

RigidLock Premium

INSTALLATION & MAINTENANCE

GENERAL INSTALLATION GUIDELINES

1. Read all instructions prior to installation. Follow all guidelines for a successful installation.
2. Inspect materials upon delivery to verify material is undamaged and the correct product, color, and quantity are present prior to moving material to your installation site. Claims for incorrect material, quantity, or visibly damaged goods will not be accepted if the material has been moved from the original delivery location. Store materials in dry, indoor areas away from direct sunlight. Report discrepancies to your point of purchase immediately.
3. It is the responsibility of the installer to ensure that products are installed in accordance with all applicable guidelines. Refer to the RigidLock Premium warranty for any questions about the suitability of a product for any application.
4. It is important to work out of several cartons to mix the patterns when installing RigidLock Premium to properly mix the décor and ensure a beautiful application.
5. All pieces should be thoroughly inspected for color, texture, sheen, and design prior to installation. Installation of material constitutes acceptance of physical and/or aesthetic imperfections. If you have any concerns about the product, please immediately contact us at info@easternflooringproducts.com. Flooring that has been cut or installed is not eligible for return or claim.
6. Eastern Flooring Products® produces RigidLock Premium to imitate natural color and texture variation, but there are a finite number of unique pieces. Therefore, it is necessary to pay attention to avoid creating unintended patterns by installing identical pieces beside one another.
7. Avoid creating patterns with the end joints of the material. Stagger the first piece of each row in size to avoid the end joints of alternating rows from lining up. No pieces smaller than ¼ of the piece in length should be installed to maintain the structural integrity of the floor. End joints in adjacent rows should be a minimum of 12” from one another.
8. RigidLock Premium does not require acclimation unless exposed to temperatures outside of the installation range of 60-80° F in the 96 hours prior to the beginning of installation. Installation environments should be temperature controlled by an HVAC system to provide a constant temperature of 60-80° F prior for 24 hours prior to installation, during installation, and continuously after installation. The best practice is to acclimate the material for 24 hours or more prior to installation.
9. Install RigidLock Premium in indoor areas with a constantly maintained temperature between 55°F and 85°F. Eastern Flooring Products® does not recommend this product in 3 season rooms.
10. It is important to protect RigidLock Premium from exposure to direct sunlight. Direct sunlight can

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result in thermal expansion, UV fading, and discoloration. Ideal protection will include UV treated windows and the use of drapes/blinds during peak sunlight hours.

11. Install RigidLock Premium after all other trades have completed their work to avoid damaging or soiling the floor.
12. Dry fit all moldings prior to installing the floor to ensure proper color, fit, and finish.
13. Do not fasten anything through the floor such as cabinets, toilets, trim, or molding. Failure to maintain a floating installation may result in buckling or decoupling.
14. Expansion is required around all fixed obstructions such as walls, door jams, cabinets fastened to the floor, islands, or toilets.
 - a. Areas under 1,200 square feet use a $\frac{3}{8}$ " expansion gap.
 - b. Areas over 1,200 square feet use a $\frac{1}{2}$ " expansion gap.
 - c. For any installations containing a continuous run of flooring exceeding 60 lineal feet contact technical support at info@easternflooringproducts.com

