

WINDSOR IMPORT FLOORING®

This document supersedes all printed and electronic Installation, Care and Warranty information previously distributed for Windsor Import WPC.

WPC EXTRUDED WATERPROOF FLOORING Installation, Care and Warranty

ProTek PLUS

PLEASE READ ALL INSTALLATION INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN THE INSTALLATION. IMPROPER INSTALLATION WILL VOID WARRANTY.

- Before installation, always check extruded waterproof flooring (WPC) panels for defects such as chips and color or sheen differences under well-lit conditions. Also check that the click channel is clean and free of debris. Always work out of multiple boxes to mix products to achieve proper pattern repeat and color appearance. Color variations between flooring, samples, and replacement material are expected and is not a product defect.
- If the appearance of a board is questionable for either dimensions or appearance, the installer should not use this piece. A replacement carton can be obtained through your dealer in a reasonable time.
- The person installing the floor is responsible for inspecting all the flooring before and during its installation. If the installer/contractor believes the flooring is not correct due to color, grade, gloss, or any installation issues, the installer should stop the job and not install this material. The retailer where the flooring was purchased should be contacted to address the issues. Continuing to install the product means that the installer accepted the suspect material for installation so the claim will be denied.

NOTE: WPC can be installed above, on and below grade as a floating floor only. The product is installed as a floating floor.

A minimum of 3/8" gap for expansion is recommended between the WPC and any adjacent perimeter wall, vertical structure, or wood-based floor (laminated or hardwood).

A tapping block must be used on every panel of WPC to ensure the positive locking of the joint and to validate the product warranty if the locking system is angle-tap on the short end joints.

INSTALLATION

JOBSITE PREPARATION BEFORE INSTALLATION

The responsibility for installation of WPC is with the local job site installer/contractor. Every plank and/or tile must be inspected prior to installation for color variation, finish condition, sheen variation, and quality. This inspection should be conducted with proper lighting available. Any boards that are not acceptable should not be installed. Contact your dealer immediately to obtain replacement boards. Windsor Import Flooring is not responsible for the installation of flooring with obvious defects.

Crawl spaces – For the protection of the home, when installing a moisture barrier in a crawl space, minimum crawl spaces of 18" are required from the ground to the underside of the joists. A vapor barrier of 6-20 mil thick polyethylene film with 6" – 8" sealed overlap joints should be used. Moisture resistant tape should be used as the vapor barrier sealant at the lap joints. Venting for the crawl space should be at least 1.5% of the crawl space square footage. Vents should be located for cross-ventilation of the crawl space. Local regulations should prevail at all times.

Before floor installation, the room conditions in the installation area (temperature and moisture) should be in normal year-round conditions for at least one week prior to and during flooring installation. Acclimation of WPC is not required before installation. Recommended installation room conditions are temperatures between 40-100 degrees F. Never install below 40 degrees or above 100 degrees F. Normal room temperatures are used at temperatures between 65 degrees and 85 degrees F.

REMOVING OLD ADHESIVES

Asphaltic “cut-back” adhesives can stain WPC flooring. These must be 100% removed, encapsulated or covered with plywood underlayment. Some previously manufactured cutback adhesives contained asbestos fibers, which are not readily identifiable. Do not use power removal devices, which can create dust. The use of solvent-based adhesive removers is never recommended. NOTE: If d-limonene (citrus based) cleaners/removers are used (Orange All), subfloor must be thoroughly rinsed. If complete removal of old adhesives or covering them with plywood is not possible, the use of a Portland Based Leveling or Patching Compound is acceptable. Please follow the manufacturer’s instructions carefully.

For “Recommended Work Practices for the Removal of Resilient Floor Coverings” write to the Resilient Floor Covering Institute, 966 Hungerford Dr., Suite12-B, Rockville, MD 20850.

SUBFLOOR REQUIREMENTS

All subfloors must be dry to protect the home from moisture, structurally sound to support the floor with no movement or flexing, free of debris and foreign matter, and flat to 3/16” in a 10-foot radius. The substrate must be level and not slope more than 1 inch per 6 feet in any direction.

