



Luxury Vinyl Plank

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Villagio Wood Floors

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www.villagiowoodfloors.com



Luxury Vinyl Plank Installation Instructions

Thank you for choosing Villagio's click floating luxury vinyl. Properly installed and cared for, your new flooring will be easy to maintain and will keep its signature look for years. For any questions or comments, please visit us at <https://villagiowoodfloors.com/>

Acclimation of Material before Installation:

To ensure a problem free installation, all areas where flooring will be installed should have a working heat and air conditioning source operational a minimum of forty-eight (48) hours prior to installation and remain in operation during and after installation. Conditions should be at the same temperature and humidity level expected during normal use (between 65 - 85° F with a relative humidity no greater than 65%). Ensure subfloor and flooring are fully acclimated to these conditions for a minimum of 48 hours prior to installation. For best results, open flooring cartons at the beginning of the acclimation period.

Villagio's rigid core products are designed to require less acclimation when compared to traditional PVC based floating floors. However, extreme differences in temperature and humidity between the flooring product and job site may result in gapping, cupping, and/or buckling of joints. Improper locking of the flooring may cause joints distress resulting in a "peaked" appearance, delamination due to ledging, separation of joints from normal environmental temperature changes, cupping or side joint failures.

Pre-Installation Jobsite Requirements

Villagio cannot be held responsible for site conditions that do not conform to requirements as indicated in these instructions including, but not limited to: vapor transmission, moisture permeation, contaminated or damaged subfloors, etc.

Floating vinyl floors should be protected from direct sunlight and not exposed to direct sunlight for extended periods of time. Excessive temperatures will cause the product to expand and potentially buckle. Villagio recommends blinds, drapes, window tinting/films or suitable window coverings in areas where there is a large exposure to direct sunlight.



It is the installer's responsibility to examine the flooring prior to installation for color, finish, gloss/sheen and quality, and to ensure that jobsite and subfloor meet the requirements of these instructions. Ensure adequate lighting for proper inspection, if flooring is not deemed acceptable, contact your supplier immediately. Villagio cannot be held responsible for flooring installed with visible defects.

Subfloor Preparation

All subfloors must be clean, smooth and level to within 1/8" in 10 ft., and dry. Dust, scale, and loose particles must be removed. The surface must be free of solvents, paint, grease, oil, wax, alkali, sealing or curing compounds, and any other foreign material.

Villagio's click floating floors are designed to "float" over the subfloor. Although Villagio's rigid plank products are more forgiving when installed over uneven subfloors, proper preparation of the subfloor is a critical part of a successful installation. Roughness or unevenness of the subfloor may result in an unsightly surface and can even cause excessive wear on high spots. All wood subfloors should have at least 18" of well-ventilated space below. The ground under crawl spaces must be covered with 6-mil polyethylene sheeting to reduce moisture vapor transmission.

*Failure to properly level the subfloor to manufacturer specifications can cause additional stress on the tongue and groove resulting in plank separation.

Concrete on or above grade must be free of moisture or high alkalinity. A concrete slab shall be cured a minimum of 90 days before performing moisture tests prior to the installation of your new flooring. The concrete may require additional drying time dependent upon local environmental conditions. The PH level of the concrete should be between 7 and 9.

- Concrete/Screeds: All cracks and joints should be filled. Prepare concrete subfloors according to ASTM F710 Standard Practice for Preparation of Concrete Floors to Receive Resilient Flooring. The surface of the concrete must be dry, clean, smooth, level and structurally sound. Concrete subfloors require moisture testing conducted in accordance with ASTM F1869 Calcium Chloride Test or ASTM F2179 Relative Humidity in Concrete Slabs. Calcium Chloride emissions should not exceed 5lbs per 1000sf. Relative Humidity



In-Situ Probes should not exceed 75% RH. Testing should be performed and documented prior to beginning installation.

- It is the responsibility of the flooring contractor to determine if a concrete substrate is within the proper moisture levels. It is recommended for all LVP floating installations that a 6mil vapor barrier underlayment be installed over concrete substrates. For concrete substrates with excess moisture results, a moisture mitigation system is recommended. Villagio does not warrant nor is responsible for damage to floor coverings due to or caused by moisture related issues.
- Existing Resilient Floors: Existing resilient tile and sheet vinyl floors must be in good condition and thoroughly bonded to the structural floor. The exception is that any tile or sheet that is of a soft cushion construction must be removed.
- Existing Ceramic Tile: Grout lines must be skim coated with a floor leveler. If you install the flooring over an existing floor that has an embossing or grout line on it, we recommend you skim coat with a floor leveler. Check for any dips or humps in the subfloor that can create a void or peak underneath the floor, the acceptable 1/8" in 10' tolerance. If found, please fill in and level the subfloor with an embossing leveler. For high spots, grind down the peak or simply knock them off with a hammer and chisel then fill in the holes. Villagio cannot be held responsible for failure of the subfloor.

