

Installation Instructions

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Materials Required for Installation

- Tape Measure
- Square Ruler
- Chalk Line
- Utility Knife
- Tapping Block
- Rubber Mallet
- Moisture Reading Device/Testing Method
- Moisture Mitigating Primer – Recommended*

**Please note that ENCORE incorporates several different locking mechanisms. Please review each installation method prior to installation.*

Materials Required for Installation

ENCORE will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces. Any failure of the subfloor or flooring due to the subfloor is not the responsibility of ENCORE. All subfloors must be tested for moisture and documented for warranties to be maintained. If excessive moisture readings exist, a moisture mitigation system, approved by ENCORE, should be incorporated.

Acceptable Substrates

- Acceptable Substrates
- Concrete
- Portland Based Underlayments
- Terrazzo
- APA Approved Plywood
- Fiber Cement Underlayment
- Radiant Heated Subfloors (not exceeding 85°F / 29°C)
- Properly Prepared VCT
- Properly Prepared Sheet Vinyl (single layer, fully adhered)
- Moisture Testing*

**If excessive moisture readings exist, a moisture mitigation system, approved by ENCORE, should be incorporated.*

Installation Instructions

Click Lock

Wood Subfloor

Wood Subfloors must be American Plywood Association (APA) rated subfloor grade as specified and warranted by the manufacturer. All wooden subfloors require moisture testing along with documentation. If excessive moisture exists, a moisture mitigation system approved by ENCORE must be applied to insure peak product performance. We recommend use of a moisture mitigating primer under ENCORE products.

Concrete

See Grade Levels below. All concrete subfloors require moisture testing (see “Moisture Testing” for further details). All concrete subfloors require moisture testing along with documentation. If excessive moisture exists, a moisture mitigation system approved by ENCORE must be applied to ensure peak product performance. We recommend use of a moisture mitigating primer under all ENCORE products.

Grade Levels

- **Suspended:** An acceptable suspended floor is a concrete or wood substrate with a minimum of 18” (460mm) of well-ventilated air space beneath it. ENCORE recommends that a moisture vapor barrier be placed on the ground below the air space.
 - **On-Grade:** An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a permanent, effective moisture vapor retarder.
 - **Below-Grade:** An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier. The concrete slab should be protected from moisture penetration and incorporate a permanent effective moisture vapor retarder.
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Unacceptable Surfaces

- Cushion-Back vinyl
- Laminate

Installation Instructions

Click Lock

- Any floating system floor
 - Carpet
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Moisture Testing

All concrete slabs, both old and new, must be tested for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F1869. Moisture levels of concrete slabs before, during and after installation must be 3-8 lbs. per 1000 square feet per 24 hours using an anhydrous calcium chloride test according to ASTM F1869 and pH must be between 7.0 and 9.0; or, if using ASTM F2170 IN-Situ Probes, should be less than 90% RH (relative humidity)." In some instances, it may be necessary to adhere the LVP to "Special needs" areas (steps, ramps, landings, etc.) Refer to the Encore Hospitality Carpet LVP Glue Down instructions. If excessive moisture exists, a moisture mitigation system approved by ENCORE should be incorporated.

Storage and Handling

Acclimate the flooring a minimum of 24-48 hours before installation in the area it is to be installed. Optimum storage conditions of flooring material is between 65 F° and 85 F°. Cartons should be evenly stacked no more than two high on a flat surface and away from any heating/cooling ducts or direct sunlight. The floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned. The flatness of wood subfloors or underlayment must not exceed on variation of 3/16" in 10 feet.

Please Note: If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com. ENCORE only recommends the use of Portland cement based products as a satisfactory patching or leveling compound for the installation of ENCORE flooring products.

Installation Instructions

Click Lock

Common Uses

- Leveling Substrates
- Filling holes
- Filling cracks
- Embossing existing resilient floor, ceramic tile or VCT
- Leveling non water-soluble adhesives
- Filling saw cuts and/or construction joints

WARNING: EXISTING FLOORS

For installation over old resilient floor coverings or when considering removing existing resilient floors, please be advised that these products may possibly contain asbestos fibers or crystalline silica. Please follow all recommended Resilient floor Covering Institute (RFCI) work practices at www.rfci.com. No carpet of ANY type. Ceramic Tile, Hardwood, and VCT must be prepped with a Portland cement based patch or leveler.