For concrete floors, the subfloor should be firm, flat, permanently dry, and clean. This includes both old and new concrete floors. New concrete slabs must be cured in well-ventilated conditions for at least 60 days minimum before installing the floor. Concrete should have a minimum-6mil poly film vapor/moisture barrier between the concrete and ground. Maximum moisture level per the Calcium Chloride test method is 8lbs. per 1000 cft in 24 hours. The maximum level of relative humidity per ASTM 2170 test method is 80%. Electronic meter testing is not acceptable as a replacement for the use of these two tests. The pH of the concrete slab should be determined using ASTM F710. The pH test results should measure between 7-10.

The concrete moisture and alkali levels must be met before it is acceptable to install the flooring. It is the-responsibility of the flooring installer or contractor to meet these requirements. We recommend that a vapor/moisture barrier be installed over the concrete subfloor. The vapor barrier can be either a roll-out film or a roll-on sealant. The choice is a site decision made by the installer/contractor. An example of a “roll-out” moisture barrier would be a 6-mil poly film with sealed water-resistant taped seams that are 6” to 8” overlapped. A “roll-on” moisture barrier would be a sealant applied to the surface of the concrete slab to mitigate moisture and moisture pressure issues in the slab. Windsor Import Flooring does not accept claims related to damage or failure of the floor caused by excessive moisture, alkali and/or liquid or vapor hydrostatic pressure. Do not install the new flooring over a concrete subfloor with high moisture, alkali or hydrostatic pressure conditions if it has not been mitigated or remediated. Follow the chosen moisture barrier product manufacturer’s installation instructions.

For plywood, OSB, and particleboard subfloors to be acceptable for flooring installation, they must be dry (maximum 12% moisture content) and properly secured to accept a top floor. All wooden subfloors must have no movement when walked on before the flooring is installed. Subfloor vertical flexing may cause squeaking in both the subfloor and the installed floor. Check the installed floor before leaving the job. If squeaking is found, remove that flooring section and fix the issue before completing the installation. Please note that sounds emanating from between the subfloor and moisture barrier are defined as subfloor issues and are not covered by the product warranty. The subfloor must be secured every 6” along joists with nails or screws to avoid deflection or excessive vertical movement of the subfloor. Our

warranties do not cover any flooring issues caused by inadequate substructures. The floor must be leveled and flat. High spots must be ground down and low spots must be filled with a Portland cement leveling compound.

Please note that WPC is not approved for installation over any type of carpet.

NOTE: Never install WPC over any type of floating floor. All subfloors that are not concrete must be firmly bonded.

NOTE: Never install WPC over a below grade VCT (vinyl composition tile).

Tiles including ceramic, resilient, and sheet vinyl must be well bonded to the subfloor, must be level and flat, and must be clean. Existing vinyl floors should not be sanded as they may contain asbestos.

INSTALLATION TOOLS

Safety Glasses

Broom/Vacuum

Black number one WPC tapping block.

White number two WPC tapping block.

¼" Spacers

Pull bar.

Saw

Utility knife

Pencil

Tape measure

Ruler

Chalk string

ACCEPTABLE SUBFLOOR TYPES:

CDX Underlayment Grade Plywood (minimum of 5/8" thickness)

Underlayment Grade Particleboard (only for floating installation)

OSB (minimum ¾", 23/32" thickness)

Concrete slab

Ceramic Tile

Resilient Tile – one layer well bonded

Sheet Vinyl – one layer well bonded

Polymeric poured (seamless) floors

DO NOT INSTALL OVER

- VCT installed on below grade concrete.
- Existing resilient tile floors that are below grade
- Existing cushion-backed vinyl flooring
- Carpet
- Rooms with sloping floors or floor drains
- Stairs with sloping steps
- Wood underlayments, parquet or hardwood flooring that have been installed directly over concrete.
- Do not install over any floating floor.
- Do not install over additional padding.

Note: There are 2 different types of tapping blocks to be used with our WPC planks. Tapping block number one (black in color) is to be used with our standard 4 foot length planks. Tapping block number 2

(white in color) is to be used with our WPC XL and Long Board. XL and long board products have a specially designed larger Unilin lock and require a larger tapping block for proper installation.

NOTE: The tapping block was specially designed for installing this WPC LVT product with a licensed Unilin drop and tap click joint. The tapping block must be used on every panel to ensure the positive locking of the joint and to validate the product warranty.

