

ARMSTRONG FLOORING – LUXURY RIGID CORE PLANK

NATURAL CREATIONS® RIGID CORE 6.0mm

Warranty Against Defects

Installation Instructions

Maintenance Instructions

WARRANTY AGAINST DEFECTS

Armstrong Flooring – Luxury Rigid Core Plank

NATURAL CREATIONS® RIGID CORE 6.0mm

15 Year Residential
10 Year Light Commercial
5 Year Commercial

USE AREA CLASSIFICATIONS

Use areas are defined by testing to EN ISO 10874 Classification of resilient, textile and laminate floor coverings.

For the purpose of this warranty the following are Armstrong Flooring recommended use areas for the listed Armstrong Flooring Luxury Rigid Core Plank and Tile products.

Domestic (Residential) – Areas intended for private usage; **Light Commercial / Commercial** – Areas intended for public and commercial usage.

Use area class	Description	Examples	Natural Creations Rigid Core 6.0mm
Domestic 23 (Heavy)	Areas with high usage (Heavy traffic; suitable for all areas)	Living rooms, entrance halls, dining rooms and corridors	Highly Recommended
Commercial 31 (Light/Moderate)	Areas with low or occasional usage	Hotels, bedrooms, conference rooms, small offices, boutiques, shops	High Recommended
Commercial 34 (Very Heavy)	Areas with intense usage	Multipurpose halls, counter, halls, department stores	Recommended
Light Industrial 42 (General)	Areas where work is mainly standing and/or with vehicle traffic	Storage rooms, electronic assembly	Not Recommended

WARRANTY AGAINST DEFECTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone.

It is extremely important to ensure that proper installation and maintenance is carried out and also that the temperature range within the installed area is well maintained; otherwise your warranty might not apply (see conditions below).

Luxury Rigid Core Plank/Tile flooring should be protected from: excessive heat, prolonged exposure to direct sunlight, dryness or moisture, which may cause damage to your floor.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below and are effective for flooring products purchases after 1 January 2011. All

warranties run from the date of retail purchase for the applicable period described below.

The benefits under these Warranties are in addition to other rights and remedies under law in relation to the goods. For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

WHO IS COVERED?

This defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferable.

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions.

If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must also properly care for your new floor using our easy to follow

maintenance instructions in the Product & Maintenance Instructions. We recommend that you use only specially formulated floor care products to preserve your flooring.

DEFECTS WARRANTY

Subject to the conditions below, Armstrong Flooring Warrants that Armstrong Flooring products described above (excluding installation) shall be free from latent manufacturing defects in material and workmanship for a period of Fifteen (15), Ten (10) or Five (5) years depending on use area (relevant to Armstrong Flooring "Use Area Recommendations) from the date of the original purchase. If due to faulty materials or manufacture, defects are observed during that period, then we will repair or replace the product for you as described below ('What we will do' if any of the covered events occur').

1. Pre-Installation Defects Warranty

We warrant that our flooring products will not have any obvious dimensional or visual defects. You or your installer should carefully inspect the products before installation for such defects. This pre-installation defects warranty expires upon installation.

2. Defects Warranty

For Fifteen (15), Ten (10) or Five (5) years depending on use area (relevant to Armstrong Flooring product 'Use Area Recommendations')*, for as long as you are the original owner of the floor, we warrant to you that:

- a) The Armstrong Flooring Luxury Rigid Core Plank/Tile products, in their original manufactured condition, will be free from manufacturing defects;
- b) The wear layer will not wear through under normal use;
- c) Armstrong Flooring Luxury Rigid Core Plank/Tile products, when properly installed according to our installation instructions over radiant-heated subfloors will not buckle as long as the finished flooring surface does not exceed 28°C.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Flooring Pty Ltd
29 – 39 Mills Road, Braeside 3195 VIC Australia
Telephone: 1800 632 624

PLEASE KEEP YOUR SALES RECEIPT

INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED

If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including establishing whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expense of any inspection and of processing your claim

