



## LAMINATE INSTALLATION, CARE, & WARRANTY GUIDE



**⚠ WARNING** Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca](http://www.P65Warnings.ca)

IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY: THESE BUILDING MATERIALS EMIT FORMALDEHYDE. EYE, NOSE, AND THROAT IRRITATION, HEADACHE, NAUSEA AND A VARIETY OF ASTHMA-LIKE SYMPTOMS, INCLUDING SHORTNESS OF BREATH, HAVE BEEN REPORTED AS A RESULT OF FORMALDEHYDE EXPOSURE. ELDERLY PERSONS AND YOUNG CHILDREN, AS WELL AS ANYONE WITH A HISTORY OF ASTHMA, ALLERGIES, OR LUNG PROBLEMS, MAY BE AT GREATER RISK. RESEARCH IS CONTINUING ON THE POSSIBLE LONG-TERM EFFECTS OF EXPOSURE TO FORMALDEHYDE. REDUCED VENTILATION MAY ALLOW FORMALDEHYDE AND OTHER CONTAMINANTS TO ACCUMULATE IN THE INDOOR AIR. HIGH INDOOR TEMPERATURES AND HUMIDITY RAISE FORMALDEHYDE LEVELS. WHEN A HOME IS TO BE LOCATED IN AREAS SUBJECT TO EXTREME SUMMER TEMPERATURES, AN AIR-CONDITIONING SYSTEM CAN BE USED TO CONTROL INDOOR TEMPERATURE LEVELS. OTHER MEANS OF CONTROLLED MECHANICAL VENTILATION CAN BE USED TO REDUCE LEVELS OF FORMALDEHYDE AND OTHER INDOOR AIR CONTAMINANTS. IF YOU HAVE ANY QUESTIONS REGARDING THE HEALTH EFFECTS OF FORMALDEHYDE, CONSULT YOUR DOCTOR OR LOCAL HEALTH DEPARTMENT. **WARNING! DO NOT MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT-BACK" ADHESIVES OR OTHER ADHESIVES. PREVIOUSLY INSTALLED RESILIENT FLOORING MAY CONTAIN EITHER ASBESTOS FIBERS OR CRYSTALLINE SILICA. THE PRODUCTS IN THIS BOX DO NOT CONTAIN ASBESTOS. AVOID CREATING DUST. INHALATION OF SUCH DUST IS A 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 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 (RFCI) PUBLICATION "RECOMMENDED WORK PRACTICES FOR REMOVAL OF RESILIENT FLOOR COVERINGS" FOR DETAILED INFORMATION AND INSTRUCTIONS ON REMOVING ALL RESILIENT COVERING STRUCTURES. Always use safety glasses and a mask when cutting the flooring.**

**All instructions and recommendations are based on the most recent information available. If you receive a printed copy of these instructions, please refer to [www.southwindcarpet.com](http://www.southwindcarpet.com) to ensure you have the most up to date version of our installation instructions.**

Handle cartons and flooring carefully to protect the edge. Always transport and store cartons in the original packaging, neatly stacked horizontally on a smooth, flat, solid surface. Never on their sides or ends.

The flooring should only be installed after all the other trades have finished and the jobsite has been cleared of any/all debris that could damage a finished installation.

By starting installation of this product, you are agreeing that you have read and understand all installer/owner's requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty. If you need additional assistance, please contact Southwind Technical Services at 1-800-272-2808.

**It is the sole responsibility of the installer/owner, prior to installation, to assure that the planned installation area is suitable for the flooring and meets local building codes; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job environment and subflooring requirements. The installer/owner assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include print/color/texture/ factory finish /visible conditions. If the product is not acceptable, DO NOT INSTALL IT. Contact your supplier immediately for assistance. Flooring that has been installed will be deemed to have been inspected and quality accepted. Southwind will not accept any responsibility for any flooring installed with visible conditions.**

Your floor must be installed in a dry, level, climate controlled, indoor residential environment (temperature range of 64°-86°F (18°-30°C) and humidity range of 35% to 75%

**IMPORTANT PRE-INSTALLATION INFORMATION** – Make sure subfloor is clean, dry and flat (maximum 3/16" deflection over 10'. Grind down any high areas and fill any low areas with a Portland-based patching compound. Southwind only recommends the use of latex fortified Portland cement-based products as a satisfactory patching or leveling compound.