INSTALLATION OF WPC UNILIN ANGLE-ANGLE LOCKING SYSTEM

While WPC is dimensionally stable, buildings, walls, and existing hardwood and laminate floors will expand and contract. Because of this, we recommend for all installations, both floating floor and glue down types, that an expansion gap of at least 3/8" be left for expansion between WPC, any vertical surface, an adjacent perimeter wall or wood-based floor (laminate or hardwood).

All trades must finish, and the installation area must be cleared and cleaned of debris that can damage the Product before installing the flooring. As stated earlier, always work out of multiple boxes to mix products to achieve proper pattern repeat and color mix for the look of natural wood. A minimum of 3 boxes of products is recommended. Inspect each plank or tile in good light for visual defects. If they show visual faults or damage, do not install them. It is the responsibility of the installer to ensure that the appearance of the finished floor meets the consumer's expectations.

WPC is an indoor product. It will not be warranted when installed in locations or conditions not recommended for this product. This locking system is designed to be installed utilizing the floating method. Always include the proper expansion space. Undercut all door jambs. Never fasten moldings or transition strips to the planks. When product is stored at the installation site, it should be stored in the room where it will be installed.

Plank Installation Method

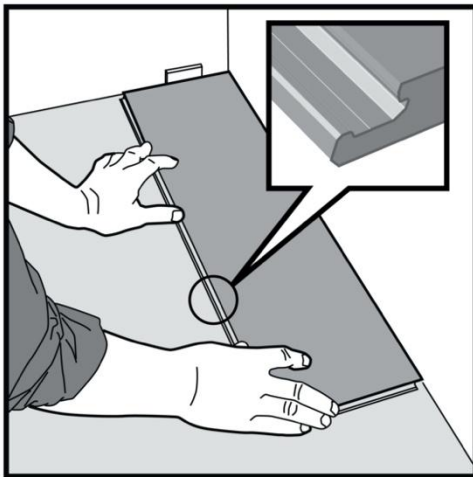


Fig 1. Prior to installation, measure the width of the room to decide if the first row should be cut length wise to equalize the widths of the first and last rows. See also fig 12.

Turn the tongue side of the plank to face the wall. Maintain a gap of 5/16" (8mm) on the short side. Spacers can be used to make sure that the gaps are correct around the installed flooring. After 3 rows, adjust the long side so that the planks are 5/16" (8mm) from the wall.

After 3 rows have been clicked together, reposition the flooring against the front wall keeping a gap of 5/16" (8 mm).

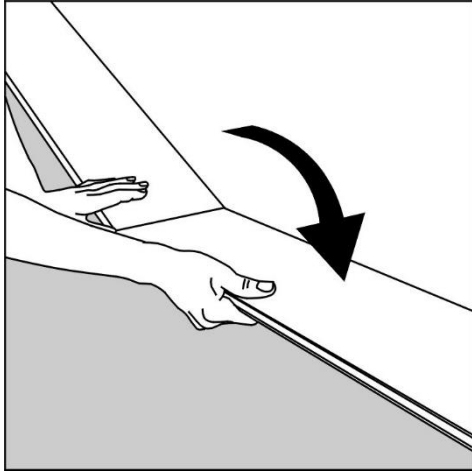


Fig 2. Hold the second plank short end tongue against the first plank short end groove at an angle to engage and press the short ends together. Lay the connected planks flat on the floor. Complete the first row by connecting more planks in the same manner.

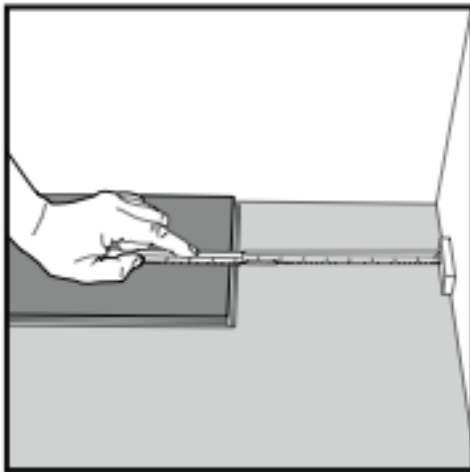


Fig 3. At the end of the first row, measure and cut the final plank to the correct length, leaving a 5/16" (8mm) gap between the plank and the wall for expansion. The recommended minimum length of the final plank is twice the width of the plank.