Years from Date of Original Purchase	What we will do
Prior to installation	Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced.
One (1)	Armstrong Flooring will replace/repair at its discretion the defective product including reasonable labour charges for installation. If replaced, Armstrong will replace it with similar quality first grade material. This replaced material will be Warranted for a further Fifteen (15), Ten (10) or Five (5) years depending on use area (relevant to Armstrong Flooring "Use Area Recommendations), on the same terms as this Defects Warranty and subject to the same conditions (in each case, to the extent permissible by law at that time). If repaired, the material is Warranted for the time then remaining under this original Warranty.
Two (2)	Armstrong Flooring will replace/repair at its discretion the defective product and pay 50% of a reasonable labour charge for installation (including any GST payable to an installer who is registered for GST) on receipt of a tax invoice from the installer.
Residential Three (3) – Fifteen (15)	Armstrong Flooring will replace/repair at its discretion defective material only (excluding cost of installation).
Light Commercial Three (3) – Ten (10)	Armstrong Flooring will replace/repair at its discretion defective material only (excluding cost of installation).
Commercial Three (3) – Five (5)	Armstrong Flooring will replace/repair at its discretion defective material only (excluding cost of installation).
Where the purchaser is not a 'consumer' for the purposes of the Australian Consumer Law (which will depend upon a variety of factors including the price of the goods, the purchaser's purpose in acquiring the goods, and the categorisation of the goods), or where the products to which this Warranty applies are not goods 'of a kind ordinarily acquired for personal, domestic or household use or consumption', then to the extent permitted under the Australian Consumer Law, Armstrong Flooring will not be liable for any direct or indirect consequential loss in relation to any product defects. Nothing in this paragraph or the Warranty is intended to, or attempts to, exclude or limit the operation of the Australian Consumer Law in any respect.	

INSTALLATION INSTRUCTIONS

Armstrong Flooring – Luxury Rigid Core Plank/Tile

Installation of Natural Creations Rigid Core 6.0mm Plank

Materials shall be installed in accordance with AUSTRALIAN STANDARDS 1884 – 2012 Floor coverings – Resilient sheet and tiles – Installation practices.

Please read and follow all instructions before you begin the installation

INTRODUCTION

Floating Floor Structure

Natural Creations Luxury Rigid Core Flooring is considered a “floating floor” and is installed using a floating floor system. These floors are intended for indoor use only and can be installed over virtually any existing floor structure. This floor may expand and contract with changes in heat and relative humidity, therefore the use of an expansion gap of 6.0mm will be required. These expansion gaps will be covered when the skirting is replaced or new skirting is installed. If the skirtings are left in place, a moulding system will be required to cover the expansion gap.

Do not

- Attach to the subfloor at any point
- Install cabinets or island benches over the top of the flooring
- Fit flush against any fixed vertical surfaces like walls, permanent fixtures, door frames, pipes or staircases.

For Natural Creations Luxury Rigid Core Flooring installation, the Sub floor preparation should follow the requirements as set in the Australian Standard 1884-2012 Resilient Sheet and Tiles Installation Practices and these Armstrong Flooring installation instructions.

Installer Responsibility

Prior to installation, the installer has final inspection responsibility as to manufacture and factory finish. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies, whatever the cause, should any individual piece be doubtful, the installer should not use the piece.

This inspection of all flooring should be done before installation.

Carefully examine flooring for colour, finish and quality before installing it. If material is not acceptable, do not install it and contact the seller immediately.

Prior to installation, the installer must determine that the job-site environment and the subfloors involved meet or exceed all applicable standards.

Recommendations of the construction and materials industries as well as local codes must be followed. These instructions recommend that the construction and subfloor be dry, hard, structurally sound and flat.

The manufacturer declines any responsibility for job failure resulting from or associated with subfloor and substrates or job-site environmental deficiencies.

Use of stain, filler or putty stick for touch-up and appropriate products for correcting subfloor voids is accepted as part of normal installation procedures.

