidCore Flooring with Superior Click Locking Systems are designed as a loose lay floating floor only. Do not adhere this flooring to the subfloor.
- Store flat and fully supported during shipping and storage.
- It is recommended that you acclimate your RigidCore Flooring for 24 hours prior to installation.
 - Remove material from packaging, spread out if possible, and allow to slowly adjust to the rooms where installation is to take place.
- For best results, the environment should maintain a constant temperature of 68 to 77 degrees Fahrenheit for a period of 48 hours prior to, during and after installation.
- Moisture Limits: For concrete substrates, conduct moisture testing (Moisture Vapor Emission Rate or MVER), up to 5 lbs per 1000 sq ft is acceptable. You may also use an In-Situ Probe to measure the percent relative humidity, up to 90-95% is acceptable.
- It is recommended that a Vapor Barrier that is applied to the surface of the concrete slab where moisture readings exceed recommended levels, be used during installation.
- Installation in facilities where walkers, wheel chairs (i.e. residential and/or extended care use), or in facilities with movement of heavy displays, racks, dentist chairs, etc., are not recommended. These types of installations may exert extreme stress and compromise the locking system.
- If an additional pad is requested for additional acoustical benefits Global GEM Flooring has approved the use of Vinyl Trends Eternity All in One, Vinyl Trends Eternity LVT SG, and DriTac Impact underlayments.

FLOORING SHOULD BE INSPECTED PRIOR TO INSTALLATION

- Check your RigidCore Flooring for possible defects prior to the installation. Complaints can only be accepted before installation. Variations in color and pattern are designed to enhance natural experience. Mixing the planks from several cartons creates a random and natural appearance.

SUBFLOOR PREPARATION:

- Although these luxury RigidCore planks are water-resistant, they are not to be used as a moisture barrier. Your subfloor should be completely dry prior to installation of the RigidCore flooring.
- Subfloors must be structurally sound, solid, stable, level, and true to a tolerance in plane of 3/16" in 10 feet. Cracks and holes must be filled with a fast setting cement-based polymer, modified patching compound or equivalent. Any unevenness over 3/16" must be sanded down or leveled. The surface must be clean of dirt, oil, glue residue etc. Carpet staples or adhesive residue should be removed prior to installation. Voids or humps in the subfloor will prevent the planks from locking properly.
- **Suitable Substrates**
 - Concrete – dry and smooth on all grade levels
 - Suspended Wood Subfloors – Must have minimum of 18" well-ventilated crawl space underneath and ground must be covered with a 6-20 mil black polyethylene film as a vapor barrier with joints overlapping 6" and sealed with a moisture-resistant tape.
 - Suspended hardwood flooring that is fully adhered, smooth and square edge without texture.
 - Resilient Floors – Must be single layer, fully adhered, and must NOT be foam backed or cushion backed.



- Ceramic Tile, Terrazzo, Marble – Must be smoothed or leveled using a patching compound or self-leveler over all grout lines.
- OSB – ¾”
- Particleboard – Must be 40 lb. density or wafer board.
- **DO NOT INSTALL OVER:**
 - Existing resilient tile floors that are below grade
 - Existing adhesive residue of any kind. (Some previously manufactured adhesives are asphaltic or what is known as “cutback” adhesives. For removal instructions of these types of adhesive please refer to the Resilient Floor Covering Institute’s publication “Recommended Work Practices for Removal of Resilient Floor Coverings”.)
 - Existing cushion-backed vinyl flooring or perimeter adhered vinyl flooring
 - Loose lay flooring such as Laminate, floating Hardwood, and other floating vinyl
 - Hardwood flooring that has been installed directly over concrete
 - Textile flooring such as carpet
 - In rooms with sloping floors or floor drains

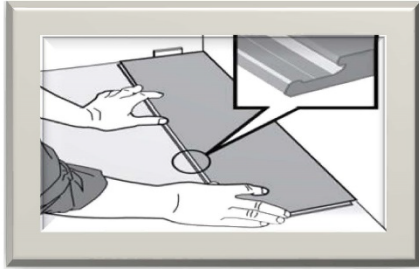
PRE-INSTALLATION JOB SITE REQUIREMENTS

- Dry
- Structurally sound
- Clean: Thoroughly swept and free of all debris
- Level: See requirements under subfloor preparation
- Maximum continuous run without in field expansion is 60’. This is only applicable for rooms that have no vertical obstructions.
- It is recommended that transitions be used at all doorways.