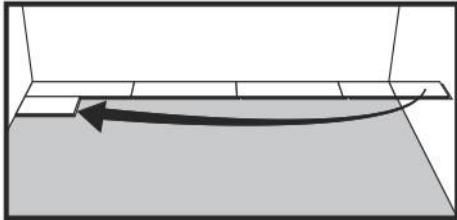


Fig 4. Add the first plank to the second row by positioning the remaining part of the first row's last plank as first plank of the second row. Keep the plank length a minimum of two times the plank width. Keep the same 5/16" (8mm) gap at the row ends against the wall.

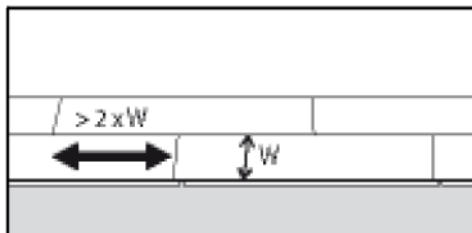


Fig 5. NOTE: The short ends of the planks in parallel rows must be staggered a minimum of two times the width of the plank. For example, if the plank is 7" wide, the length of the plank stagger needs to be a minimum of 14".

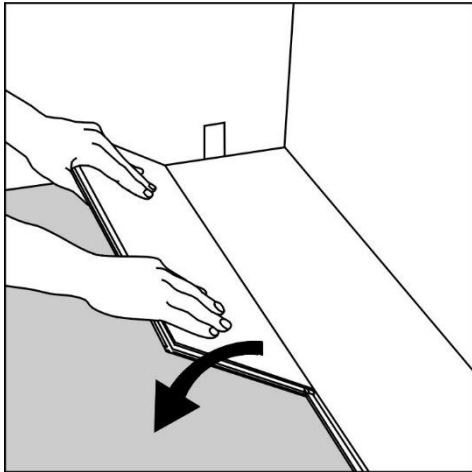


Fig 6. Place the second row plank tongue at an angle against the first row plank groove. Gently tapping the planks together while lifted may help engage the joint between the two planks. Press forward and fold down at the same time to engage the lock.

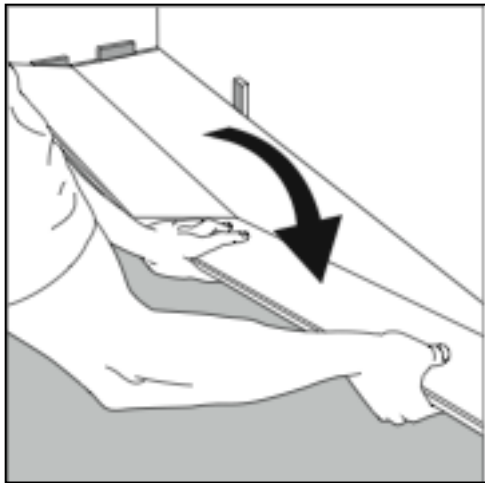


Fig 7. Second plank second row. Place the short end of the plank at an angle against the previous installed plank and fold down to engage the short ends. See Fig. 2 above.

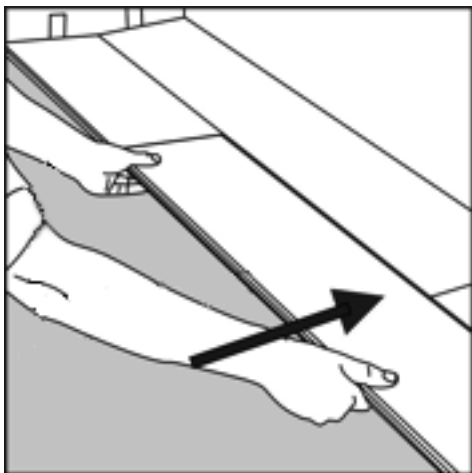


Fig 8. Lift the engaged planks up just over an inch, push them against the row in front to engage the long side. The use of a wedge with the suitable angle can be placed under the plank near the short side joint as support.

The planks can now be folded completely down to horizontal position and if a wedge is used it can be moved to the next short end joint.

