



GUIDE

Preparation _____   

Installation _____   

Seaming _____   

Maintenance _____   

Warranty _____   

   _____ *Residential and Professional*

   _____ *Velcro Strips, Loose-Lay, Full Spread Adhesive... the choice is yours*

A-1 Subfloor Preparation for Products with Textile Backing (No Adhesive Textline Residential, Textline HQR, Grip'X, Hitex...)

A-1.1 - All subfloors should be hard, dry and must be swept or vacuumed before installing the floor covering.

A-1.2 - Wood Floors (existing or new)

Textline products can be installed without adhesive using self-adhering Velcro® strips, over well secured plywood, hardwood planks or particle board without any subfloor preparation.* No sanding and no levelling compound needs to be applied even if there are open joints up to 1/8" (3mm) wide.

A-1.3 - Ceramic Tiles

Textline products can be installed without adhesive using self-adhering Velcro® strips, over well adhered ceramic tiles without any subfloor preparation.* No levelling compound needs to be applied even if there are grout lines up to 1/4" (5mm) wide and 1/8" (3mm) deep.

A-1.4 - Resilient Floorings : Sheet or Tiles (existing vinyl, rubber or lino, smooth or embossed, cushioned or hard).

Textline products can be installed without adhesive, using self-adhering Velcro® strips, over well adhered existing resilient floor coverings, without specific subfloor preparation* (except in case of large irregularities such as missing product in some areas). No need to remove existing floorings, no sanding and no levelling compound needs to be applied. Textline can be installed over asphalt base adhesives.

A-1.5 - Concrete

Textline products can be installed without adhesive, using self-adhering Velcro® strips, over a floated concrete subfloor (below grade, on grade or above grade) without, any specific subfloor preparation.* Moisture content as determined by a "Calcium Chloride Test ASTM F1869.98 and should not exceed 12 lbs/24 hrs/1000 sq.ft. We recommend that an on grade or below grade level concrete slab must be installed with an approved vapour barrier.

A-1.6 - Full spread adhesive

Textline products can be installed with full spread recommended adhesive. Subfloor preparation should comply with section A-3.

A-1.7 - Loose-Lay

Textline products can also be installed loose-lay without specific subfloor preparation*. No glue, no tape, no staples. Subfloor should be hard, dry and must be swept or vacuumed before installing the floor covering. Textline products can be installed over asphalt base adhesives.

***PRECAUTION**

In certain instances if gaps in wooden floors are wider than 1/8" (3mm); grout line of ceramic tiles greater than 1/4" (5mm), or any other large irregularity in the subfloor will need a smoothing or levelling compound to obtain a satisfactory finish. Use only a good quality self-leveling compound.

A-2 Subfloor Preparation for Products with Expanded Vinyl Backing (Loose-Lay, Semi Loose-Lay, Agrippa and Residential).

A-2.1 - Remove quarter round

A-2.2 - All subfloors must be secured and smooth as imperfections from the subfloor may telegraph through the vinyl flooring. A good subfloor preparation will give the best appearance.

A-2.3 - All subfloors should be hard, dry, smooth and must be swept or vacuumed before installing the floor covering.

A-2.4 - Concrete

All grooves, indentations, cracks and expansion joints must be patched with a good quality Portland cement-based patching and levelling system. Minor subfloor imperfections can be corrected using a good quality self-leveling compound. Contact your distributor for specific product recommendations.

A-2.5 - Wood

Loose-Lay floorings from Gerflor can be installed over plywood or particleboard subfloors with all seams, edges and nail heads flush, patched and sanded. These preparations will not guarantee or prevent possible telegraphing of subfloor seams.

A-2.6 - Existing Resilient Flooring

Loose-Lay floorings from Gerflor can be installed over existing, secured, hard surface and levelled resilient floor coverings. Installations over soft embossed surfaces or cushioned back floorings are not recommended. Floor leveler compound over soft floor covering will eventually break down. It is best to remove existing soft cushioned floors before installing a new floor covering.

A-2.7 - Double Face Tape

When installing, using a double face tape and if the subfloor is porous apply a concrete sealer to seal the surface for a better bonding of the tape to the subfloor.

A-2.8 - Full Spread Adhesive

Gerflor sheet floorings with expanded vinyl backing can be installed full spread using a recommended adhesive. Subfloor preparation should comply with section A-3.