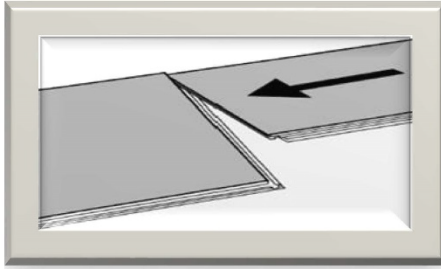
INSTALLATION

- Site conditions are not a manufacturing issue. Please make sure that the site preparations have been addressed prior to installation.
- Pre-plan the floor by measuring the room first. If the width of the last row is less than 2” cut the first and the last plank in equal width.
- Decide which direction the floor boards should run since this will influence the visual size ration of the space. Installation parallel to the longest wall or the main light source is recommended for best visual effects.
- The direction of the tile/plank grain should be confirmed, and the installation should be balanced from the center of the area to minimize waste.
- Snap a chalk line on the substrate to identify the layout reference pints, planks or tiles should be set using these references to ensure each row is aligned and will lock together properly.
- A 3/8” expansion zone is required around any vertical object (cabinets, walls, pipes, etc.) DO NOT install cabinets on top of the RigidCore Flooring.

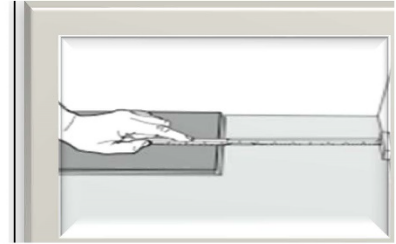
Illustrated Guide to Installation



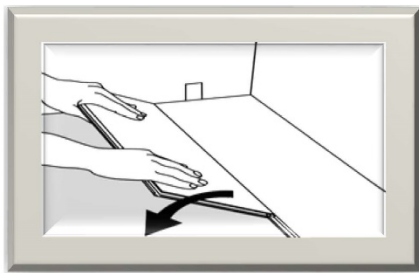
Install first row working left to right with the click side facing out.



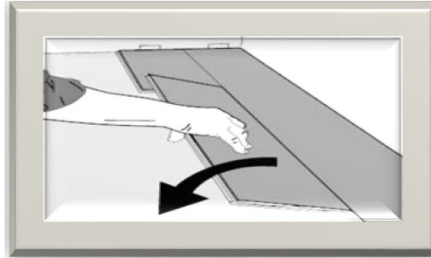
Install the second piece in the first row by laying the short end tongue onto the previously installed piece short-end groove.



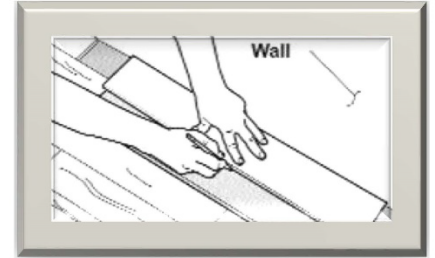
The last piece in the row should be cut to length while maintaining the 10mm expansion gap along the perimeter of the room.



Cut a piece that is at least 5.9" or 150mm shorter than the first plank to start the second row or use the cut off from the previous row, keeping in mind the length requirements above.



To install the remaining planks in the second row, first align the long edge tongue into the groove of the previous row at a shallow angle. Slide the piece to the left until the piece meets the previously installed piece.



The last row (possibly the first row) plank width should be no less than 50mm (2") on the long seam. Remember to allow for a gap of 10mm (3/8") to the wall.