Subfloors

The condition of the subfloor not only has an important bearing on the appearance of the finished installation, but can dramatically affect the life

and serviceability of the Natural Creations Luxury Rigid Core Flooring. It is essential therefore that the subfloor should be dry, hard, rigid, smooth, level, clean and free of dust, grease and or any other contaminants.

Natural Creations Luxury Rigid Core Flooring can be installed over most existing hard floor covering surfaces like Vinyl, linoleum and ceramic tiles. Ceramic tile joints should be smoothed with a levelling compound and the ceramic tile surface be within the planeness tolerance (see below).

Carpet or other soft flooring products are not suitable substrates.

Planeness: All subfloors need to be sufficiently flat to accept a floating floor, when a two metre straightedge is at rest at two points on any part of the floor, there is to be no more than a 3.0mm gap under the straightedge. Installing Natural Creations Luxury Rigid Core Flooring over subfloors that do not meet the specific planeness requirements could lead to locking system failure, and will not be covered by the product warranty.

Concrete Subfloors:

Concrete subfloors must be cured and completely dry. The surface must be steel trowelled to a smooth dense porous surface free of trowel marks, irregularities and undulation.

Concrete slabs in contact with fill, hard-core or the ground must have a damp-proof membrane to prevent entry of moisture. Water proofing additives and curing compounds do not negate the need for a damp-proof membrane. New concrete slabs will dry at an approximate rate of 1.0mm per day, to be measured from the time the slab was last wet e.g. 100mm slab will take 100 days to dry. This will vary depending on weather conditions and the surface of the concrete, e.g. a burnished concrete surface will take longer to dry.

A MOISTURE TEST SHOULD ALWAYS BE CARRIED OUT AND THE RESULTS RECORDED IN ACCORDANCE WITH THE AUSTRALIAN STANDARD 1884-2012 APPENDIX A PRIOR TO INSTALLATION

If there is any doubt about moisture in the slab it is recommended to protect the Natural Creations Luxury Rigid Core Flooring by using a 0.2mm (200 micron) polyethylene plastic sheeting, overlapped by 200mm and taped using a waterproof tape. The plastic sheeting should extend up the wall and be trimmed to the top side of the floor after the installation has been completed but before installing the trim.

This product can be installed over radiant heating systems by following the instructions below.

1. Ensure the radiant heat surface temperature never exceeds 28°C.
2. Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system.
3. Shut down the floor heating at least 48 hours prior to installation and make sure that the temperature in the room is at least 15°C during installation.

- It is recommended that the radiant heat be applied in a gradual manner after installing the floor. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

Timber Subfloor:

All timber subfloors (including tongue & groove, particle board & plywood) must have at least 450mm of good cross ventilation under the floor to prevent distortion and movement of flooring members. Timber subfloors should be rigid, sound, free from excessive moisture, cupping and warping and constructed to relevant building standards. Old timber subfloors should have all loose boards re-nailed and badly worn or damaged boards must be replaced.

Sand timber floors to a flat smooth finish without undulations before installing Natural Creations Luxury Rigid Core Flooring. Planeness is to be no more than 3.0mm gap under a 2 metre straightedge at rest on any part of the timber floor.

Conditioning:

In general Natural Creations Luxury Rigid Core floors do not require acclimatisation, however depending on storage/transport conditions e.g. being transported in a vehicle where temperatures could easily exceed 50°C, it is recommended that the product being installed be within the same temperature range as the room in which it is to be installed.

PRE-INSTALLATION CHECKLIST

It is the responsibility of the installer to check the material before installing:

- Is this the correct:
 - o Product?
 - o Colour?
 - o Pattern?
 - o Dimensions
- Does this stock match the customer's expectations?
- Have you read and are you following the installation recommendations?
- Has the product been allowed time to come to the same temperature as the area it is intended to be installed in?

In a well-lit area inspect the Natural Creations Luxury Rigid Core Flooring material for visible surface or locking system defects prior to installation.

Any defects must be reported back to the store of purchase for an immediate replacement or refund.