Radiant Heat

System must be operating for at least 3 weeks prior to installation in order to drive out moisture and calibrate temperature settings. Maximum operating temperature should never exceed 85°F. Radiant heat components must be a minimum of 1/2" away from the flooring.

Installation

Do not secure individual planks of the flooring to the subfloor as it is designed to be a floating floor. All door jams should be undercut, and cabinets cannot be installed on top of the flooring. Wall moldings and transition strips should be installed at any exposed plank edges but should not be fastened through the planks.



IMPORTANT: The maximum room size suggested is limited to 30 linear feet with perimeter expansion space of 5/16". For installations larger than 900 square feet or runs longer than 30 linear feet, control joints (transitions) must be installed with a minimum of 5/16" gap between the installed molding.

1. First, determine the orientation of the flooring in the area. Typically for plank products, the flooring runs the length of the room. There may be exceptions since it is all a matter of preference.
 2. To avoid narrow plank widths or short plank lengths near the walls/doors, it is important to do some pre-planning. Using the width of the room, calculate how many full boards will fit into the area and how much space remains that will need to be covered by partial planks. Divide the remaining space by two to calculate the width of the partial planks. Do the same along the length.
 3. Note that if the first row of planks does not need to be trimmed in width, it will be necessary to cut off the unsupported tongue so that a clean, solid edge is toward the wall.
 4. 5/16" expansion gaps should be planned for and maintained from the wall during the installation. This will allow space for the natural expansion and contraction of the planks.
 5. The planks should be installed from left to right. From the top left corner of the room, put the first plank in place so that both the head and side seam grooves are exposed.
 6. Install the second plank in the first row by angling the short side tongue into the short side groove of the first plank. Continue installing additional planks along the first row using the same angling method. Make sure to align the planks to prevent gaps throughout the installation.
 7. To start the second row, cut a plank that is at least 6" shorter than the first plank in the first row (you may use the left over from the last plank of the first row). Then install this first plank by inserting the long side tongue into the groove of the plank in the first row.
- Figure 1A (Stagger End-Joints) to create a random pattern



CORRECT

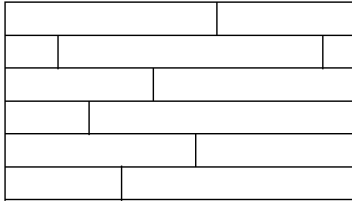


Figure 1B (Avoid "H" Joints) **INCORRECT**

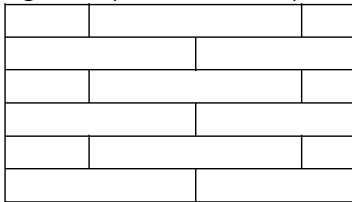
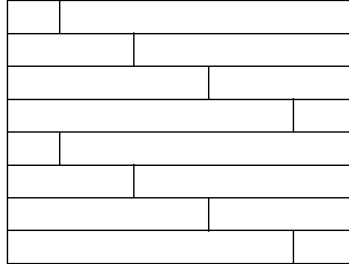


Figure 1C (Avoid Stairs Step Patterns)

INCORRECT



8. Install the second plank in the second row by inserting the short side tongue into the previously installed first plank short side groove.



Place a scrap piece of plank over the end joint seam and tap **LIGHTLY** with a rubber mallet. **NEVER** strike the planks directly as this may fracture the locking system and eventually cause end joint failure.

9. Align the plank so the long side tongue tip is positioned just over the groove lip of the plank in the first row.

10. Using gentle force and at a 20–30-degree angle, push the long side tongue into the groove of the adjoining plank by sliding along the short side seam. You may need to lift the plank to the left of it slightly to allow for the “sliding” action.

11. The remaining planks can be installed in the room using the same technique. Make sure the required expansion gaps are maintained against all fixed vertical parts (such as walls, doors, cabinets, etc.).



Plank Removal

Do not lift plank ends when attempting to remove planks.

Planks must remain flat and then slid apart. (see picture below)

Attempting to remove planks by lifting will damage the end joint and compromise the locking mechanism.



Do not install Villagio floors over expansion joints.

