

Installation and Maintenance Guide – Sheet Vinyl

IMPORTANT INFORMATION

Read all instructions fully before proceeding.

- . Senso Essential and Lifestyle sheet vinyl products are only suitable for indoor residential use. Senso Hobby **is not recommended** for residential use.
 - . Senso Hobby, Essential and Lifestyle **cannot** be used outdoors or in vehicle garages.
 - . Senso Essential and Lifestyle can be used in cabins and caravans. Senso Hobby, Essential and Lifestyle **cannot** be used on walls or furniture.
 - . Subfloors (the surface you put the flooring on) must be perfectly dry, smooth, level, sound, clean and dust free. Please ensure you sweep and/or vacuum all subfloors to remove dust and debris before starting and during your installation.
 - . Senso Hobby, Essential and Lifestyle **cannot** be laid directly on Particle board, chipboard, strand board, MDF and yellow, red and blue tongue subfloors as these are all treated timbers. All Vinyl can and does react after being installed directly onto these types of subfloors. If the subfloor is in this situation, we recommend installing "Masonite underlay" or "IBS Hardboard" in a dry area or "Vinyl and Cork Cement Sheet" or "Tile, Slate and Vinyl Cement Sheet" underlay in a wet area. – As per Australian and New Zealand standards.
 - . Any subfloor that has had chemicals, oils, varnish or other additives in or on it, will need to be covered as above.
 - . Senso Hobby, Essential and Lifestyle **cannot** be installed over existing vinyl, cork, rubber, linoleum, floating floors, textile floorings including carpet or any type of foam underlay – the installation will fail.
 - . Senso sheet vinyl is water resistant and suitable for use in bathrooms. It **cannot** be used in a shower base.
 - . Check for any visual defects or damage before and during installation, return any damaged product to place of purchase. Gerflor will not be responsible for installation cost claims where flooring was installed with obvious defects.
 - . Installation temperature should be between 15 and 28°C, ideally at a room temperature of 20°C. Do not lay if the floor temperature is less than 10°C or greater than 28°C.
 - . Protect your floor from direct sunlight, excessive heat and temperature variation by using curtains, blinds and temperature controls. Temperatures should be maintained between 15 and 28°C.
 - . You, the installer are responsible if the flooring is installed with obvious defects or on an unsuitable or poorly prepared subfloor.
- Installation should comply with Australian Standard AS1884-2012 and New Zealand Standard NZS/AS 1884:2013 for floor covering – Resilient sheet and tiles – Installation Practices. Installation will require an assessment of site and building conditions and appropriate judgement by the installer. If you are unsure about any aspect of the installation, please contact Gerflor customer service.**

Gerflor's Senso Lifestyle and Senso Essential sheet vinyl products provide durable solutions for indoor residential applications. Comfortable underfoot, these products are suitable for both wet and dry areas. Senso Hobby is suitable for cubby houses and work benches, work sheds in garages. It is not recommended for residential use and needs to be glued down, it generally can't be pattern matched or colour matched. Designed for quick and easy do it yourself installation, there are loose laid, semi-loose laid or fully glued vinyl flooring options. Senso Lifestyle – may be loose laid or glued. Senso Essential – may be loose laid or glued. Senso Hobby – glued installation is required.

MATERIAL INSPECTION

Inspect the product and do not cut, fit or install any material that has visible defects. Gerflor will not be responsible for material installed with obvious defects.

BEFORE YOU START

Measure the width and length of the room, include any recesses and also measure from the outside of any door jams. Allow at least 100mm extra for selva on all sides, and allow extra for pattern matching. Suitable subfloors include concrete, timber subfloor (with appropriate underlayment installed), and ceramic tiles (with appropriate self-levelling compound installed). Check that the subfloor is perfectly dry, smooth, level, sound, clean and dust free.

Do not install on asphalt, bituminous surface or over existing floor coverings.

SITE CONDITIONS

The ambient temperature must be between 15 and 28°C. Temperatures must be maintained 24 hours before, during and at least 24 hours after the installation is complete. The product must be stored flat in these conditions for at least 24 hours prior to installation. The product must not be laid if the temperature of the subfloor is less than 10°C.

TOOLS AND PRODUCTS

- . Sharp utility knife (non-retracting blade)
- . Tape measure
- . A straight edge (e.g. metal ruler)
- . Pencil
- . Broom
- . Double sided tape or sheet vinyl adhesive.
- . Adhesive trowel for glued installation.
- . Dunlop Vinyl Adhesive or Cemix Vinyl Adhesive or similar vinyl flooring adhesive. (for glued installation only)

SUBFLOOR PREPARATION

Subfloors should be flat, hard, dry (no rising damp), clean, smooth and dust-free. The flatness of the floor must be within ≤ 4mm over 2 metres. The floor must have

no unevenness above 1mm every 20 cm. Any unevenness greater than 1mm in depth should be rectified using a patching or levelling compound.