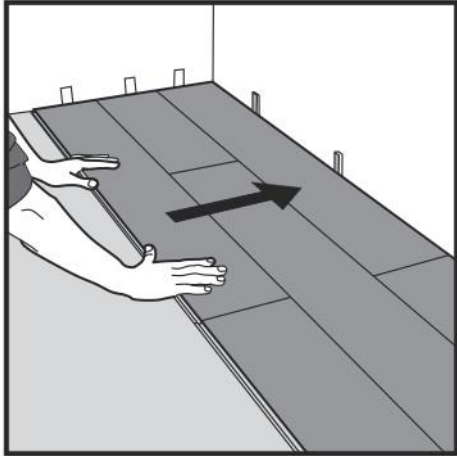


Fig 9. After 2-3 rows, adjust the distance to the front wall and side walls to keep the gaps at 5/16" (8mm). Install the remaining flooring. Spacers should be removed once the installation is completed.

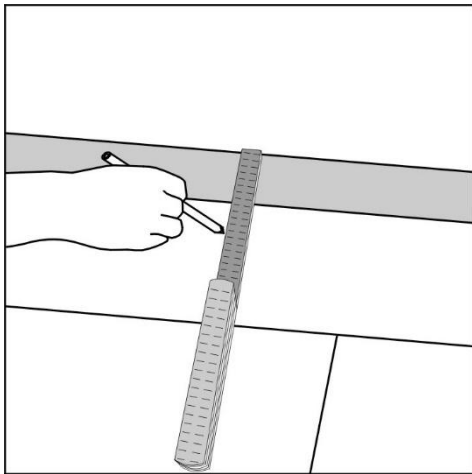


Fig 10. If the wall is uneven, the planks must be cut to match its contours. Mark the planks with the contour of the wall. Do not forget to leave a gap of 5/16" (8mm) to the wall. This procedure must also be used for the first row if necessary.

Horizontal installation – Last rows, Radiators and under Door Jams

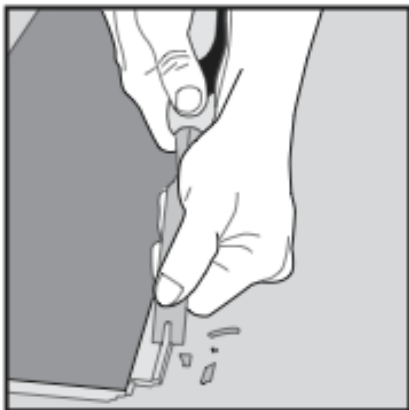


Fig. 11

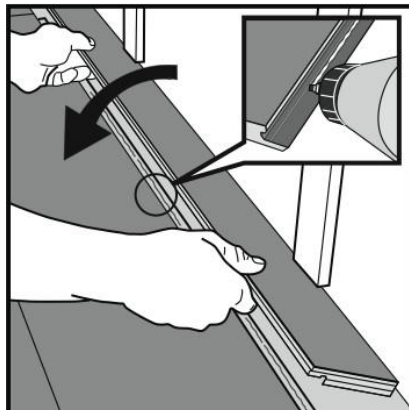


Fig. 12

When it is difficult to angle the plank under a door jam, around a radiator, or installing last rows, the above and below pictures show how to cut away the locking edge and still install the plank.

Cut off the locking element with a chisel, apply applicable glue on the adjusted strip and push the planks horizontally together. If necessary, place some spacers between the last board and the wall during glue drying. The method can also be applied to the short ends. Appropriate glues are cross-linked PVA glues, class D3.

Radiator pipes – cut outs.

Installation around radiator pipes:

Mark the center of the holes and drill the hole with a diameter about 5/8" (16 mm) larger than the pipe diameter (5/16" gap (8 mm)), cut as shown with a saw or with a sharp utility knife. Install the floor plank. If necessary, glue the cut piece into place.

Where the use of a caulk is needed, we recommend a 100% silicone caulk and do not approve the use of acrylic caulks. High quality silicone caulks remain flexible and will allow the installed floor to continue to float and move with temperature changes whereas acrylic caulks will harden over time and stop this from occurring.

Windsor Flooring WPC is an attached pad product. The click side and end joints are designed to work with this specific pad. Additional pad under WPC will not be warranted unless it has been approved before installation by Elite Flooring.