Claims relating to surface / visual defects may not be accepted after installation. Contact your retailer if you have any concerns.

PREPARATION

- The best option is to remove the existing skirtings, quarter round or scotia trim before installing the Natural Creations Luxury Rigid Core Flooring. If this is not possible a moulding will be required to cover the required 6.0mm expansion gap around the edges
- Door trims and doorjamb must be undercut to allow the floor to move freely. Use a discarded piece of floor to support the saw blade at the correct height for undercutting. (See figure 1)
- The bottom of the doors may also need to be adjusted to clear the Natural Creations Luxury Rigid Core Flooring.
- Sweep / vacuum the subfloor to remove all dust and debris.

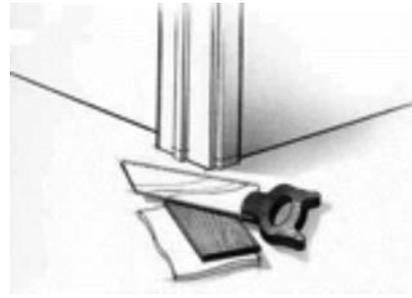


Figure: 1

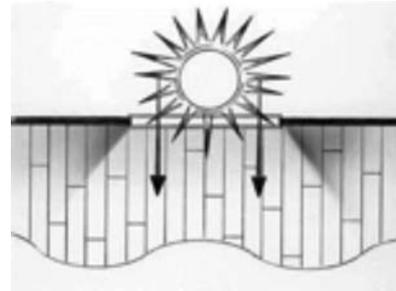


Figure: 2

LAYOUT

Calculate the room size prior to installation, allowing an extra 10% of flooring for cutting waste.

Install Natural Creations Luxury Rigid Core Flooring toward the main light source (e.g. large windows or of incoming light from any windows) or, if lighting is not a concern, parallel to the longest wall in the room (See figure 2). The direction should be confirmed with the consumer before commencing the installation.

Plan the job to have as large a piece as possible on the long sides of the room, you may need to scribe the first row to the wall to achieve this.

For the best result, make sure to always work from 2 to 3 cartons at a time mixing the planks during the installation

Required Cutting Tools

- A good quality 60 tooth carbide-tipped cutting blade.
- A drop saw, a table saw and Jig saw with a fine blade.
- If using a hand saw, cut with the decorative side of the plank facing up.
- When using power saws, the direction of blade must cut into the decorative side of the plank to minimize chipping.
- Mark the plank using a square to keep your cut line straight.
- Cut the marked piece in another area to keep the sawdust away from the installation site.

Other tools

- Carpenters square and long straightedge
- Pencil / tape measure
- Utility knife for trimming
- Spacers to maintain expansion gap around the edge
- Bradding gun to fix skirtings or quads/ mouldings
- Vacuum cleaner / broom / broom and dustpan
- White rubber mallet

INSTALLING THE FIRST ROW

- Begin on the left side of the room and work towards the right.

2. Lay the first full piece with the small, tongue side facing the wall.
3. Install second and subsequent full pieces in the first row by aligning short ends of planks and locking into place.
4. Use spacers along all sides that butt up against walls to maintain 6.0 mm expansion gap. (See figure 3).
5. Continue laying planks in the first row until you need to cut the last piece.
6. Measure the distance between the wall and the face surface of the last plank. Subtract 6.0mm and cut the plank using the drop saw. (See Required Cutting Tools above).
 - a) If this distance is less than 250mm go back to the first full plank and cut approximately 250mm from the end closest to the starting wall. This will leave a longer piece at the end of the first row. (See figure 4).

