

Plateau WPC (Floating)

INSTALLATION & MAINTENANCE INSTRUCTIONS | LUXURY VINYL Plank & Tile

**PLEASE READ ALL INSTRUCTIONS CAREFULLY, BEFORE YOU BEGIN INSTALLATION.
IMPROPER INSTALLATION WILL VOID WARRANTY.**

STOP! Plateau WPC has a unique installation process which differs from other flooring. Please follow instructions and handle with care.

FOR BEST VISUAL REPRESENTATION OF YOUR FLOOR

Always check Plateau WPC Luxury Vinyl Plank and Tile panels for defects such as chips and color or sheen differences under well-lit conditions. Also check that the click channel is clean and free of debris. Always work out of multiple boxes to mix product to achieve proper pattern repeat and color appearance. Color variations between flooring, samples, and replacement material is expected and is not a product defect. If the appearance of a board is questionable for either dimensions or appearance, the installer should not use this piece. A replacement carton can be obtained through your dealer in a reasonable time.

NOTE: Plateau WPC LVT can be installed above, on and below grade. The product may be installed either as a floating floor or by direct glue down method on approved wood or concrete subfloors. Direct glue down applications require a full spread adhesive manufactured exclusively for LVP and LVT only. Never use an adhesive that is recommended for multiple products. Follow the manufacturer's installation instructions when full spreading our Plateau WPC LVT.

Walls, subfloors, and installed floors in buildings and houses move. A minimum of ¼" gap for expansion is recommended between the WPC LVT and any adjacent perimeter wall, vertical structure, or wood based floor (laminated or hardwood).

Subfloor Preparation

Plateau WPC LVT is a waterproof product. Moisture will not damage the product. When installed, it does not produce a moisture barrier nor does it protect the walls or structure of the home from moisture. Only installing a moisture barrier in a crawl space or under the Plateau WPC LVT over a concrete floor can insure this. Please see below Subfloor Requirements section for moisture limits to protect the home from moisture damage.

Jobsite Preparation Before Installation

The responsibility for installation of Plateau WPC LVT is with the local job site installer. Every plank and/or tile must be inspected prior to installation for color variation, finish condition, sheen variation, and quality. This inspection should be conducted with proper lighting available. Any boards that are not acceptable should not be installed. Contact your dealer immediately to obtain replacement boards. The manufacturer is not responsible for the installation of flooring with obvious defects.

It is the responsibility of the local job installer to ensure that the jobsite and subfloor meet the requirements of these installation instructions. We are not responsible for failure of this Plateau WPC LVT flooring caused by unsatisfactory jobsite and/or subfloor conditions.

Crawl spaces – For the protection of the home, when installing a moisture barrier in a crawl space, minimum crawl spaces of 18" are required from the ground to the underside of the joists. A vapor barrier of 6-20 mil thick polyethylene film with 6" sealed lap joints should be used. Moisture resistant tape should be used as the vapor barrier sealant at the lap joints. Venting for the crawl space should be at least 1.5% of the crawl space square footage. Vents should be located for cross-ventilation of the crawl space. Local regulations should prevail at all times. Before floor installation, the room conditions in the installation area (temperature and moisture) should be at normal year-round conditions for at least one week prior to and during flooring installation. Acclimation of Plateau WPC LVT is not required before installation. Recommended installation room conditions are temperatures between -20 to 150 degrees F. Never install below -20 degrees or above 150 degrees F.

Subfloor Requirements

All subfloors must be dry, structurally sound to support the floor and to protect the home from moisture, free of debris and foreign matter, and flat to 3/16" in a 10-foot radius.

For concrete floors, the subfloor should be firm, flat, dry, and clean. This includes both old and new concrete floors. New concrete slabs must cure in well-ventilated conditions for at least 60 days minimum before installing the floor. Concrete should have a minimum-6mil poly

film moisture barrier between the concrete and ground. Maximum moisture level per the Calcium Chloride test method is 9lbs. per 1000 cft in 24 hours. The maximum level of relative humidity per ASTM 2170 test method is 90%. Plateau WPC LVT subfloors must be dry and properly secured to accept a top floor. The subfloor must be secured every 6" along joists with nails or screws to avoid squeaking. The floor must be leveled and flat. High spots must be ground down and low spots must be filled with a Portland cement leveling compound.

Please note that Plateau WPC LVT is not approved for installation over any type of carpet.

Tiles including ceramic, resilient, and sheet vinyl must be well bonded to the subfloor, must be level and flat, and must be clean. Existing vinyl floors should not be sanded as they may contain asbestos.