- The floor must have 1/16" clearance under door jambs, casing, baseboards, and/or shoe/quarter round moldings to be able to float freely without vertical restrictions. The installer should ensure that the flooring can move freely under these moldings.
- **It is recommended that you install from several different cartons throughout the installation.**
- From the left side of the room put the first plank in place so both the head and side seam grooves are exposed. Planks are to be installed from left to right. Note: To assist in laying the first row straight, the use of masking tape across each short end locking system is helpful. Continue this for the first two rows and remove after completion of installation.
- Install the second piece in the first row by laying the short-end tongue onto the previously installed piece short-end groove. Lock the pieces together using a Vinyl Hand Roller or rubber mallet. This will engage the Superior Click Locking System into the piece you just placed; you will hear and feel the pieces lock together as the locking tab engages in the joint. Use a soft, white No.2 rubber mallet to vertically engage the joint.
- Continue in this manner for the rest of the first row. The last piece in the row should be cut to length while maintaining the 3/8" expansion gap along the perimeter of the room or any other vertical obstruction.
- **If for any reason you need to disengage the short end joint DO NOT lift up on these pieces. To reposition a plank, disengage the top/long angle joint by lifting at a slight angle while pulling the complete row away from each other. Then simply slide the drop joint apart along the floor. Failure to slide this joint apart will damage the drop lock mechanism and prevent proper re-installation of the affected planks.**
- Cut a piece that is at least 5.9" shorter than the first plank in the previous row to start the second row. When able, use the cut piece from the previous row to begin the second row.
- Install the first piece in the second row by inserting the long side tongue into the groove of the piece in the first row at a low angle (25 degrees) to the installed piece. Then firmly lower the plank while maintaining a slight pressure toward the installed piece. The pieces should fit snugly together and lay flat. Ensure that the 3/8" expansion gap is kept along the wall.
- To install the remaining planks in the second row, first align the long edge tongue into the groove of the previous row at a shallow angle. Slide the piece to the left until the piece meets the previously installed piece.
- Firmly lower the piece while maintaining a slight pressure towards the installed piece. The pieces should fit snugly together and lay flat. Engage the short end joint as stated above.
- Work across the length of the room installing pieces in the second row. It is critical to keep the first two rows straight and square as they are the "foundation" for the rest of the installation. Check often for squareness and straightness while installing the floor as failure to do so can result in gapping.
- The use of several 3/8 spacer blocks along the first wall will ensure the floor does not shift back towards the wall during installation.
- Continue installing, being certain to maintain a random patten repeat, assisted by offsetting end seams by at least 5.9". Maintain a 3/8" expansion gap at all fixed vertical surfaces.
- Check to be certain all planks are fully engaged; if slight gapping is noticed or the pieces will not lay flat, simply disengage the log/top side joint and then carefully slide the short/end joint apart. DO NOT pull up on this joint as it will damage the locking mechanism. Reinstall the piece.
- The last row of planks should be no less than 2" on the long seam. Remember to allow for an expansion gap of 3/8" to the wall.
- Install wall moldings 1/16" above the floor and door transitions with proper expansion space to the flooring on both sides. These moldings should be installed last. Be sure that all moldings are fastened directly to the wall or subfloor; do not place any fasteners through the floating vinyl

flooring. Care must be taken when fitting wall moldings that they do not push down on the floor pinching the floating floor. This will affect the floors ability to expand and contract and may lead to product failure.

▪ **INSTALLATION OVER RADIANT HEATED SUBFLOORS**

- RigidCore Flooring can also be installed over radiant heated subfloors that are using hydronic radiant heat. DO NOT install over radiant heat that uses electrical wire mats.
- Turn the radiant heating system off for 24 hours before, during and after installation.
- Once the flooring has been installed turn on the radiant heating slowly over the course of two weeks to reach desired temperature. This process must be followed in reverse for turning the system off.
- Floor temperature must not exceed 85 degrees Fahrenheit.

AFTER INSTALLATION

- Post installation temperatures should be maintained between 60-80 degrees Fahrenheit and a relative humidity of 30-50%
- Temperature should not exceed 140 degrees Fahrenheit
- Dust mop or vacuum the flooring to remove dirt and or debris
- Clean the floor thoroughly with a no rinse floor cleaner and allow to dry completely.
- Use Rosin Paper and only 3M Scotch-Blue 2080 Tape to hold the Rosin Paper in place to the flooring. DO NOT use plastic film or other non-breathing protection coverings as they can cause increased humidity.

MAINTENANCE

- Clean regularly with a soft bristle broom to remove loose dirt and grit. Damp mop as needed with clean water and a nonabrasive floor cleaner. Harsh cleaning chemicals should not be used on luxury vinyl flooring. Use protective pads for furniture and appliances to prevent scratching. Teflon or Felt protectors are recommended.