**Suitable subfloor for Laminate Flooring are:**

Existing floor surfaces including hardwood floors, linoleum, resilient vinyl, PVC (plastic floor surfaces must be permanently attached to the subfloor).

Cement floors on all grades/elevations (maximum residual moisture 2.0 CM%). With a calcium chloride test, the maximum acceptable reading is 5.0lbs/24 hours/1000 sq.ft.

Anhydrite and Anhydrite tiles, Magnesium Cement (max residual moisture 0.3CM%)

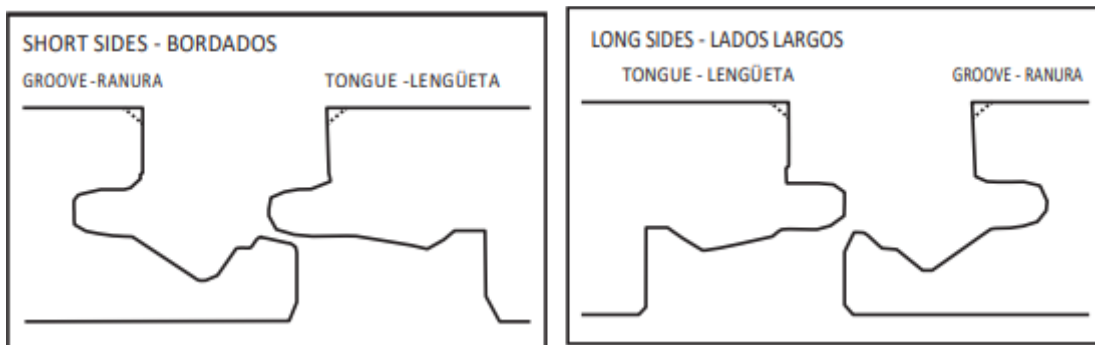
Wood subfloor moisture 14.5%maximum

Concrete relative humidity 70% maximum Attention! Without a documented measurement of residual moisture content, a claim against the manufacturer for damages cannot be considered. Concrete sub-floors must always be covered with a 6-mil vapor barrier even if linoleum, PVC or resilient vinyl is firmly attached to the concrete.

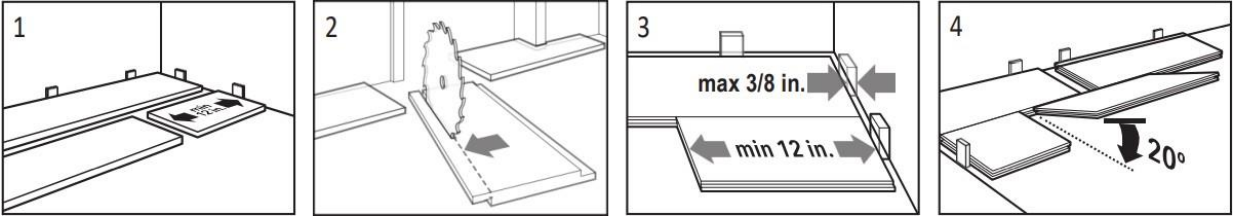
**For successful installation:**

In all residential applications Southwind's Laminate flooring products are intended to be a floating floor system and should **NEVER** have objects fastened through it to the subfloor. Do not install fixed objects, such as cabinets, islands, wall units etc. on top of the flooring or fasten trim/molding/transition pieces directly to the floor!