Repairs

In the unlikely event that a plank is damaged for whatever reason, the simplest method is to disconnect the plank carefully (protecting the tongue and groove edges) until the damaged plank can be removed. Then replace the damaged plank with a new one and reassemble the disconnected planks. This typically works for planks that are closest to the two long walls of a room. For damaged planks that are not close to the perimeter, you may have to remove the damaged planks and insert new pieces without the short and long end grooves.

Floor Maintenance and Protection

- Furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. Floor covering subjected to excessive heat and light is subject to thermal degradation. Use appropriate precautions to minimize potential effects on the floor covering.
- Oil or petroleum-based products can result in surface staining. Do not track asphalt-driveway sealer or automobile oil drips onto the vinyl floor covering.



- Caster wheeled chairs should have wide, rubber casters. Protective mats are required under caster wheel chairs.
- Use non-staining mats. Rubber may discolor the floor.
- Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Furniture with castors or wheels must be easy swiveling, large surface non-staining and suitable for resilient floors. Do NOT use ball type castors as they can damage the floor.
- Use floor protectors under furniture.
- Use walk off mats at entrances to prevent dirt and grit from being tracked onto the floor.
- Sweep or vacuum the floor regularly to remove loose dirt. Do NOT use vacuums that use a beater bar or turn the beater bar off.
- Do NOT use electric brooms with hard plastic bottoms with no padding.
- Clean up spills immediately.
- Damp mop as needed using clean water and a diluted floor cleaner suitable for Luxury Vinyl. Do NOT use harsh cleaners or chemicals on the floor. Do NOT use abrasive scrubbing tools. Do NOT use detergents, abrasive cleaners or “mop and shine” products. Do not use steam mops.
- Vinyl flooring, like other types of smooth floors, may become slippery when wet. Allow time for the floor to dry after cleaning. Immediately wipe up wet areas from spills, foreign substances or wet feet.

TERMS AND CONDITIONS

- A. **GENERAL** – These conditions of sale supersede any conditions, or conflict of conditions, contained on Buyer's order unless specifically changed herein and accepted by both Buyer and Seller. With every purchase, Buyer accepts these Terms and Conditions by completing the checkout/purchase.
- B. **CREDIT** – Seller, at any time and in its sole discretion, may limit or cancel the credit of Buyer as to amount and/or length of time and terms. Should credit not be extended for all, or any part of this contract, Seller may require anticipation (payment demand) in cash or otherwise, prior to delivery.
- C. **LATE PAYMENT SERVICE CHARGE** – Late payment service charges of 1% per month may be charged on all past due accounts.
- D. **COLLECTION** – Should the need arise to employ professional collection agents and/or attorneys to effect payment of monies due on this contract, all such costs incident to collection, including, but not limited to: court costs, attorney fees, etc., shall be borne by the Buyer.



- E. **DELIVERY** – Curbside delivery shipment of all, or part of this order, is contingent upon Seller's ability to obtain material and services through its usual means of supply. Seller shall not be liable for any delays in making delivery where inconvenienced by any cause extending beyond its control. Transportation companies' receipt for goods constitutes successful delivery, at which point Seller's responsibility for delivery ceases. All damage in transit must be reported to the seller in writing within 5 days' time and allowed ample time for resolution. All deliveries are curbside deliveries **only**, unless specified in said order. White glove deliveries, if/when available, are subject to additional fees which are provided and determined by the carrier.
- F. **CANCELLATION / RETURNS** – All returned or exchanged orders are subject to a restocking fee of up to 20% at Seller's discretion. Shipping arrangements and payments for returned or exchanged items are the responsibility of the Buyer. All returned shipments must be in unopened, original packaging and a re-sellable condition unless the product/s is/was damaged prior to receiving. There will be no restocking fee for damaged, defected, or miscalculated orders. Villagio Floors, Inc. will not accept any returns on orders exceeding 30 calendar days from date of delivery. Any orders which are canceled 30 days after deposit will be subject to a 10% restocking fee ("10% restocking" refers to total order value, not 10% of deposit).
- G. **CLAIMS** – It is the responsibility of Buyer/installer to inspect all material(s) for miscalculation(s) and damage(s) prior to releasing Seller's liability by signing the order acceptance form. Buyer must, within 5 calendar days of delivery, report any defects in Villagio product(s) and material(s). Only the original purchaser may sign for any parcel(s) unless otherwise requested; however, Buyer assumes all responsibility for deliveries inspected by those person(s) which he/she has authorized to sign for said parcel(s). To prevent claim void, the receiver should check and approve the order for both quality and quantity. Only then should the receiver print, sign, and date order acceptance/delivery form.
- H. **DYE LOTS AND DIMENSIONS** – Due to the wood element, color match between dye lots will vary slightly and should be anticipated by the Buyer. All dimensions advertised are near exact but are subject to a slight variation due to the hand brushing/sanding process.
- I. **TAXES** – Any applicable government taxes will be charged to Buyer unless the appropriate Exemption Certificate number is filed with Villagio Floors, Inc.
- J. **EXCLUSION OF IMPLIED WARRANTIES** – As a material part of this bargain, all implied warranties (including merchantability) are excluded and the Buyer expressly waives any claim or remedy based thereon.
- K. **MANUFACTURER'S WARRANTY** – Seller assigns a manufacturer's warranty, which is granted by the manufacturer, to the original purchaser/homeowner only. Any such