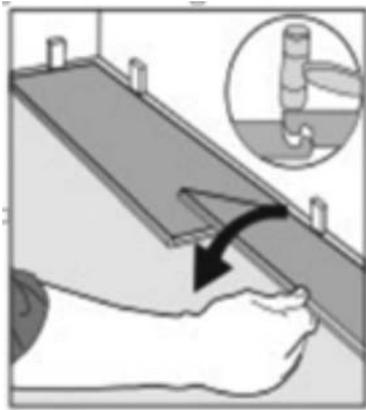


Figure: 3

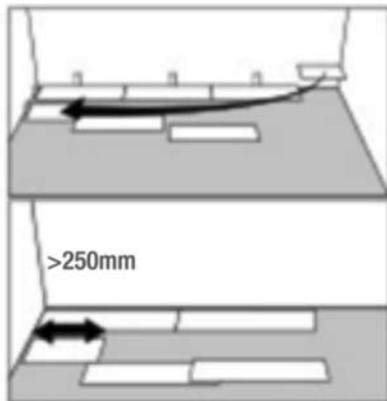


Figure: 4

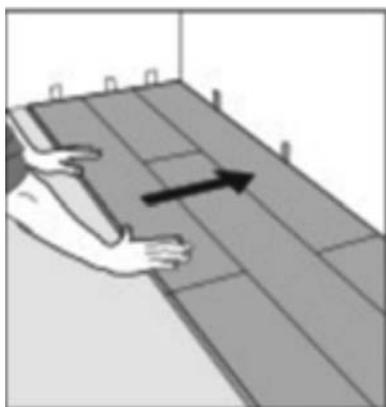


Figure: 5

INSTALLING REMAINING ROWS

1. Begin the second row of planks with the piece cut from the last piece in the first row. If the piece is shorter than 250mm cut a new plank in half and use it to begin the second row. Whenever practical, use the piece cut from the preceding row to start the next row. End joints of all planks should be staggered 250mm or more.
2. Install the long end of the first plank at an angle to the plank in the previous row. Keep this plank at its natural angle, which is slightly raised off the subfloor. Use a scrap piece of Natural Creations Luxury Rigid Core Flooring to support the row if needed.
3. Continue installing full planks in the second row by angling the short end of the next plank in the row to lock into the previous plank. Position the plank so that the long side of the plank is close to planks in the previous row and overlapping the groove of the planks in the previous row. Avoid any gapping between the planks, as any gapping can compromise the whole installation.
4. Angle up and push forward until the planks lock together.
5. Continue installing full planks in the second and subsequent rows until you reach the wall on your right. (See figure 5).
6. After all planks in the row are installed, press or walk all planks flat to the subfloor before beginning the next row. A tapping block may be used to fully engage the planks.
7. Mark the last piece, cut and install.
8. It may be necessary to use a pull bar to ensure end joints are tight.
9. To make holes for pipes, measure the diameter and position of the pipe and drill the hole approximately 6.0mm larger than the diameter of the pipe.
 - a) To allow piece to be installed, cut a piece from the back side of the pipe using a slight 'v' shape.
 - b) Sit piece into place, insert the v piece in behind the pipe and glue in place with wood work glue, use spacing wedges to hold the 'v' piece in place while the adhesive sets.

Warning: Failure to properly line up the end joint and attempting to force it in while out of alignment could result in permanent damage to the end joint.

Installing the Last Row

1. The last row of the installation will need to be cut lengthwise.
2. Place the row of planks to be fitted on top of the last row of installed planks. Use a piece of the plank as a scribe to trace with a pencil the contour of the wall. (See figure 6).
3. Cut the plank to fit using the table saw and allow for the required expansion space.
4. Lay the piece into position (you may need to use a pull bar to tighten the joints).

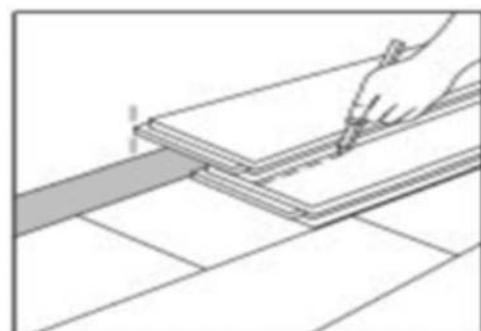


Figure: 6

Disassembly

Separate the whole row by lifting it up delicately at an angle. To separate the planks, leave them flat on the ground and slide them apart. If the planks do not separate easily, you can lift up slightly and slide apart.