REPAIRS

WPC flooring is durable; however, planks can be damaged. If the damaged plank is near the perimeter of the room, the best technique is to carefully unlock the planks until the damaged plank is removed. Replace the damaged plank and reassemble the flooring. If the damaged plank is in the center of the room, then the following procedure should be followed:

1. Use 3M Blue Tape around the perimeter of the damaged plank to be replaced to protect the surrounding planks from damage.
2. Using a utility knife, make a cut completely through the center of the damaged plank the length of the plank.
3. Carefully remove the cut pieces of the damaged flooring and clean and vacuum the exposed area.
4. Use a utility knife to remove the tongue from the long and short side of the replacement plank.
5. Remove 1.5 inches of the groove on the long side of the plank from the tongue end using a utility knife.
6. Apply a small bead of an Ethyl Cyanoacrylate adhesive super glue to the groove of the planks in the floor.
7. Insert the replacement plank into the exposed area, locking the long-grooved side into the existing floor. The tongue end of the replacement plank will overlap the existing floor until the plank is completely inserted.
8. Use a scrap piece of the flooring as a tapping block to lightly tap the groove end into place. Use a utility blade to adjust the opposite end as you tap the end joint together.
9. Weight the plank down until the super glue is completely set.

FINISHING MOLDING



T-Molding



Reducer



Stair Nose



Quarter Round



End-Molding

Reducer molding is used to finish flooring when the adjoining surface is lower than the SPC flooring or when flooring meets carpet. Position the U track 7mm leaving expansion gap of at least ¼” from each edge of the. Screw, nail or glue down the track directly to the subfloor and then insert the reducing strip into the track.

T-molding is used to finish flooring and add expansion when two level surfaces meet in doorways. Install the same as above. Residential Installations do not require the use of T Moldings.

Landing molding is used to finish flooring on landings or stair edges. Moldings need to be glued and screwed down to the sub-floor for safety and stability. Color fill should be used to cover the counter sunk screws.

To finish the perimeter of the room, install quarter round molding using finishing nails. Quarter round molding is nailed directly into the baseboard.

RADIANT HEATED FLOORS

Floating floors can be installed over certain types of radiant heated floors.

When installing over a radiant heated floor:

1. A newly installed radiant heated floor must be operational for at least four (4) weeks prior to the installation with the temperature set between 55 to 85 degrees F to ensure that the subfloor has been dried.
2. Existing radiant heated floors should be set to a minimum temperature of 65°F (18.3°C) degrees F for a minimum of 4 days before, and 48 hours after the completion of the installation. This will ensure that the flooring will acclimate properly before the installation begins. Upon completion of the installation, gradually increase temperature in increments of 5° F per hour until desired temperature is achieved. Never exceed 85 degrees.
3. Wood subfloors should never exceed 10% moisture content as measured by a calibrated wood moisture meter.
4. Concrete subfloors must be “dry” using the mat test, a calibrated concrete moisture meter, Calcium Chloride Test or a RH Probe.
5. Ground floors using the radiant heating system should have a proper moisture barrier beneath it.
6. The recommended range of relative humidity is 35%-55% and the room temperature should be between 55-85 degrees F for the delivery of the flooring, acclimation, and installation.
7. The flooring must acclimate to the stated temperature range for at least 48 hours prior to installation in the room to be installed.
8. Keeping the temperature of the room constant will keep a stable environment for the flooring as well as the home.
9. The floor surface temperature must always stay below 85 degrees F.

10. At no time should the relative humidity in the room with the installed flooring fall below 30% during the life of the product.

NOTE: Electrically heated radiant mats not embedded in the subfloor and installed directly under this floor are not recommended. The installation of electrically heated radiant floor heating mats could void the warranty of the installed floor in case of a heating system failure.

SUN ROOMS

Sun rooms or areas that may be isolated from the main living area of the home are recommended areas of use for WPC if they are limited to 500 sf maximum.

If there is no heat in the wintertime and you wish to use the area, you must bring the room to normal room temperature (65-75 degrees F) before walking on the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

During installation, please leave the ¼" expansion at all walls and any vertical surface in this room.

CABINETS

Cabinets may be installed on top of WPC if they are **wall mounted**.

Center Islands may be installed on top of WPC if they are free standing.

If cabinets or center Islands are being fastened to the floor a ½" expansion hole must be used where the bolts enter through the WPC into the subfloor.

POOL TABLES

Pool tables in a residential environment may be installed on WPC either full spread glue down or floating. In a residence, there is a limit of one pool table per room.

REV: 25 March 2025