**CAROLINA COASTAL
COMPREHENSIVE INSTALLATION INSTRUCTIONS**

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- Moisture Limits: For concrete substrates, conduct moisture testing (Moisture Vapor Emission Rate or MVER), up to 5 lbs per 1000 sq ft is acceptable. You may also use an In-Situ Probe to measure the percent relative humidity, up to 90-95% is acceptable.
- Installation in facilities where walkers, wheel chairs (i.e. residential and/or extended care use), or in facilities with movement of heavy displays, racks, dentist chairs, etc. are not recommended. These types of installations may exert extreme stress and compromise the locking system.

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- Subfloors must be structurally sound, solid, stable, level, and true to a tolerance in plane of 3/16" in 10 feet. Cracks and holes must be filled with a fast setting cement-based polymer, modified patching compound or equivalent. Any unevenness over 3/16" must be sanded down or leveled. The surface must be clean of dirt, oil, glue residue etc. Carpet staples or adhesive residue should be removed prior to installation. Voids or humps in the subfloor will prevent the planks from locking properly.
- **Suitable Substrates**
 - Concrete – dry and smooth on all grade levels
 - Suspended Wood Subfloors – Must have minimum of 18" well-ventilated crawl space underneath and ground must be covered with a 6-20 mil black polyethylene film as a vapor barrier with joints overlapping 6" and sealed with a moisture-resistant tape.
 - Suspended hardwood flooring that is fully adhered, smooth and square edge without texture.
 - Resilient Floors – Must be single layer, fully adhered, and must NOT be foam backed or cushion backed.
 - Ceramic Tile, Terrazzo, Marble – Must be smoothed or leveled using a patching compound or self-leveler over all grout lines.
 - OSB – ¾"
 - Particleboard – Must be 40 lb. density or wafer board.

▪ **DO NOT INSTALL OVER:**

- Existing resilient tile floors that are below grade
- Existing adhesive residue of any kind. (Some previously manufactured adhesives are asphaltic or what is known as “cutback” adhesives. For removal instructions of these types of adhesive please refer to the Resilient Floor Covering Institute’s publication “Recommended Work Practices for Removal of Resilient Floor Coverings”.)
- Existing cushion-backed vinyl flooring or perimeter adhered vinyl flooring
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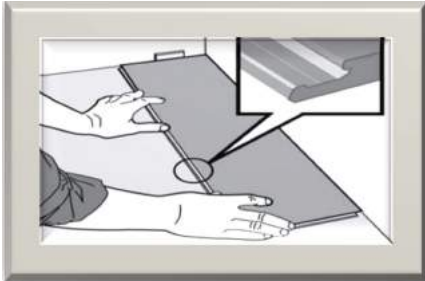
PRE-INSTALLATION JOB SITE REQUIREMENTS

- Dry
- Structurally sound
- Clean: Thoroughly swept and free of all debris
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- Maximum continuous run without in field expansion is 60’. This is only applicable for rooms that have no vertical obstructions.
- It is recommended that transitions be used at all doorways.

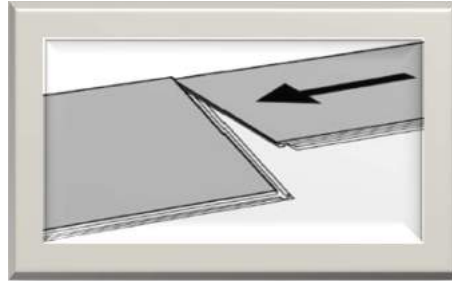
INSTALLATION

- Site conditions are not a manufacturing issue. Please make sure that the site preparations have been addressed prior to installation.
- Pre-plan the floor by measuring the room first. If the width of the last row is less than 2” cut the first and the last plank in equal width.
- Decide which direction the floor boards should run since this will influence the visual size ratio of the space. Installation parallel to the longest wall or the main light source is recommended for best visual effects.
- The direction of the tile/plank grain should be confirmed, and the installation should be balanced from the center of the area to minimize waste.
- Snap a chalk line on the substrate to identify the layout reference points, planks or tiles should be set using these references to ensure each row is aligned and will lock together properly.
- A 3/8” expansion zone is required around any vertical object (cabinets, walls, pipes, etc.) **DO NOT** install cabinets on top of the RigidCore Flooring.
- The floor must have 1/16” clearance under door jambs, casing, baseboards, and/or shoe/quarter round moldings to be able to float freely without vertical restrictions. The installer should ensure that the flooring can move freely under these moldings.
- **It is recommended that you install from several different cartons thought the installations.**
- This product is an **angle/angle installation**. Meaning you will angle the short side first then angle the long side to lock the products together.