B-1 Installation for Products with Textile

Backing (Residential Texline, HQR Texline, Grip'X, HiTEX, Primetex, Insugrip...)

IMPORTANT: See section A-1 before installation.

B-1.1 - Prior to installation

NOTE: Always verify product labels to ensure proper type, colour and thickness ordered; also check lot on the labels in order to avoid shading problems from a roll to another.

With Textile products, no limit for the quantities to install or the joint lengths to be made.

B-1.2 - Installing self-adhering Velcro® Strips

- a- Cut recommended self-adhering Velcro® strips according to your room size and after removing the back paper, place them at a distance of about 1/4" to 1" (0.6 cm to 2.5 cm) from the walls. Leave releasable top liner on strips Velcro® for better manoeuvrability during installation.
- b- Additional Velcro® strips should be placed in the shape of an "X" under appropriate placement, this will give additional lateral support when moving appliances or other heavy items.
- c- In order to maintain flooring in place, remove releasable top liner after installation completed.

B-1.3 - Layout

- a- Unroll the flooring and lay it flat at room temperature (minimum 70°F/20°C). Make sure that the surface and backing are free of manufacturing defects or apparent product flaws.
- b- Carefully measure the floor and mark out with a chalk line where the seams of the flooring will eventually fall. In the case of wood subfloors, make sure that the flooring seams won't fall directly on top of the subfloor seams. A minimum of 6" (15 cm) is recommended between flooring and subfloor seams.
- c- Following is the process to avoid the appearance of air pockets or waves in the flooring after its installation. When installing, lightly lift and shake to loosen the material. Make sure the backing freely floats and slides on the subfloor. Starting from the middle of the room, move the waves or air pockets towards the outside with a cork tool (300 cm x 12 cm x 2.5 cm) or a 100 lbs roller. When the product is well expanded, cut it leaving a 6 mm minimum spacing around the room. Lay down the overall width on the chalk line.
- d- When exceeding roll width, verify drawing line up and if the width need to be reversed or not. Slightly overlap sheets for eventual seaming. Inspect dry laid flooring for telegraphing or any remaining apparent subfloor defects and correct prior to final setting.

B-1.4 - Fitting

- a) Material is cut-out using the freehand method. To draw design or specific cutting, the use of a gauge may be necessary.
- b) When pattern matching is required, be sure to allow extra material.
- c) Overlap sheets for exact pattern match over chalk line. Prevent flooring from moving.
- d) Double cut seam, refer to section C2.2.
- e) Fold flooring back lengthwise to expose the chalk line and seam area. Apply and fix single face tape 4" (10 cm) to centered over the chalk line and position the flooring into place and roll using a hand roller, for better adhesion. Vinyl should be cut before tape is applied.
- f) Complete with the sealing of the seams (see section C).
- g) When Texline flooring won't lay flat use a steamer on face of product, this will cause to material to regain its memory and lay flat.

CAUTION: Although vinyl flooring is flexible DO NOT crease material or step on material when rolled onto it self. This will damage material.

B-1.5 – Loose Lay (no adhesive) Texline Products

IMPORTANT: See sections A-1, B-1.1, B1.3, B1.4 prior to installing.

No need for glue, double sided tape or staples for the installation of this type of flooring.

Additional Velcro® strips should be placed in the shape of an "X" under appropriate placement, this will give additional lateral support when moving appliances or other heavy items.

Cabinetry should be installed prior to flooring. Trim and moulding should not hinder the movement of the floor. Do not nail into the vinyl flooring.

CAUTION : Although vinyl flooring is flexible DO NOT crease material or step on material when rolled onto it self. This will damage material.

B-1.6 - Full spread adhesive Texline Products

IMPORTANT: See section **A-3** for subfloor preparation and B1.1, B1.3, B1.4 a) b) c), prior to installing.

NOTE: Installing material when adhesive is too “wet” will create air bubbles. Installing material when adhesive is too dry will not promote good adhesive transfer between subfloor and material. Generally, the adhesive should be given sufficient time to tack-up before laying material. Use recommended manufacturer’s adhesive.