CONCRETE FLOORS

Concrete should be constructed using good building practices and have an intact vapour barrier installed. Concrete should be flat and level to a minimum deviation of 4mm over a 2m length at any point. If repair is required use a suitable levelling compound. When a 150mm metal ruler is placed at any position, no part of the surface shall be more than 1mm below the straight edge. Any holes or deviations should be filled with a suitable patching compound. Any lumps or old adhesives should be removed.

Concrete should be dry to a minimum of 75% using an in-situ moisture test AST F2170, as specified in Australian Standard, 1884-2012. If the dampness exceeds 75%, a waterproof system is suggested before installation begins.

TIMBER FLOORS

All timber subfloors should be overlaid with a purpose made wood flooring underlay. "Masonite underlay" or "IBS Hardboard" in a dry area and "Vinyl and Cork cement sheet" or "Tile, Slate and Vinyl Cement Sheet" in a wet area. Prior to this the wooden subfloor should be solid and flat with no nails protruding, cupped or warped boards should be sanded flat. Wooden floors should be flat and level to a deviation of no greater than 4mm in a length of 2m at any point. Wooden floors should be sanded clean and any excessive deviations repaired with a suitable patching compound, before installation of underlay.

TILED FLOORS

All tiled surfaces will need some preparation. Fill and smooth grout lines and textured surfaces with a suitable self-levelling compound. Ensure surface is smooth and dust free before installing sheet vinyl.

EXISTING FLOORING

Ideally, any existing flooring should be removed. A tiled floor should be levelled with a levelling compound to remove any irregularities or grout marks.

INSTALLATION IN AREAS OF HIGH HEAT OR DIRECT SUNLIGHT

Gerflor strongly recommend that all precautions are taken to avoid the flooring being exposed to prolonged periods of direct sunlight. As required under Australian and New Zealand Standards the flooring should be protected with the use of blinds or curtains.

UNDERFLOOR HEATING

Senso sheet vinyl can be installed on heated slabs provided the following precautions are taken:

- The heating must be switched on for at least 48 hours and then turned off again for at least 48 hours prior to installation. This is to remove any residual moisture created when the heating system was installed.
- The heating should remain off during installation and for at least 72 hours after installation completion.
- The heating should be turned on again and increased at a maximum of 2 degrees per day from ambient temperature to a maximum of 28°C.
- At no time should the maximum of 28°C be exceeded.

INSTALLATION

Allow vinyl to relax, unrolled for 24 hours prior to laying. Installation temperature should be between 15 and 28°C, ideally at 22°C. Place the vinyl on the floor, adjusting so the pattern looks straight when you walk into the room. Cut the vinyl to size allowing an extra 50mm selvage on all sides. Where necessary make relief cuts on corners and fixtures to allow the Gerflor vinyl to lay flat. Trim the vinyl, beginning at the corners. External corners need a relief cut on the actual corner of the vinyl. Internal corners will need a diagonal cut across the corner (a little at a time) until the vinyl fits snugly into the corner. Once the vinyl is lying flat, move around the perimeter of the room, using a straight edge pressed hard against the bottom corner of the wall. The effect should be the vinyl kicks up at a 45° angle. With your utility knife in a vertical position cut the vinyl between the wall and the straight edge. Sweep the vinyl flat with a soft broom, making any additional cuts so that the vinyl lies perfectly flat. Ideally you should finish with a gap of 1-2 mm to all vertical surfaces. Gerflor vinyl can now be installed either by gluing the vinyl to the subfloor or semi-loose laying using double sided sticky tape around perimeter of room. Fully glued installation is required for Senso Hobby.

SEMI LOOSE LAYING

The perimeter can be fixed with double-sided tape, we recommend using double-sided tape in doorways and under heavy movable objects such as washing machines or fridges.

FULLY GLUEING

We recommend using Dunlop vinyl adhesive or Cemix vinyl adhesive. Follow manufacturer's guidelines.