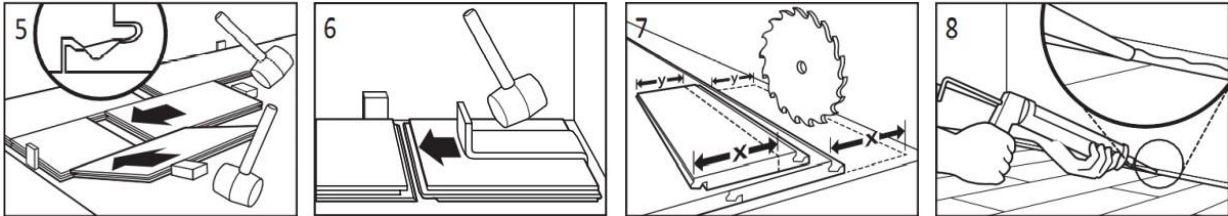
1. No acclimation required when installation site conditions are climate controlled before and during installation.
2. Identify the tongue side and the groove side. The tongue side (the smaller extension without a ridge on it) goes against the beginning wall.
3. Install vapor barrier if subfloor is cement (6milpolyethylene film).
4. Always use an underlayment padding above the vapor barrier and below the laminate flooring planks. If pad is pre-attached, no additional underlayment should be used.
5. Install parallel to the main light source.
6. Before cutting, plan your installation so each plank is at least 12" long and that the first and last rows are at least 2.5" wide.
7. No transition strip is required when the length or width of installed planks measures less than 40', or in doorways unless plank direction changes.



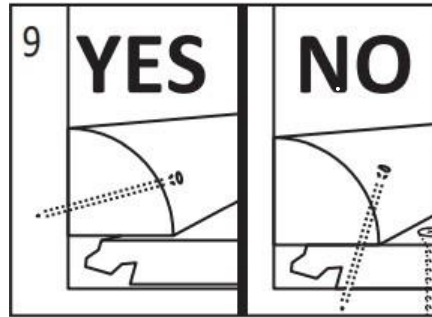
# Installation instructions



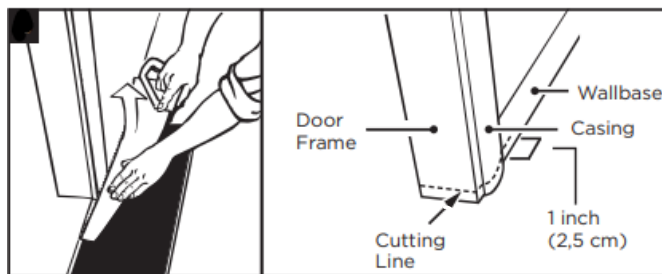
- 1) Before cutting, select your beginning wall and plan your installation. Lay planks tongue side facing the wall for the first 2 rows on the floor close to the wall. Each plank should be at least 12" long.
- 2) Remove the tongue side (see Figure 1 below) on only the planks in the first row that face the wall to allow room for spacers. Always allow for 5/16" min to 3/8" max expansion at walls and around fixed objects.
- 3) Always allow for 5/16" min to 3/8" max expansion at walls and around fixed objects.
- 4) Lock in panel lengthwise. Allow a 12" minimum end-joint stagger row to row. Install first and second row at the same time to help ensure end-joints are perfectly square.



- 5) Use a 4"-6" piece at an angle to hold the tongue and the groove on the same plane, limit end-joint damage and ensure planks engage square. Tap end-joints with multiple taps, striking the tapping block evenly until end-joints close. NOTE: Tapping too hard or striking the tapping block unevenly can result in installation-related damage or peaking.
- 6) Fit the last panel in the row using a pull bar.
- 7) Repeat steps 4 through 6 until your reach the last row. Cut last row to size (2-1/2" minimum width)
- 8) After installing planks and before installing trim, remove all spacers. Create a watertight seal by applying flexible 100% silicone sealant along the entire perimeter of room and around fixed objects. Do not use acrylic sealant. To limit the amount of sealant to be used, first fill all expansion spaces with 3/8" compressible PE foam backer rod and cover with silicone sealant.