- a) When ready to glue the entire surface, fold back a workable section of the material and expose the subfloor.
- b) Depending on subfloor porosity, apply adhesive using a 1/16” or 1/32”, square notched trowel. With a short bristle paint roller, roll adhesive on entire surface in order to flatten out trowel marks and help adhesive set faster.
- c) When the adhesive is set, lay material into adhesive.
- d) Immediately roll the entire surface crossways with a 100-lbs (45 kg) roller. Minimize foot traffic for 24 hours.
- e) Clean any remaining adhesive traces with mineral spirits and avoid walking directly on the seam for 24 hours.
- f) Finish with seaming (See section C).

CAUTION: Although vinyl flooring is flexible DO NOT crease material or step on material when rolled onto it self. This will damage material.

B-2 Installation for Products with Expanded Vinyl Backing (Agrippa, ...)

B-2.1 - Prior to installation

NOTE: Gerflor residential floorings with expanded vinyl backing can be installed without any adhesive only for residential use, meaning when in a room under 35 vg2 (30 m2) and when the length of the seam does not exceed 30 linear feet (10 lin. m.). Cut-out too close of vertical surfaces is not recommended.

IMPORTANT: see section A-2 and A-3 for subfloor repair and B1.1, B1.3, B1.4 a) b) c), prior to installation.

B-2.2 – Installation with double face tape

- a) When installing, using a double face tape 2” (5 cm), and if the subfloor is porous, apply a concrete sealer to seal the surface for a better bonding of the tape to the subfloor.
- b) Cut recommended double face tape according to your room size and place it at a distance of about 1/4” to 1” (0.6 cm to 2.5 cm) from the walls after removing back paper. Leave release liner on tape for better manoeuvrability during installation.
- c) Double face tape should be placed in the shape of an “X” under appropriate placement, this will give additional lateral support when moving appliances or other heavy items.
- d) Remove release liner on tape in order to keep flooring in place after installation.

B-2.3 - Loose Lay (no adhesive)

IMPORTANT: See sections B-1.1, B-1.3, and B-1.4 prior to installing.

NOTE: Loose Lay means no need for glue, double face tape or staples for the installation of this type of flooring.

Double face tapes should be installed where flooring will be subjected to repeated castor action: refrigerator, dishwasher, carts...

B-2.4 - Full spread adhesive: Expanded Backing

IMPORTANT: See section A-3 for subfloor preparation and B1.1, B1.3, B1.4 a) b) c), prior to installing.

NOTE: When products are glued, no limit for the quantities to install or the joint lengths to be made.

C - SEAM SEALING INSTRUCTIONS

C-1 Heat Welding (Professional)

* Heat welding of the seams shall comply with ASTM F 1516 “Standard Practice for Sealing Seams of Resilient Flooring Products by the Heat Weld Method”.

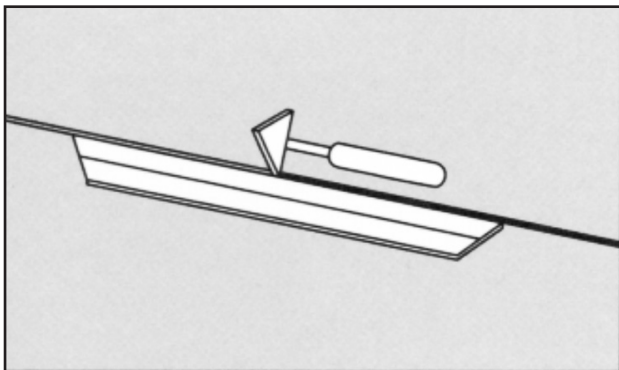
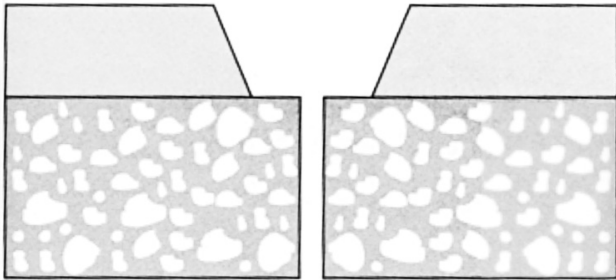
NOTE: Prior to welding the actual seam, it is strongly recommended to test welding gun temperature and speed on a sample piece of flooring.

C-1.1: Overlap sheets for exact pattern match Prevent flooring from moving.

C-1.2: Using a sharp utility knife and a metallic ruler, double cut through the tape and the material in order to create seam, remove the salvage (leaving the masking tape in place).