GENERAL SUBFLOOR GUIDELINES

1. Before beginning installation, read all subfloor guidelines for the correct subfloor type. Proper subfloor preparation is the responsibility of the installer and one of the most important components of the durability of any floor.
2. Subfloor must be level, flat, clean, dry, and structurally sound. Subfloor flatness must be within $\frac{3}{16}$ " in 10' or $\frac{1}{8}$ " in 6' in all directions.
3. Subfloor must be free of any dust, solvent, wax, asphalt sealing compound, and other material that may compromise the backing of the flooring or inhibit the free floating of the floor after installation. Unevenness and obstructions may compromise the locking mechanism and cause it to disengage.
4. Any patching or leveling compound used to achieve a flat subfloor needs to meet subfloor alkalinity and moisture standards. Eastern Flooring Products® recommends the use of a water resistant, non-shrinking, Portland leveling compound with a compressive strength of at least 3,000 psi.
5. RigidLock Premium is waterproof, but it is not a vapor barrier. Subfloor moisture can still cause mold, mildew, transfer of alkali salts, and other moisture-related issues, unrelated to RigidLock Premium. It is the responsibility of the installer to ensure the subfloor is not improperly emitting moisture prior to installation and retain records of such a process.
6. Acceptable subfloor types include:
 - a. Concrete slab meeting updated ASTM F710 guidelines

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- b. APA rated plywood underlayment meeting updated ASTM F1482 guidelines
 - c. Underlayment grade particleboard
 - d. Securely fastened hard surface floors including hardwood, ceramic tile, or one layer of non-cushion backed resilient sheet or tile. Must be clean, flat, free of deflection, and securely adhered or fastened.
 - e. Properly prepared gypsum cement with a dry density exceeding 90 pounds per cubic foot.
7. Unacceptable subfloor types include, but are not limited to:
- a. Crumb rubber underlayment, as it may interact with the flooring, chemically.
 - b. Existing floating floors or cushion back products of any kind. Soft layers of flooring under RigidLock Premium may compromise the locking integrity and resistance to indentation.
 - c. Ceramic tile with grout joints exceeding 1/4" in width. Grout joints exceeding 1/4" must be filled with an acceptable patching compound, previously described.
 - d. Carpet of any kind.
 - e. Wood adhered to concrete, including sleeper construction subfloors.
 - f. Unapproved underlayment with or without express designation as being acceptable for rigid core product installation. If an underlayment is not expressly mentioned in this installation guideline, you can request guidance from Eastern Flooring Products® by emailing info@easternflooringproducts.com prior to installation.
 - i. RigidLock Premium already features a comfortable underlayment and further cushioning may compromise the integrity of the locking mechanism.

CONCRETE SUBFLOOR GUIDELINES

1. Concrete subfloors must meet the updated ASTM F710 guidelines, prior to installation.
2. Conduct moisture and pH testing prior to installing any floor to limit liability. Ensuring acceptable moisture levels and retaining test records for RigidLock Premium are the responsibility of the installer. Eastern Flooring Products® is not liable for moisture-related claims that do not meet stated installation standards.
3. New and existing concrete floors on or below grade require the application of Eastern Flooring Products® Assurance™ as a roll-on moisture vapor barrier prior to the installation of RigidLock Premium. Follow the guidelines provided on the Assurance™ technical data sheet from Eastern Flooring Products® for additional instructions and guidelines prior to application.
4. Installation of RigidLock Premium without the use of Assurance™ will only be considered

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within the concrete subfloor guidelines if thorough moisture, relative humidity, and pH testing is conducted, records are retained, and a 6-mil poly barrier is present. A layer of underlayment with no cushioning properties and a perm rating of .1 or less may be used as a vapor barrier over concrete floors in these circumstances.