NOTE: Never install Plateau WPC LVT over any type of floating floor. All subfloors that are not concrete must be firmly bonded.

NOTE: Never install Plateau WPC LVT over a below grade VCT (vinyl composition tile).

Installation Tools

Safety Glasses	Pull Bar	Tape Measure
Broom/Vacuum	Saw	Ruler
Tapping Block	Utility Knife	Pencil
1/4" Spacers		

Acceptable subfloor types:

CDX Underlayment Grade Plywood (minimum of 5/8" thickness)

Underlayment Grade Particleboard (only for floating installation)

OSB (minimum 3/4", 23/32" thickness)

Concrete slab

Ceramic Tile – one layer well Bonded

Resilient Tile – one layer well bonded (Not Below Grade)

Sheet Vinyl – one layer well bonded

Basic Installation

Plateau WPC LVT

While Plateau WPC LVT is dimensionally stable, buildings, walls, and existing hardwood and laminate floors will expand and contract. Because of this, we recommend for all installations, both floating floor and glue down types, that an expansion gap of at least 1/4" be left for expansion between Plateau WPC LVT, any vertical surface, an adjacent perimeter wall or wood-based floor (laminate or hardwood).

As stated earlier, always work out of multiple boxes to mix product to achieve proper pattern repeat and color mix for the look of natural wood. A minimum of 3 boxes of product is recommended. Inspect each plank or tile in good light for visual defects. If they show visual faults or damage, do not install them. It is the responsibility of the installer to ensure that the appearance of the finished floor meets the consumer's expectations.

Plateau WPC LVT is an indoor product. It will not be warranted when installed in locations or conditions not recommended for this product. Recommended use temperatures are between -20 to 150 degrees F. The use of an acceptable underlayment is recommended under the Plateau WPC LVT floor in installations where sound abatement is needed. If the product is purchased with attached pad, additional underlayment is not needed. If the product does not have attached pad but needs one to be installed for sound, we recommend the use of an underlayment approved by the manufacturer for sound reduction. Run the foam underlay in the same direction as the Plateau WPC LVT panels. Underlayment should be butted side by side with no overlap. Tape the butted seams together.

Installation

This Locking system is designed to be installed utilizing the floating method. Always use the proper expansion space. Undercut all doorjamb. Never fasten moldings and or transition strips to the planks. The use of a recommended underlayment is recommended under the Plateau WPC LVT floor in installations where sound abatement is needed (see above comments). Run the foam underlay in the same direction as the Plateau WPC LVT panels. Underlayment should be butted side by side with no overlap. Tape the butted seams together

1. It is important to determine your floor layout at the start of the installation. This will prevent narrow plank widths or short length planks in the installed floor.

2. Planks should be installed parallel to the longest exterior wall.
3. Determine the width of your starter plank in your first row. If it does not need to be cut, create a clean plank edge for the wall by trimming the unsupported tongue from the plank with a utility knife.
4. Start the room installation from the left side and work to the right facing your starting wall. Maintain a ¼" expansion zone from the plank to the wall.
5. The second plank in the first row is installed by angling the tongue of the end joint into the end groove of the first plank. Do not bend the plank or the corner. Remember to leave a ¼" expansion space from the wall. Start the second row by cutting a plank at least 6" in length (the minimum length of a starter or ending plank). This recommendation is for appearance as well as structure.
6. To start the second row, fit the first plank in the second row by angling the plank and engaging the tongue of the long side into the groove of the plank in row one. Install the second plank in the second row by engaging the short end tongue into the previously installed plank groove. Align the plank so that the long side tongue is placed slightly over the groove of the plank in the first row. Lifting at a low angle, insert the long tongue into the groove of the plank in the first row. Very little force is required to engage the tongue into the groove. You should feel the tongue lock into place in the groove.
7. Work to the right in the first row installing planks along the wall and next align the planks in the second row. Installing in this fashion will keep these two starting rows straight and true. The installation should be frequently checked for squareness and straightness of the rows and planks.
8. Cut the last plank in the first row and leave an expansion gap of ¼". You may cut planks with a utility knife using a score and snap method or an LVP cutter. If the remainder of this plank is a minimum 6" long, it can be used to start the third row.
9. Install remaining planks making sure to achieve a random appearance of end joints. Starting and ending planks must be a minimum of 6" in length. If any gapping is found, tap the space together using a tapping block and a scrap piece of the installed flooring to protect the plank from the tapping block until the joint is closed.
10. When fitting under door casings, a pull bar may be used to assist in locking the planks. You can also remove a portion of the locking mechanism and glue the plank using super glue to connect the plank.
11. When fitting planks into irregular spaces or near obstructions, a pattern using felt or butcher paper can be made to transfer the pattern to the plank. The plank can then be cleanly cut using a utility knife.
12. Install moldings, baseboards or transition strips to any exposed edge of the flooring. Since this is a floating floor, make sure that the planks are not accidentally attached to the subfloor when the molding is installed.
13. Protect the newly installed floor from other trades by covering the finished flooring with an appropriate paper.