C-1.3: Fold flooring back lengthwise at seam. Apply a single face tape 4” (10 cm face up, centred under seam. Position flooring in place and use a hand roller for better adhesion.

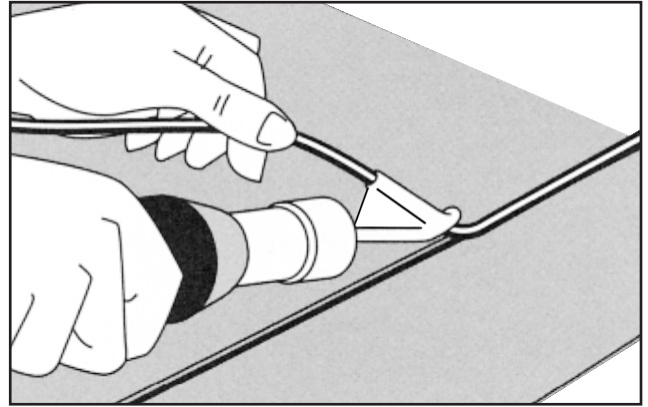
C-1.4: Begin by grooving the seam with a manual or electric grooving tool. Depending on the type of backing, adjust the depth and the width of the groove. (See section B1.4 d)



C-1.5: Clean out the grooved seam prior to installing the welding rod.

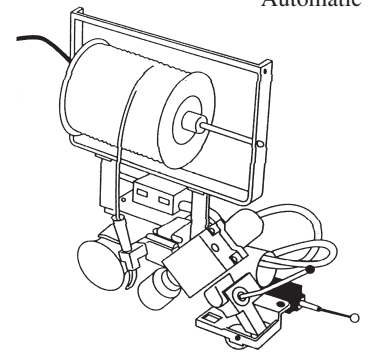
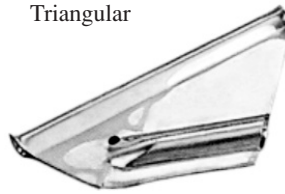
C-1.6: Using a heat welding gun and the proper triangular heat defusing nozzle, apply the welding rod at a steady pace. Let the welding rod cool.

Manually

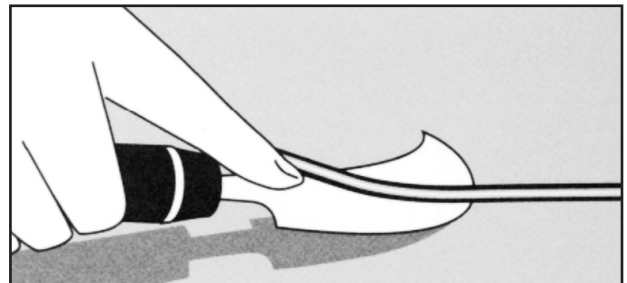
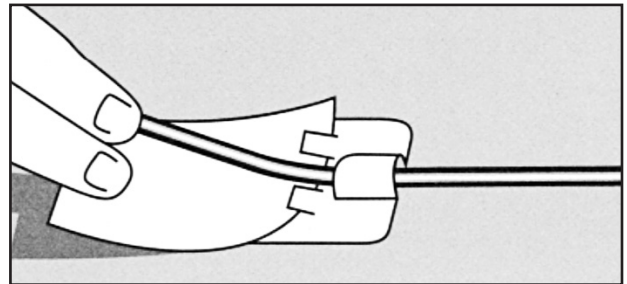


Automatic

Triangular



C-1.7: When cold, trim the welding rod with a crescent knife; first using a guide plate, then finishing by free hand.



C-2 Cold Liquid Sealing (Residential)

The SG-916/ROMUS seaming technique is custom designed for Gerflor sheet vinyl products. If done properly, the SG-916/ROMUS system completely fuses the vinyl together, leaving a uniform and complete looking.

NOTE: Liquid seam sealing shall comply with ASTM F 693-98 "Practice for Sealing Seams of Resilient Sheet Flooring Products by use of Liquid Seam Sealer".

C-2.1 Cover both overlapped seams with a quality masking tape.

C-2.2: Using a sharp utility knife and a metallic ruler, double cut through the tape and the material in order to create seam, remove the salvage (leaving the masking tape in place).