- a. Testing for poly barrier installation should comply with the following testing parameters:
 - i. ASTM 1869 Calcium Chloride – maximum result 8lbs
 - ii. ASTM 2170 Relative Humidity – maximum result 90% per 1000 sf per 24 hours
 - iii. Concrete pH should be no less than 7, but not exceed 10
 - b. Please note that installation of 6 mil poly barrier can present a hazard to installation professionals when multiple layers of the barrier are overlapped and walked upon. Eastern Flooring Products® takes no responsibility for this risk and strongly recommends the use of Assurance roll on moisture vapor barrier.
5. New concrete floors should be fully cured prior to installation. Concrete slabs must have no visible moisture.
 6. All concrete floors must be dry, clean, smooth and structurally sound. They shall be free of any foreign materials that might prevent proper absorption, including, but not limited to dust, dirt, solvent, paint, wax, oil, grease, residual adhesive, adhesive removers, incompatible sealers, fire-retardant chemicals, fungicides, release agents, alkaline salts, excessive carbonation, laitance, mold, mildew, and curing, sealing, hardening or parting compounds, or unapproved admixtures.
 7. Eastern Flooring Products® Assurance™ can also be used as an encapsulator for concrete floors with well-bonded cutback adhesive, or well-bonded residue from multipurpose, latex, or pressure sensitive adhesives. Follow all related instructions related to that product during installation. When used as an encapsulator, two coats will be required.
 - a. If cut-back adhesive residue is present, but not well bonded it must be removed by safe methods such as mechanical removal or wet scraping. Contact a professional to remove these adhesives as breathing crystalline silica or asbestos fibers can cause cancer and is a severe respiratory hazard. Refer to the Resilient Floor Covering Institute’s guide “Recommended Work Practices for Removal of Resilient Floor Coverings” for more information on safe removal of resilient flooring.
 8. RigidLock Premium is not a vapor barrier. Subfloor moisture can still cause mold, mildew, and other moisture-related issues, unrelated to RigidLock Premium. It is the responsibility of the installer to ensure any subfloor is not improperly emitting moisture prior to installation.

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WOOD SUBFLOOR GUIDELINES

1. Wooden subfloors must be structurally sound, installed to their manufacturer's guidelines, and meet the updated ASTM F1482 guidelines, prior to installation.
2. Be certain the floor joists do not impede the floor flatness as required. Floors must be sufficiently rigid to avoid deflection that exceeds the subfloor flatness standards under any use. An additional layer of well-attached APA rated 1/4" thick underlayment may be used to aid rigidity where unacceptable conditions exist.
3. Crawl spaces and basements must be dry. The bottom of wooden subfloor joists must be a minimum of 18" above ground surface. 6 mil or greater black polyethylene sheeting must be in place covering 100% of the ground and overlapping a minimum 6" at seams acting as a moisture barrier. This polyethylene sheeting must run up the walls no less than 6". Air venting must be open on all sides and open no less than 1.5% of the total crawlspace area.
4. Plastic sheeting is not recommended over wood subfloors.

RADIANT HEAT GUIDELINES

1. Embedded radiant heating elements are acceptable in the subfloor provided they are a minimum of 1/2" from RigidLock Premium in final installation.
2. Material covering embedded radiant heating elements should still meet subfloor standards.
3. To install RigidLock Premium over radiant heating systems, the system should be running and operational for at least 2 weeks prior to installation. 72 hours before installation, system temperature should be reduced to 65°F or cooler. After installation, increase temperature in increments of 5°F per 24 hours period to avoid overheating. Once installed, the floor temperature should never exceed 85°F. Temperature should be measured by an in-floor temperature sensor.

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INSTALLATION INSTRUCTIONS

Required Tools

1. Appropriately sized spacers, depending on installation dimensions
2. Tape measure
3. Cutter
4. Rubber hammer
5. Tapping block or trimmed piece of flooring
6. Pencil
7. Pry Bar or pull bar
8. Chalk line
9. 3M Scotch-Blue Tape 2080
10. White Wood Glue

Installation Notes

1. Before beginning installation, ensure all appropriate general and subfloor guidelines are met. Inspect the material to ensure it is correct and undamaged.
 - a. While it is not the recommendation of Eastern Flooring Products®, if poly film is used for installation, install the first row of poly film before installing the material. Run the poly film up the walls prior to installation and trim after installation is finished, being sure not to impede the expansion space of the product. Do not install more than one of poly film at a time to avoid slip hazard. Seams must be taped with a minimum 4" overlap. Take great caution when walking on poly film to avoid injury. Ensure poly film is smooth and flat before laying flooring pieces over it.
2. Always start installation in the left corner of the room. When installing, the tongue side of the pieces should face your starting wall.
3. Ensure your starting piece is no less than one third the size of your total piece.
4. Should you need to disassemble two pieces on the long side, you can lift to the same angle used when assembling the pieces. Failure to disassemble correctly can damage the pieces. Do not reassemble damaged pieces as this can impede the structural integrity of the flooring installation.
5. Should you need to disassemble two pieces on the short side, first disengage both planks on the long side, before lifting the tongue-side piece to the assembly angle to gently disassemble. Failure to disassemble correctly can damage the pieces. Do not reassemble damaged pieces as this can impede the structural integrity of the flooring installation.