Repairs

1. Plateau WPC flooring is durable; however, planks can be damaged. If the damaged plank is near the perimeter of the room, the best technique is to carefully unlock the planks until the damaged plank is removed. Replace the damaged plank and reassemble the flooring. If the damaged plank is in the center of the room then the following procedure should be followed:
 2. Use 3M Blue Tape around the perimeter of the damaged plank to be replaced to protect the surrounding planks from damage.
 3. Using a utility knife, make a cut completely through the center of the damaged plank the length of the plank.
 4. Carefully remove the cut pieces of the damaged flooring and clean and vacuum the exposed area.
 5. Use a utility knife to remove the tongue from the long and short side of the replacement plank.
 6. Remove 1.5 inches of the groove on the long side of the plank from the tongue end using a utility knife.
 7. Apply a small bead of an Ethyl Cyanoacrylate adhesive super glue to the groove of the planks in the floor.
 8. Insert the replacement plank into the exposed area locking the long-grooved side into the existing floor. The tongue end of the replacement plank will overlap the existing floor until the plank is completely inserted.
 9. Use a scrap piece of the flooring as a tapping block to lightly tap the groove end into place. Use a utility blade to adjust the opposite end as you tap the end joint together.
 10. Weight the plank down until the super glue is completely set.

Finishing Molding



T-Molding



Reducer



Stair Nose



Quarter Round



End-Molding

Reducer molding is used to finish flooring when the adjoining surface is lower than the Plateau WPC LVT flooring or when flooring meets carpet. Position the U track 7mm leaving expansion gap of at least ¼" from each edge of the. Screw, nail or glue down the track directly to the subfloor and then insert the reducing strip into the track.

T-molding is used to finish flooring and add expansion when two level surfaces meet in doorways. Install the same as above. Residential Installations do not require the use of T Moldings.

Commercial Installations will require the use of T Moldings in all doorways and anywhere the flooring continues from one room into another room with an opening of 3 feet or less and for runs over 100 feet in length.

Landing molding is used to finish flooring on landings or stair edges. Moldings need to be glued and screwed down to the sub-floor for safety and stability. Color fill should be used to cover counter sunk screws.

To finish the perimeter of the room, install quarter round molding using finishing nails. Quarter round molding is nailed directly into the baseboard.

Radiant Heated Floors

This Plateau WPC LVT floor can be installed over certain types of radiant heated floors either as a floating floor or glued down. Follow the manufacturer's installation instructions when full spreading our WPC with an approved glue.

When installing over a radiant heated floor:

1. A newly installed radiant heated floor must be operational for at least four (4) weeks prior to Plateau WPC LVT installation with the temperature set between 55 to 85 degrees F to ensure that the subfloor has been dried.
2. Wood subfloors should never exceed 10% moisture content as measured by a calibrated wood moisture meter.
3. Concrete subfloors must be "dry" using the mat test, a calibrated concrete moisture meter, Calcium Chloride Test or a RH Probe.
4. Ground floors using the radiant heating system should have a proper moisture barrier beneath it.
5. The recommended range of relative humidity is 45%-95% and the room temperature should be between 55-85 degrees F.
6. Keeping the temperature of the room constant will keep a stable environment for the home.
7. The floor surface temperature must always stay below 95 degrees F.
8. At no time should the relative humidity in the room drop below 30% to keep a stable environment for the home.

NOTE: Electrically heated radiant mats not embedded in the subfloor and installed directly under this Plateau WPC LVT are not recommended for use beneath this product. The installation of electrically heated radiant floor heating mats could void the warranty of the installed floor in case of a heating system failure.

Steam Cleaners

The Flooring Manufacturer does not recommend the use of any type of steam cleaner on our floors. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesives used in the manufacturing of this product. Also, in instances where no glue is used, both peaked and swelled plank or tile edges can occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied.