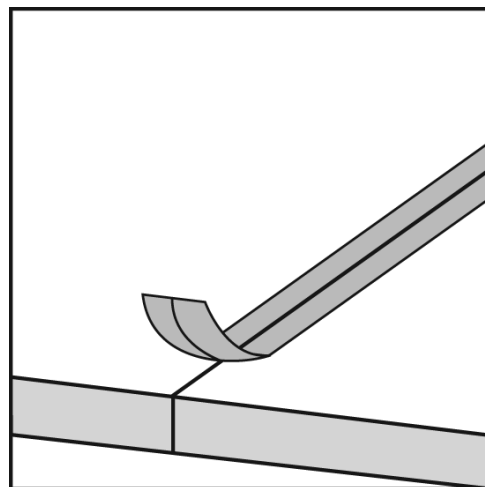
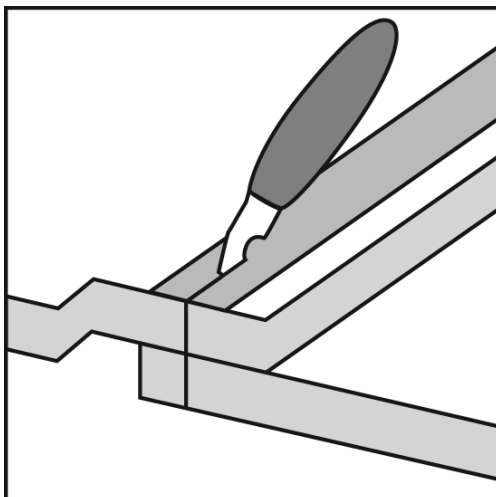
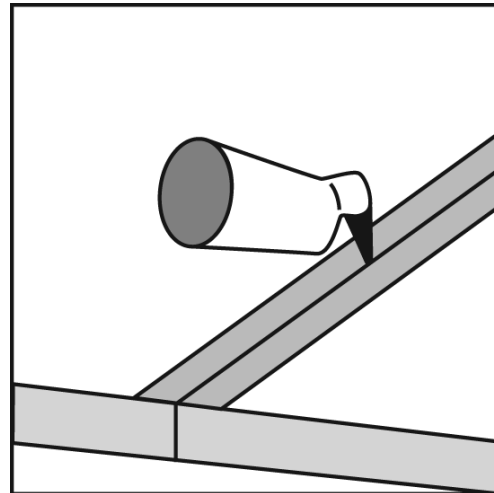
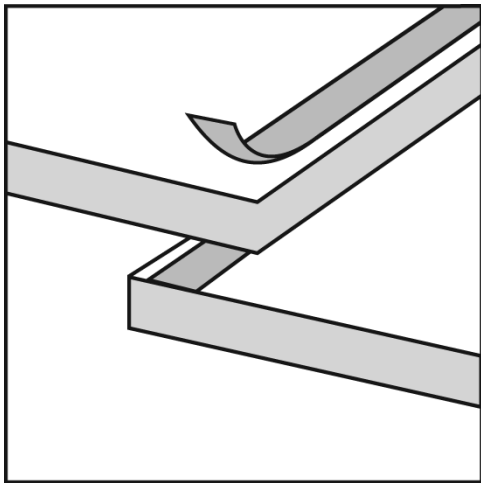
C-2.3: Fold flooring back lengthwise to expose the chalk line and seam area. Apply and fix single face tape 4" (10 cm) to centered over the chalk line and position the flooring into place and roll using a hand roller, for better adhesion. Vinyl should be cut before tape is applied.

C-2.4: Insert the applicator tip into the seam and pulling towards you and apply slowly until the liquid fully penetrates the seam and beads-up onto the masking tape.

C-2.5: Let the sealer set for no more than 15 to 20 minutes, then remove the masking tape (which also removes the excess seam sealer).

C-2.6: Clean any remaining residual sealer with mineral spirits and avoid walking directly on the seam for 24 hours.

CAUTION: Protective gloves should be worn at all times when handling these products. Keep out of reach of children. Avoid direct contact with the skin or eyes. Proper measures should be taken when disposing of empty cartridges.



C-3 Tarastick System (Residential and Professional)

Tarastick is a solvent free, two component seam welding system specially developed for Gerflor vinyl flooring. This seaming technique uses an engineered applicator tool that properly mixes the two components together. The compound is then applied directly in the seam to create a clean, neat, solid almost invisible and permanent bond throughout the full thickness of the product. This Gerflor recommended system will prevent liquid and dirt infiltration into the seam.