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6. Use the appropriate amount of expansion space based on the installation dimensions for all fixed obstructions. Under cut door jambs where necessary to provide the same amount of expansion as along walls. Do not under cut metal door jambs without checking local building codes.
7. It is the responsibility of the installer to ensure that all subfloor requirements are met. Refer to the subfloor requirements section of the installation instructions before proceeding.

Installation Steps

1. Working from multiple cartons, dry lay several rows of material to ensure desired aesthetic. Immediately after dry laying RigidLock Premium dry fit all trim, transitions, and stair accessories to ensure acceptable fit and finish for the entire job.
2. Measure the room to ensure that the last row will not be smaller than $\frac{1}{2}$ the width of the product, nor the last piece of a row smaller than $\frac{1}{4}$ the length of the product. If so, rip the first row to accommodate the last row and/or cut the first piece to accommodate the last.
3. It is very important the first row is straight. Begin the first row working right to left. Insert appropriately sized spacers around the perimeter of the room allowing for proper expansion space. The tongue should be facing the wall. Insert the next plank to the left and connect the short joint at an angle, ensure a complete connection between the two.
4. Insert the second row by sliding the long joint tongue into the groove of the plank in the first row. Press down until it clicks into the adjacent plank. Be certain to allow a minimum of 8" between end joints on the adjacent plank. The shortest starting or ending plank should not be less than $\frac{1}{4}$ the length of the product. Do not start multiple rows with similarly sized piece to avoid creating an unattractive pattern in the floor.
5. Using a scrap piece of plank, align it to the left side of the second plank and lightly tap the scrap piece with a rubber mallet towards the first plank. Do not tap the face or locking mechanism of the product with the rubber mallet without using a scrap piece.
6. Install the remaining rows in the same manner.
7. Pieces from a previous row as the starter board to reduce waste being certain it is at least 8" in length.
8. The last row may have to be cut (ripped) to properly fit the remaining width from the adjacent plank to the wall spacer. If necessary, complete the tight fit by tapping the board into place with a pull bar.
9. Place the last row of planks to be fit on top of the last row of installed planks. Use a piece of plank as ascribe to trace the contour of the wall. Mark it for a correct fit and cut.

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10. After the boards are cut, position the planks, and tighten the fit by using the pull bar.
11. If the last row is under a counter not allowing an angle click of the long joint, shave off the bottom of the groove and apply wood glue, then slip the tongue into the adjacent plank. Wipe clean excess adhesive.
12. Installation under moldings (such as door jambs) may require that the tip lip of the groove on the end be reduced in size.
13. Using a small plane or knife, carefully shave off the ledge of the groove.
14. After the groove ledge has been trimmed, place the board in place and tighten with a pull bar to test for fit. The installer must be certain the required expansion has been maintained and the floor is not pinched or tight. If the fit is not correct, re-trim as necessary.
15. Place a bead of wood glue on the bottom lip of the groove.
16. Insert the tongue into the groove and tighten the fit with a pull bar. Hold the board in place with painters' tape (3M Scotch-Blue™ 2080 Tape) until the glue is dry. Do not use masking tape or duct tape as they may damage the floor's finish.