Warranty Information

Plateau WPC LVT Floors

Exclusive Limited Warranty

The manufacturer warrants that its Plateau WPC planks and tiles are free from any visual or manufacturing defects. If the Products are found to be defective, we will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during an improper installation by not following the manufacturer's installation guidelines do not constitute a valid claim as defined by this limited warranty. This warranty will not include loss of time, inconvenience, incidental expenses (such as telephone calls, removal and replacement of items placed over the floor after the original installation, etc) included in the removal and reinstallation of the affected material, and any other incidental or consequential

damages. We reserve the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring only and are not transferrable.

Pre-Installation Visual Limited Warranty

The Flooring Manufacturer warrants that its Plateau WPC plank and tiles products are free from visual defects. All Product purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. We will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed.

If a problem occurs during the installation of the planks and tiles, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact the manufacturer immediately. Any costs caused by continued installation after the problem is reported will not be covered by us.

Wear Limited Warranty

The Flooring Manufacturer's Plateau WPC LVT planks and tiles are protected with a wear layer. We warrant that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The term for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

Pet Warranty

Our Plateau WPC planks and tiles are warranted to resist stains caused by pet soiling from domestic dogs and cats during the specific warranty time frame. The pet stains include urine, feces, and vomit. Resisting stains means that your floor has the ability to minimize or hold out permanent stains under the conditions stated. Pet accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pet soiling is not covered by this warranty. Please follow our maintenance procedures for cleaning the affected areas. This warranty does not cover soiling and staining caused by any other pet type besides those stated above.

Waterproof Limited Warranty

The manufacturer's Plateau WPC LVT planks and tiles are warranted to be 100% waterproof. The structural performance of the planks or tiles, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the life of the product.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure.

While Plateau WPC LVT planks and tiles are waterproof, the floor is not a waterproof barrier for the subfloor and surrounding structure. The Moisture warranty does not cover damage caused by hydrostatic pressure from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

If the Plateau WPC LVT planks and tiles are structurally damaged and the cause is determined to be by exposure to water, we will arrange a credit subject to the terms as described below in the "Terms of Lifetime Limited Warranty" section. The term for your specific residential product Limited Warranty will appear in the carton insert of the product you purchased. For commercial installations, Plateau WPC LVT planks and tiles damaged caused by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

Waterproof Limited Warranty does not cover:

1. Any damage to structures that are not part of the installed Plateau WPC LVT flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems, or anything that is not the tile or plank.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

Flooring Underlayment

Plateau WPC

The manufacturer's WPC LVT flooring is warranted to be free of manufacturing defects and to be structurally sound with or without underlayment pad. If underlayment pad is installed, our WPC LVT is structurally warranted only when using our specially designed underlayment. The use of any other pad will void the structural Integrity warranty and retain the manufacturing defects warranty.

Terms of Limited Lifetime Warranties:

Claims reported on material defects of this Plateau WPC LVT flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 5 years of use will not pay labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls and removal and replacement of items placed over the floor after the original installation) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Warranty Exclusions and Conditions

- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or "as-is" goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owner's Manual.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or flooding.
- Warranty does not apply to damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and/or hydrostatic pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to product sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by using steam cleaners
- Warranty does not apply to damage that results from not following floor maintenance instructions
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damages caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- Warranty does not apply to discoloration from heat or sunlight.
- "Wear-Through" means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- "Residential use" means daily activities commonly associated with residential use.

If you have any questions regarding the above information, please contact your local flooring dealer or distributor.

Care and Maintenance Plateau WPC LVT Floors

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet to avoid scratching the floor. Heavy appliances or furniture should sit on non-staining large surface flooring protectors. When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor.

Castor wheels should be equipped with wide, rubber castors

Protective mats should be non-staining as rubber mats may discolor the floor.

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor.

The product should never be exposed to temperatures exceeding 140 degrees F. Avoid exposure to long periods of direct sunlight. Blinds or drapes should be closed during peak daylight. Exposure to excessive heat and light can thermally degrade the floor.

Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches.

Do not use hard bottomed electric brooms without padding as they can scratch the floor. The Flooring Manufacturer does not recommend the use of any type of steam cleaner on our floors. The concern with these types of cleaners is that they generate too much moisture and heat. If adhesive was used the resulting moisture and heat can be enough to break down the adhesive. Also, in instances where no glue is used, we have seen both peaked and swelled edges occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by us.

If pet urine contacts the floor, it should be cleaned in a timely manner. If the floor is not cleaned and the urine removed, it may dull the finish.

Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products like "mop and shine" types on the floor.

Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others.

Contact your flooring retailer with questions or concerns regarding your flooring purchase.