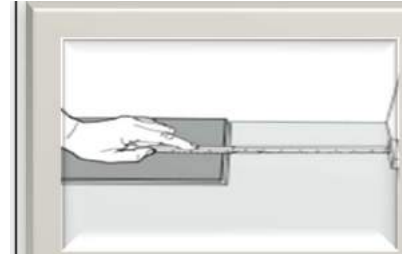
Illustrated Guide to Installation



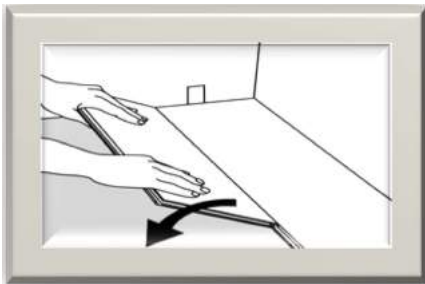
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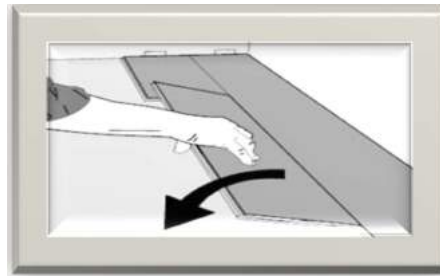
Install the second piece in the first row by laying the short end tongue onto the previously installed piece short-end groove.



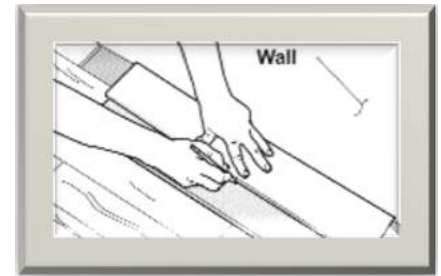
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To install the remaining planks in the second row, first align the long edge tongue into the groove of the previous row at a shallow angle. Slide the piece to the left until the piece meets the previously installed piece.



The last row (possibly the first row) plank width should be no less than 50mm (2") on the long seam. Remember to allow for a gap of 10mm (3/8") to the wall.

- From the left side of the room put the first plank in place so both the head and side seam grooves are exposed. Planks are to be installed from left to right. Note: To assist in laying the first row straight, the use of masking tape across each short end locking system is helpful. Continue this for the first two rows and remove after completion of installation.
- Install the second piece in the first row by laying the short-end tongue onto the previously installed piece short-end groove. **Lock the pieces together using a scrap piece of flooring and tapping the flooring together with a rubber mallet Do not use too much force when tapping! This will engage the Superior Click Locking System into the piece you just placed; you will hear and feel the pieces lock together as the locking tab engages in the joint.**
- Continue in this manner for the rest of the first row. The last piece in the row should be cut to length while maintaining the 3/8" expansion gap along the perimeter of the room or any other vertical obstruction.

- **If for any reason you need to disengage the short end joint DO NOT lift up on these pieces. To reposition a plank, disengage the top/long angle joint by lifting at a slight angle while pulling the complete row away from each other. Then simply slide the drop joint apart along the floor. Failure to slide this joint apart will damage the drop lock mechanism and prevent proper re-installation of the affected planks.**
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- To install the remaining planks in the second row, first align the short edge tongue into the groove of the previous row at a shallow angle. Then angle the long joint and lay flat. Using your scrap piece of flooring and your rubber mallet tap this joint together locking in fully.
- Work across the length of the room installing pieces in the second row. It is critical to keep the first two rows straight and square as they are the "foundation" for the rest of the installation. Check often for squareness and straightness while installing the floor as failure to do so can result in gapping.
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- Clean the floor thoroughly with a no rinse floor cleaner and allow to dry completely.
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