C-3.1 Applicator Tool Preparation

To assemble the applicator tool:

- a) Depress red button (in back of handle) and extend the rack to allow room for cartridge installation.
- b) Deposit cartridge into the applicator tool (small tub should be in the bottom of the unit).
- c) Depress trigger once or twice to block the cartridge.
- d) Remove the protective washer and unscrew plastic nut.
- e) Remove green cap and install the mixing/applicator nozzle.
- f) Replace the plastic nut over the mixing/applicator nozzle to secure into place.

Before mixing the seaming solution, proceed with installation of the flooring as recommended by Gerflor.

C-3.2 Mixing the Solution

When ready to cold weld the seams, mix the solution by depressing the trigger repeatedly until a homogeneous colour is obtained (visible through the nozzle) and when the mixing/applicator nozzle is full.

C-3.3 Seaming

- a) Overlap sheets for exact pattern match Prevent flooring from moving.
- b) Using a sharp utility knife and a metallic ruler, double cut through the tape and the material in order to create seam, remove the salvage (leaving the masking tape in place).
- c) Fold flooring back lengthwise at seam. Apply a single face tape 4”(10 cm) face up, centred under seam. Position flooring into place. Use a hand roller on one side of seam only for better adhesion between flooring and tape. Non fold back other side of seam length wise, exposing flooring edge at seam, to apply Tarastick.
- d) To begin, place the tip of the mixing/applicator nozzle directly on the side of the open seam of the material (on top of the adhesive or tape). By depressing the trigger, apply a consistent and uniform bead of Tarastick solution along the full length of the seam.

- e) Once the bead is applied, immediately lay the adjacent piece of flooring into place provoking the Tarastick bead to overflow through the seam onto the material and making sure that the seam is tightly closed.
- f) Using a small hand roller or manually, roll or press the seam to provoke maximum Tarastick seepage onto the material. Inspect the seam to make sure it is secure.
- g) Immediately remove all seaming compound from the surface of the flooring with a damp and clean sponge or cloth. Rinse sponge or cloth and change water frequently. Avoid walking directly on the seams for 24 hours.

CAUTION: Using a cloth with too much water will dilute the Tarastick and remove it from the seam. Do not scrub or apply too much force when removing excess (this will draw the Tarastick out from the seam).

C-3.4 Storage and packaging information

- a) Immediately following usage, remove orange screw from nozzle and clean both parts with water.
- b) Reapply green cap to close the cartridge for further use
- c) Container shelf life: 6 months.
- d) Maximum open time (once mixed): 1 hour.
- e) Net weight: 297 g (Resin: 270 g/Hardener: 27 g)
- f) Coverage: approximately 80 to 100 lin.ft. (25 to 30 l.m.)

CAUTION: Protective gloves should be worn at all times when handling these products. Keep out of reach of children. Avoid direct contact with the skin or eyes. Proper measures should be taken when disposing of empty cartridges.

CAUTION: If using a previously opened cartridge ensure both components exit the tubes equally before installing mixing applicator nozzle. If one side is clogged components will not mix at the proper ration and will not set up when applied into the seam.

D - MAINTENANCE

D-1 Residential use No Wax Vinyl and No Wax Finish

Gerflor floorings are solid and durable but, like all floor coverings, they still need proper cleaning and maintenance to stay beautiful. To maintain the shine and sparkling new feel of your floor as long as possible, follow the guidelines below:

D-1.1 General Floor Care

- a) Regularly sweep the floor with a soft broom to remove dirt and grit and prevent scratches.
- b) Wash the floor regularly with a mild floor detergent and rinse with clean water.
- c) Wipe up spills immediately with a clean cloth dampened with warm water.
- d) Never use abrasive cleaners, soaps, waxes in the form of paste or solvents as they leave a film that will discolour the floor or reduce its shine.
- e) Avoid using a “beater bar” rotary suction vacuum cleaner as it might damage the floor surface.