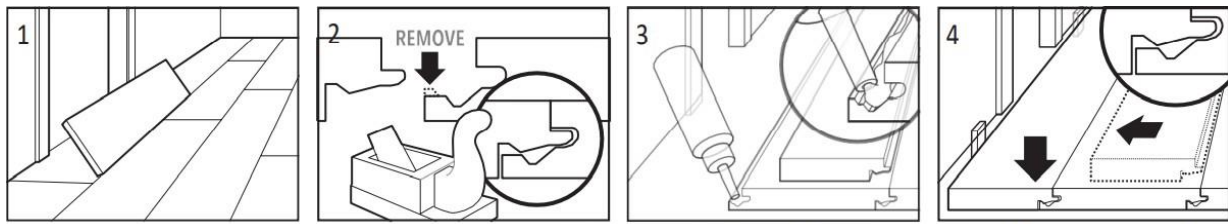
- 9) Prior to installing moldings, apply silicone sealant to the portion of the molding or transition that will rest on the laminate flooring surface. Install moldings and immediately wipe away excess silicone sealant. Apply silicone sealant at connections to doorframes and other fixed objects. Ensure floor is able to “float”. Do not nail trim to floor.



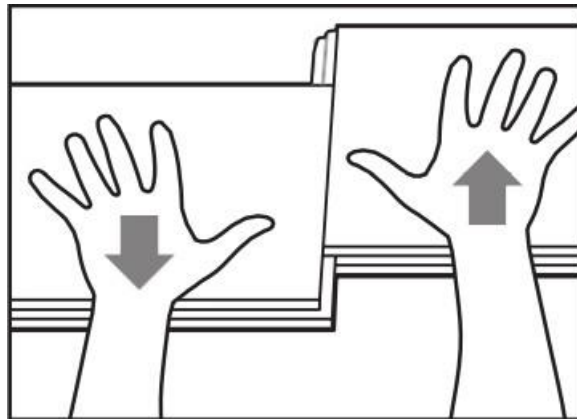
#### Installation Under Doorway Frames:

- 1) **1. Slide plank under pre-cut door frame.**
- 2) **2. Tap the long side joint closed.**
- 3) **3. Tap the end joint**

# Working with Limited Clearance



- 1) Some long edge joints cannot be installed using a 20° angle.
- 2) Remove top part of the groove profile.
- 3) Use good quality wood glue to make the connection.
- 4) Slide panel into space horizontally and slot into profile. Use these modified planks under doorframes, radiators, cabinet fronts, etc. Use the pull bar to slide the planks where needed.



**DISASSEMBLING:** Disengage entire row by lifting up row delicately at an angle. To separate individual planks, leave them on the ground and then carefully slide the planks apart as illustrated.

Please visit our website for more help [southwindbp.com](http://southwindbp.com)

## CLEANING & CARE

Congratulations on choosing your new moisture resistant laminate floor. This floor is made from wood and is virtually maintenance free. For routine care, just sweep, vacuum (use hard floor setting and no beater bar) and damp mop to keep your floor clean. If stubborn spots remain, use a laminate floor cleaner.

### **General Do's and Don'ts**

- Do not use any cleaning agents containing wax, oil, polish or soap. Left over residue from these agents can leave a dull film on the floor. Keep household vinegar or ammonia on hand to create a simple cleaning solution. Normal cleaning use one part Vinegar to 3 parts distilled water, for corrective cleaning (residue build up) use one part ammonia to 3 parts distilled water.
- Do damp mop by applying cleaning solution or water to the mop/cleaning cloth and not directly to the floor
- Do not use 2-in-1 cleaners that contain acrylics or urethane polish to restore gloss.
- Do use a vacuum with a hard floor attachment that does NOT contain rotary brush heads that could cause scratches.
- Do not use a steam cleaner, spray mops, or power cleaners.
- Do use entry doormats at each entrance to your home to prevent dirt, sand, grit and other substances from being tracked onto the floor.
- Do use wide-bearing, non-staining floor protectors such as felt protectors, for chair legs and table legs.
- Do use protective mats under rolling chairs and keep furniture casters clean, Replace plastic casters on chairs with rubber wheels
- Do not leave any amount of liquid (water, juice, soft drink, alcohol, etc.) on the floor for more than the time necessary to clean the spill. Immediately wipe up wet areas.
- Do not use abrasives, such as steel wool or scouring powder, as these could scratch the floor.
- Lift and carry, do not slide or roll heavy furniture or metal items across the floor.