BATHROOM INSTALLATION RECOMMENDATIONS

Natural Creations Luxury Rigid Core Planks/Tiles are suitable for installation in bathrooms and toilets. Install as per standard recommendations (subject to relevant statutory and government requirements).

Bathrooms

1. Install main floor areas as per standard recommendations.
2. At the junction where Natural Creations Luxury Rigid Core Planks are installed against shower bases or baths, the following method is recommended.
 - a) Leave a 3.0mm expansion gap.
 - b) Completely fill expansion gaps with colour matched 100% silicone caulk by following the manufacturer's recommendations.

- i. When applying caulk, it is helpful to first apply a strip of masking tape parallel to and approximately 0.80mm from the edge of the flooring.
- ii. Fill the expansion zone with caulk, remove the excess with a plastic scraper or putty knife and remove the tape.

Toilets

1. The toilet should be removed before installing the flooring.
2. Allow a 6.5 mm expansion gap between the flooring edge and the toilet flange. Completely seal the gap with 100% silicone caulk.

PLEASE NOTE: As with any hard-surfaced material, Natural Creations Luxury Rigid Core Flooring may become slippery when wet.

- **Have you read and are you following the installation recommendations?**
- **Has the product been allowed to come to the same temperature as the area it is intended to be installed in?**

MAINTENANCE INSTRUCTIONS

Armstrong Flooring – Luxury Rigid Core Plank/Tile

1. Sweep, Micro fibre mop or Vacuum daily using soft bristle attachments
2. Clean up spills and excessive liquids immediately.
3. Damp mop as needed using a pH neutral cleaner (Armstrong Flooring Once 'n' Done).
4. Use proper floor protection devices such as felt protectors under furniture.
5. Use a mat at the entrance (not rubber backed).
6. Do not use abrasive cleaner, bleach or wax to maintain the floor.
7. Do not drag or slide heavy objects across the floor.

ARMSTRONG FLOORING PTY LTD

ALL FLOORCOVERINGS, ADHESIVES & ACCESSORIES MANUFACTURED IN AUSTRALIA AFTER 1st JANUARY, 1984 DO NOT CONTAIN ASBESTOS



WARNING

Vinyl flooring and adhesives manufactured in Australia prior to 1st January, 1984 may contain asbestos.

Do not sand, dry sweep, dry scrape, drill, saw, beadblast, or mechanically chip or pulverise existing resilient flooring, backing, lining felt or asphaltic 'cut-back' adhesives.

These products may contain either **asbestos fibres** or **crystalline silica**.

Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard.

Unless positively certain that the product to be removed is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content.

Where do I go to find out more about asbestos?

Asbestos Awareness www.asbestosawareness.com.au – provides information

on a state by state basis about the dangers of asbestos, asbestos removal, who to contact and other important information.

NOTE: Vinyl flooring manufactured in Australia after January 1, 1984, **DOES NOT** contain asbestos. However, regulations, codes and directives as to the best method of handling asbestos do exist and it is the obligation of the installer to ensure that practices used are safe, without risk to health, and meet all legal requirements.

Disclaimer—Asbestos issues

The warnings and guidance contained in these instructions in relation to the potential for asbestos in floorcovering materials are given in good faith. However, regulations, codes and directives as to the best method of handling asbestos are under continual revision. It is the obligation of the installer to ensure that practices used are safe, without risk to health, and meet all legal requirements.

Armstrong Flooring Pty Ltd accepts no liability for any loss, costs, expense or injury, however incurred, arising from the presence of any asbestos in any floorcovering materials or asphaltic 'cut-back' adhesives and/or any reliance placed upon the procedures and recommended practices contained in these instructions.

Inspiring
Great
Spaces™

Armstrong®
FLOORING

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29 – 39 Mills Road, Braeside, 3195 Victoria Australia

For further information and samples:
Australia Freecall 1800 632 624
Email customer_services@armstrongflooring.com or contact us on the web

www.armstrongflooring.com.au

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