***All floors must be fully adhered and prepped prior to installation.**

Underlayment

If you choose to use an underlayment for products without attached pad, ENCORE requires a closed cell underlayment that is no more than 1.5mm in thickness. ENCORE recommends using Choice, Choice Plus, or ENCORE Underlayment. Please contact your ENCORE Sales Representative for more information. Do not use an underlayment under products with attached pad. Use of additional underlayment will VOID WARRANTY. Use of additional underlayment will result in locking mechanism breakage.

Subfloor and Wall / Door Preparation

Note: DO NOT install cabinets on top of Stabilicor products. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

Installation Instructions

Click Lock

- Fill any low spots in the subfloor greater than 3/16 inch in 10 foot span with a Portland cement leveling compound.
 - Ceramic tile and embossed flooring will require skim coating with a Portland based patch to avoid bottom up pattern telegraphing.
 - Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
 - Undercut doorjamb so the 1/4 inch expansion space is maintained, allowing the LVP to slip under doorjamb/case molding.
 - Sweep the subfloor clean. The floor must also be free of all contaminates.
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Start of Installation

Inspection of flooring material prior to installation is required. It is the purchaser's responsibility to verify with the installer that they have received the correct product before the start of installation. Any defects, wrong product, or color should be immediately reported to the retail store from which the flooring was purchased before installation (within 24hrs of install). ENCORE will not be responsible for labor costs to repair or replace material with defects, wrong product, or color that were apparent before or noticed at the end of an installation. For optimum performance of flooring and adhesive products, the job site conditions should be maintained between 65 F° and 85 F°, before, during and after installation.

- Floor must be clean, smooth, flat and dry before installation.
- Check the tongue and groove to assure it is free of debris or damage.
- To achieve maximum appearance, mix planks from two to three cartons from the same production.
- Tiles and planks may be cut with a small tile cutter or scored and snapped.

IMPORTANT: Maintain the 1/4 inch space around walls, cabinets, pipes, toilet flanges and any obstacle in the floor. When installing in areas greater than 30' x 30', ENCORE recommends maintaining a 1/2" expansion space. Quarter round or baseboard molding will cover this expansion space. Make sure that you have a transition break every 45ft in either direction.

Installation Instructions

Click Lock

For plank installation, staggering the end joints a minimum of 6 inches is required. For tile installation, staggering the end joints a minimum of 3 inches is required. Note: Do not install four corners together, as this will not provide a stable installation.

Clicking Planks / Tiles Together

- To click the end joint of the plank/tile together, click the short side of the plank/tile vertically into the previous one by pressing it by hand and rolling it with a hand roller or seam roller to ensure a fully compressed tight fit.
- To click the length joint of the plank/tile together, place long joint together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit. Use a small hand roller or seam roller to press/lock the compression fit end joint.
- If there are any gaps, we recommend using a small scrap piece of plank/tile with the lock on the edge.
- Lock groove-to-tongue or tongue-to-groove for this application. Lock the scrap piece to the area requiring tapping, and lightly tap the edge of the material. This will bring the tile edges tight together.
- Cut the plank/tile by scoring through the top wear layer with a utility knife then snap the plank/tile across the score.
- Install adjoining rows as you did the first; one piece at a time. Holding the plank/tile at a slight angle, place it against the profile in the first row. Rotate the plank/tile down to secure the length joint assuring there are no gaps along the joint.
- The adjoining planks/tiles are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank/tile. Repeat until you reach the final row of material.
- To install the final row of planks/tiles, you will usually need to cut them. We recommend the following: lay a panel on top of the last row installed. Lay another plank/tile against the edge of the wall. Mark the plank/tile underneath.
- Cut the plank/tile through the wear layer and snap along the score. Install the last row leaving ample expansion space.

Note: Avoid exposure to direct sunlight. During peak sunlight hours, the use of blinds or curtains is required. Prolonged direct sunlight can result in discoloration and volatile temperature variations causing damage to the floor, which is not covered by ENCORE.

Installation Instructions

Click Lock

The flooring receipt, all moisture/relative humidity testing documentation, and the professional installers receipt will be required to file a claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern ENCORE will cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or on-site issue, the inspection fee will be charged back to the dealer/distributor/homeowner.