### **Specific Cleaning Solutions**

- Juice, wine, grease, chocolate: dampen a rag with water and a laminate floor cleaner and spot clean.
- Cigarette burns, asphalt, shoe polish, paint, ink, crayon, dried foods, nail polish: dampen a rag with rubbing alcohol or nail polish remover and spot clean.
- Candle wax, chewing gum: allow to harden and gently scrape with a plastic scraper.

**REMEMBER, this floor is made from real wood, not plastic. Using too much water or any other liquid cleaning solution could result in the planks swelling, creating permanent damage to your floor. This would NOT be covered by Manufacturer's warranty.**

## **MANUFACTURER'S LIMITED WARRANTY**

What we cover and for how long Manufacturer warrants to the original residential purchaser for a period indicated on this carton from the original date of purchase, that:

1. The design layer of the floor will not stain wear through or fade from normal sunlight or artificial lighting under normal use conditions in a dry indoor residential setting.
2. The design layer of the floor will resist permanent staining caused by pet urine from dogs and cats when the floor is thoroughly cleaned, and the pet urine has not dried on the floor.
3. The floor will be free of manufacturing defects.
4. The floor will resist water damage due to moisture from normal use conditions (cleaning and water spills) when you follow our recommended cleaning and care practices and when spills are removed within 76 hours.

### **What you must do to keep the warranty in effect:**

You must install and maintain your floor according to the installation and cleaning instructions.

Your floor must be installed in a dry, level, climate controlled, indoor residential environment (temperature range of 64°-86°F (18°-30°C) and humidity range of 35% to 75%.)

You must keep your proof of purchase, the end carton label that identifies the product and other documents and receipts, such as your installation invoice.

### **What this warranty does not cover**

We do not cover any installation costs, including labor or accessories, for flooring installed with known defects.

You must inspect all planks for recognizable defects before and during the installation.

We do not cover surface wear or damage resulting from abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service by anyone other than the



authorized Manufacturer's representative, or accidents, including but not limited to severe impact, scratching, cutting, negligence or chemical damage. We do not cover scratches, indentations and marks that continue across multiple planks.

Gloss reduction is not surface wear.

Surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch.

We do not cover damage that is caused in whole or in part due to moisture underneath the floor.

We do not cover water damage caused by natural disasters, standing water (e.g. from appliance failures, broken pipes), excessive moisture emissions from a concrete slab (more than 5 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.)

We do not cover damage from pet urine that has been allowed to dry on the floor. We do not cover molding, underlayment, vapor barrier and accessories.

We do not cover damage from rotating beater bars, steam cleaners, abrasive scrubbers, excessive wet mopping, waxes, or similar cleaning and care methods.

We will not review claims unless you purchased the floor from an authorized retailer in the original packaging. How to make a claim. To make a Warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect.

What we will do to correct problems If we approve a claim, we may choose to repair, replace, or refund the original cost of the defective materials. If the product is no longer available, you will be able to choose from our current designs of equal or lesser value. We warrant products that we have repaired or replaced only for the remainder of the original Limited Warranty period. We reserve the right to inspect installed flooring and to remove samples if needed. We may also pay reasonable labor costs to repair or replace any defective product if the floor was professionally installed and a claim is submitted during the first year after installation.

This Limited Warranty is a diminishing warranty. If we approve a claim after the first year following the date of installation, we will pay a pro-rated percentage of your floor cost based on the warranty period (50 years for lifetime warranties) and the date of purchase. For example, if you purchase a product that has a 50 year warranty and you make a claim 20 years after the original purchase, we would pay 30/50th (60%) of the original floor cost if the claim is approved.

DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL

OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

## LIMITED COMMERCIAL USE WARRANTY

IF this laminate flooring offers a limited commercial warranty, we warrant to the original purchaser for the number of years listed as “commercial” that the design layer will not stain, wear through or fade from normal sunlight or artificial lighting or stain under normal use conditions in a light commercial setting. This limited commercial warranty includes all of the above conditions. This Limited Warranty, dated January 2020, supersedes all prior warranties.