MOLDING INSTALLATION

1. When you have finished installing RigidLock Premium, remove perimeter spacers, and ensure you have maintained the required expansion space in all instances. Protect all edges with non-pinning base boards, transition strips, or quarter round.
2. Eastern Flooring Products® recommends using stair caps on stairs when possible. Matching stair caps and risers can be purchased from your source for RigidLock Premium.
3. All moldings and trim should be thoroughly inspected and dry fit prior to the installation of RigidLock Premium to ensure proper fit, finish, and match.
4. Do not install transition strips to the pieces of flooring, except when instructed to do so in stairnose installation instructions. Do not nail, staple, or screw moldings through the floor into the subfloor. Do not pinch the floor with transitions or perimeter molding, such as baseboards or quarter round.

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AFTER INSTALLATION

1. All vinyl floors can be scratched in abusive situations. To avoid scratching your floor:
 - a. All furniture must be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances must be equipped with non-staining large surface floor protectors. Furniture with wheeled castors should only have 2” or wider castors no less than 4” in diameter.
 - b. Regularly sweep or vacuum floors to keep your floor free of debris, debris can become trapped in shoes, castors, or other acceptable contacts with floor and create scratches. Do not use vacuums with beater bar attachments on.
 - c. Keep pets’ nails trimmed.
 - d. Avoid sliding things across the floor that could have rough edges or trap debris.
 - e. Avoid high heeled shoes as they create very high pressure which may indent floors.
2. Eastern Flooring Products® doesn’t recommend any heavy rolling traffic on floating floors. Office areas must have a protective mat under chairs and be equipped with non-marking roller blade style wheels. Do not use ball-type castors.
3. Floating floors must not be pinned with fixed cabinetry, heavy equipment, or other heavy items. This includes kitchen cabinets/islands, slate pool tables, safes, or other heavy objects that would keep the floor from floating freely. If you have a question about a given piece of furniture or otherwise heavy object, please contact Eastern Flooring Products® at info@easternflooringproducts.com for support.
4. Furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways.
5. Oil or petroleum-based products can result in surface staining. Do not track asphalt driveway sealer or other oil-based products on the floor.
6. Use walk-off mats at entrances to prevent dirt, grit, and staining substances from damaging the floor. Use mats with non-staining backs, as rubber may discolor the floor.
7. Keep an appropriate amount of attic stock of your material to allow for repairs of the floor should you damage it or an environmental issue arise.
8. Eastern Flooring Products® does not recommend the use of steam cleaning devices of any sort, abrasive cleaners, harsh chemicals, detergents, or “mop and shine” products. If you have a question about care and maintenance, consult the RigidLock Premium Care and Maintenance Guide.



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REPORTING A PROBLEM

1. If you think there is something wrong with your floor that is covered by this warranty, immediately contact the company you purchased the floor from within 48 hours of noticing the problem. Subsequent damage to the floor is not covered by the warranty.
2. Do not walk or roll anything over the affected area of the floor until the problem is identified and resolved.
3. If the company you purchased the product from determines there is a warranted issue with the floor, they will contact Eastern Flooring Products® to file a claim. Only the original purchasing party can file a claim or inquire as to the status of that claim.
4. Eastern Flooring Products® has the unimpeachable right to decline a claim if not given the opportunity to inspect the floor in a timely manner. Floors that have been repaired, replaced, or permanently covered without manufacturer inspection will not be eligible to file a claim.

WARNING: Existing resilient floor coverings and black asphalt adhesive may contain asbestos. Improper removal procedures could release asbestos fibers into the air. Asbestos fibers, when inhaled, could cause serious bodily harm. Do not sand or dry scrape these materials. If removal of existing floor coverings is necessary, be certain that all precautions are taken and proper procedures are followed. For information regarding proper removal procedures in the U.S.A., please consult the Resilient Floor Covering Institute (966 Hungerford Drive, Suite 12-B, Rockville, MD 20850) for a pamphlet, "Recommended Work Practices for the Removal of Resilient Floor Coverings."