D-1.2 Floor Care Tips

- a) Use floor protectors on furniture to reduce the possibility of indentation.
- b) When moving heavy objects or appliances across your floor, always lift them, use professional guides or place them on a plywood panel or turn a section of the carpet upside down. The carpet should be free of abrasives.
- c) Place non-staining, door mats at every outside entrance to the room to keep sand and grit from being transported onto the floor. Do not use rubber or latex backed mats; they may damage the floor.
- d) In areas with extremely high sunlight, close your blinds, shades or curtains during sunlight hours to prevent the floor from discolouring over time.
- e) It is recommended that a chair pad be used for chairs with rolling casters. The combination of sand, grit and localized pressure from casters will cause the increased wear on the material.

D-2 Professional use No Wax Polyurethane Finish

Application / Maintenance	Light Traffic	Medium Traffic	Heavy Traffic
Initial maintenance	Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner. Rinse.	Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner. Rinse.	Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner. Rinse.
Added protection required	No but stains should be removed immediately. Proceed with regular maintenance.	No but stains should be removed immediately. Proceed with regular maintenance.	No but stains should be removed immediately. Proceed with regular maintenance.
Regular maintenance	Sweep on a daily basis. Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner when needed. Rinse.	Sweep on a daily basis. Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner every 3 to 4 days or when needed. Rinse. When needed, spray buff with SC Johnson “Snapback” or “Shiner” using a red pad (Max 350 R.P.M.).	Sweep on a daily basis. Damp mop using a cleaning solution of SC Johnson “GP Forward” floor cleaner every 3 to 4 days or when needed. Rinse. When needed, spray buff with SC Johnson “Snapback” or “Shiner” using a red pad (Max 350 R.P.M.).
Periodical maintenance	Clean thoroughly with a low speed polisher (Max. 350 R.P.M.) using a red pad with SC Johnson “Snapback” or “Shiner” product. If the finish is worn, scrub with a low speed polisher (Max. 350 R. P. M.) using a blue pad and a cleaning solution SC Johnson “GP Forward”. Rinse. Apply 2 coats of SC Johnson “Complete” floor finish.	Clean thoroughly with a low speed polisher (Max. 350 R.P.M.) using a red pad with SC Johnson “Snapback” or “Shiner” product. If the finish is worn, scrub with a low speed polisher (Max. 350 R. P. M.) using a blue pad and a cleaning solution SC Johnson “GP Forward”. Rinse. Apply 2 coats of SC Johnson “Complete” floor finish.	Clean thoroughly with a low speed polisher (Max. 350 R.P.M.) using a red pad with SC Johnson “Snapback” or “Shiner” product. If the finish is worn, scrub with a low speed polisher (Max. 350 R. P. M.) using a blue pad and a cleaning solution SC Johnson “GP Forward”. Rinse. Apply 2 coats of SC Johnson “Complete” floor finish.

D-3 Stain Chart

TYPE OF STAIN	CLEANING METHODS
<p style="text-align: center;">Group A</p> <p>Ink, iodine, mercurochrome, coffee, alcohol, fruit juice, ketchup, vinegar, mustard, blood, urine, vomit, excrement, betadine.</p>	<p style="text-align: center;">Method A</p> <ul style="list-style-type: none"> • Immediately rub stain with a white cloth dampened in solution of bleach and water (20 parts water and one part bleach) or use water in which you have diluted mineral spirit of ammonia. Let set for one minute. Rinse with cold/clean water.
<p style="text-align: center;">Group B</p> <p>Rust, grass, dye.</p>	<p style="text-align: center;">Method B</p> <ul style="list-style-type: none"> • Immediately rub stain with soft nylon pad dampened in alcohol (isopropyl). Thoroughly rinse with cold/clean water.
<p style="text-align: center;">Group C</p> <p>Asphalt, tar, grease, oil, wax, chewing gum, nail polish, alkalis, lacquer, paint, rubber.</p>	<p style="text-align: center;">Method C</p> <ul style="list-style-type: none"> • If needed, remove soiled material with a plastic spatula. Immediately wipe with a white cloth dampened in full strength floor cleaner or alcohol. Thoroughly rinse with cold/clean water. Polish floor if necessary.
<p style="text-align: center;">Group D</p> <p>Diluted acids, drain cleaner, harsh soaps of detergents.</p>	<p style="text-align: center;">Method D</p> <ul style="list-style-type: none"> • Remove spill with a clean damp cloth folding frequently. Immediately wipe with a white cloth dampened in full strength floor cleaner or alcohol. Thoroughly rinse with cold/clean water. Polish floor if necessary.
<p style="text-align: center;">Group E</p> <p>Burns (cigarettes, matches, etc.)</p>	<p style="text-align: center;">Method E</p> <ul style="list-style-type: none"> • Use light sand paper on affected area. Apply floor dressing or vinyl seaming liquid to repair.