MAINTENANCE

For everyday cleaning use a vacuum cleaner or broom. For general cleaning, we recommend a damp mop using a mild neutral detergent such as Versadet or Long Life vinyl floor cleaner or similar. For best results apply Versadet or Long Life vinyl floor polish or similar, this will protect your vinyl flooring and help maintain an 'as new' appearance. Never use abrasive pads or cleaners, strong alkaline detergents, ammonia, chlorine detergents or undiluted bleaches. Do not use acetone or chlorinated solvents (E.g. trichloroethylene). Never use waxes or varnish coating. Always wipe spills away immediately with a damp cloth or sponge.

Use a non-rubber backed mat in the doorways and entrances to inhibit any excess dirt, grit etc. Protect the flooring with MDF or Masonite boards when moving furniture or heavy objects. Ensure the proper use of floor protector pads under the legs of furniture etc, to limit any scratching. Be aware that bitumen and rubber can permanently mark your floor, leaving a yellowish stain. This includes rubber used in rubber-backed mats, rubber wheels on trolleys, rubber feet on stools and other furniture, rubber soles on low cost shoes or slippers. Rubber used on wheelchairs and the like is medical grade rubber, so can be used. Protect flooring from heat sources and possible blasts of heat.

MANUFACTURER'S WARRANTY AGAINST DEFECTS

Gerflor Australasia Pty Ltd ("Gerflor") warrants that for the applicable warranty periods shown below, the residential product you have purchased will be free from defects in materials and workmanship and will be fit for all domestic purposes for which the product is commonly supplied. Warranty Periods Product Warranty period (From date of purchase)
Senso Lifestyle - 10 years
Senso Essential - 5 years
Senso Hobby - 1 year
If product fault/s become apparent during the applicable warranty period, Gerflor will repair or replace the product (at its election) at no cost to you, provided you can satisfy Gerflor that:
(i) the product has been installed correctly, used and maintained in accordance with Gerflor's instructions
(ii) the defect is not due to inappropriate sub-floors or failure of sub-floors.

EXCLUSIONS

The warranty offered by Gerflor does not cover:

- Normal fair wear and tear such as uneven wear or gloss reduction due to use;
- Abuse, misuse, neglect or accident such as scratches, gouges, punctures, burns or tears;
- Failure to adequately protect against high point loading of furniture;
- Discolouration due to age or from rubber articles (such as mats or shoes), chemicals, scuffing residue or tracking residue such as asphalt;
- Product that has been repaired, altered or modified by someone other than us or our nominee;
- Product that has been subject to abnormal or severe conditions such as flooding, extreme temperatures, exposure to excessive direct sunlight, or exposure to harsh chemicals.

MAKING A WARRANTY CLAIM

Please send your claim to:
Customer Service
Gerflor Australasia Pty Ltd.
17 Cato Street, Hawthorn East
Victoria 3123 Australia
or via email to:
custorders@gerflor.com.au
Customer Service phone numbers:
Australia: 1800 060 785
New Zealand: 0800 630 119
Please include the following details to help Gerflor process your claim:
(i) Date on which defect appeared;

- (ii) A sample of the product or a photograph clearly showing the alleged defect;
- (iii) Evidence of purchase (invoice and receipt, showing date and place of purchase);
- (iv) Confirmation of your compliance with Gerflor's installation and maintenance instructions;
- (v) Costs incurred to return the product.

Resolving Your Claim

Gerflor will assess your claim in accordance with the terms of this warranty. This may include inspection of the product in situ by a Gerflor representative. If Gerflor assesses the product to be faulty, Gerflor will:
(i) Determine whether to repair or replace the product, (ii) Reimburse you for the reasonable costs incurred by you in making your claim, including return of product to Gerflor or other agreed product disposal, provided you notify Gerflor of such costs and provide documentary evidence to Gerflor within 30 days of Gerflor notifying you of your successful claim.

STATUTORY CONSUMER GUARANTEES

The Australian Competition and Consumer Act 2010 (Australian Consumer Law) and the New Zealand Consumer Guarantees Act 1993 (New Zealand Act), as well as other laws in each of those jurisdictions, guarantee or imply certain conditions, warranties and undertakings, and give you other legal rights in relation to the quality and fitness for purpose of products sold in Australia and New Zealand respectively. For products sold in New Zealand, these conditions, warranties and undertakings cannot be modified or excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Act. For products sold in Australia, 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 for 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. The benefits under this warranty are in addition to other rights and remedies available to you under the law. However, except to the extent that the exclusion, restriction or modification of such rights and remedies is prohibited in the context of this warranty by the Australian Consumer Law, the New Zealand Act or other legislation as the same may apply to the supply of this product, the warranties expressed herein are in lieu and to the exclusion of and you waive all other warranties, rights and remedies whatsoever related to the product, express or implied, statutory or otherwise.

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