D-4 Repair Chart

Damage

All flooring materials are susceptible to physical damage. The ability to successfully repair a damaged resilient floor covering depends on the type and the extent of the problem. The following is a guide on how to attempt a repair when possible but should not be taken as guarantee of the physical and/or aesthetic success of a repair.

Common types of damage

Barring certain manufacturing defects, the most common types of damage reported in the case of resilient flooring are cuts and gouges, scratches, scuff marks, stains, colours change, burns, and loss of shine, roller marks and indentation. The following chart will summarize the actions to be taken in the above reported cases.

Type of damage	Flooring	Action to be taken
Cut	Damaged surface with heavy dents.	<ul style="list-style-type: none"> • Lightly sand damaged area, dry buff or if necessary, repair with SG-916 or ROMUS liquid seam sealer. If unsuccessful, cut out damaged area and apply a patch.
Scratches	Damaged surface with light abrasions.	<ul style="list-style-type: none"> • Buff manually or with a polisher with a red pad.
Scuff marks	Black or white streaks.	<ul style="list-style-type: none"> • Black: Remove with a damp cloth. • White: Manually polish or with a polisher.
Staining and discoloration	Local or all-over stain.	<ul style="list-style-type: none"> • Clean according to “General Floor Maintenance”.
Burns	Surface tarnished or melted.	<ul style="list-style-type: none"> • See recommendation for “Cuts”.
Indentation	Elongated or local concave indentation.	<ul style="list-style-type: none"> • Determine source. • Use floor protectors.
Subfloor defects	Subflooring defect.	<ul style="list-style-type: none"> • Contact flooring contractor.



E - LIMITED WARRANTY FOR GERFLOR'S RESIDENTIAL VINYL FLOORING

HQR Texline® and Hi-Tex Ranges: 15 year warranty
Residential Texline® ranges: 10 year warranty – Grip'X: 10 year warranty
Insugrip: 8 year warranty – Agrippa: 8 year warranty

Gerflor guarantees to the customer that all its first quality products will be free of defects and manufactured according to floor covering industry standards from the date of purchase and for a limited period depending on ranges.

Gerflor guarantee that the product will not rip, tear or gouge from normal household use.

If a defect should occur, the customer must provide a written claim accompanied by the proof of purchase.

During the first and second years following purchase, Gerflor shall replace or repair the defective portion of the floor covering with an identical Gerflor product.

Should the product no longer be available, Gerflor shall replace it with a floor covering of the same quality. Gerflor shall also pay reasonable repair or installation costs if the original product was installed by a professional. In this context, "reasonable cost" means the average cost that a professional installer would request for repairing or installing the type of floor covering that the customer purchased

Over the second year, Gerflor shall provide free-of-charge a suitable replacement of the same quality, but shall not pay any repair or replacement costs.

This warranty does not cover the following items:

- Products other than first quality.
- Products that have not been installed and cared for accordance with the manufacturer's recommendations.
- Products not visually inspected by the installer and purchaser before installation.
- Products damaged during transportation.
- Products that were submitted to excess abuse or applications not prescribed by the manufacturer.
- Products installed, replaced or repaired by a layman that were otherwise intended for professional installation.
- Products installed on unsuitable subfloors.
- Loss of lustre due to normal wear or prolonged exposure to sunlight.
- Differences in color between samples, illustrations, and the products itself.
- Problems associated with hydrostatic pressure and/or excessive moisture and/or humidity and/or alkaline substances in the subfloors.
- Damage resulting from burns.
- Indentations, punch marks, or other damage caused by high or stiletto heels.
- Stains from asphalt covering or sealer, carpets or painted surface tracking, discolouration caused by rubber or synthetic backing of mats.
- Damages caused by table or chair legs without appropriate protection.
- Damages caused to any other item than the floor covering, even if it arose from a manufacturing defect in the floor covering, (indirect or eventual damages).
- Commercial installation of a residual product.
- Damage caused by abuse such as moving appliances across the floor without adequate protection (moving heavy furniture).



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