express warranties are contained in writing, furnished by the manufacturer, and may not be modified or expanded with any statements, unless in writing and signed by an authorized representative of Villagio Floors, Inc.

Villagio's Vinyl Flooring Limited Warranty

WARRANTY OWNER

This warranty extends only to the original end-user or purchaser. Warranties are non-transferable. All warranty coverage terminates if you sell or otherwise transfer the Flooring or the property to which the Flooring is attached. No installer, retailer, distributor or agent, or employee of Villagio may alter the obligations or limitations of any Villagio warranty.

WARRANTY PERIOD

20-Year Residential Limited Warranty:

Villagio warrants its Vinyl flooring to be free from manufacturing defects in residential environments for 20 years from the date of purchase.

10-Year Commercial Limited Warranty:

Villagio warrants its Vinyl flooring to be free from manufacturing defects in commercial spaces for 10 years from the date of purchase.

Note: Gloss reduction or surface scratches are NOT considered surface wear.

INSTALLATION

Villagio warrants the installation integrity of these products provided the floor was installed according to the Villagio Vinyl Installation Instructions. The flooring must be used only indoors in a dry, climate-controlled area. The flooring must be maintained in accordance with Villagio Vinyl Care and Maintenance Instructions.

WORKMANSHIP

Villagio does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your Villagio Vinyl flooring must be professionally installed by licensed contractors who have demonstrated expertise in installing resilient floors.



TERMS

If a defect covered by this warranty occurs and is reported in writing to the merchant from which the flooring was purchased within the warranty period specified above as applicable, Villagio will either repair or replace (at Villagio's discretion) flooring material of similar color and quality for the defective area. Villagio will not pay or be responsible for any labor costs. In the event that Villagio repairs a floor, this warranty shall remain in effect with respect to the original floor.

LIMITATION ON DAMAGES

Villagio excludes and shall not pay any incidental or consequential damages under this warranty. This shall include any liability for lost profits or any indirect, special or consequential damages. The remedies contained herein are the only remedies available for a breach of warranty of any kind. Villagio's sole obligation and Distributor's sole remedy for claims arising hereunder for any and all losses and damages resulting from any cause shall be that Villagio shall repair, at the option of Villagio, or replace the defective material. In no event, including in the case of a claim on negligence, shall Villagio be liable for incidental or consequential damages.

EXCLUSIONS:

The following exclusions are NOT covered under this warranty agreement:

- Inherent variations that are consistent with those of a natural product to include pattern, color and texture do not indicate defective material.
- Dissatisfaction or damage due to improper installation or maintenance.
- Installation of flooring that contains any manufacturing defect.
- Differences in color between products, samples and/or photographs.
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture without protectors.
- Discoloration, including but not limited to, U.V. light and heat sources.
- Reduction in or loss of gloss. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
- Surface scratches or scuffing.
- Inappropriate end-user activities.
- Damage caused by fire, flooding or intentional abuse.



- Damage caused by vacuum beater bar or use of rubber-backed mats.
- Damage caused by adhesives, adhesive tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of products.
- Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, spiked shoes or pets.
- Damage caused by water or problems under the flooring, including but not limited to moisture (except for topical spills), mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles and/or humidity levels above those recommended.
- Failure to follow manufacturer's installation and maintenance instructions.
- This limited warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65° F and 85° F) at the job site for a minimum of 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.

There are no other warranties beyond this express warranty. All other warranties, including warranties of merchantability or fitness for a particular purpose (including slip resistance, fire resistance or any other safety factors not set forth in company's specifications), are excluded. No implied warranties of any kind are provided. Except as herein expressly stated, there are no warranties or conditions, express or implied, by operation of law or otherwise, for any breach of contract, products liability, strict liability, negligence or part thereof furnished hereunder. The parties agree that the implied warranties of merchantability and fitness for a particular purpose and all other warranties and/or guarantees, express or implied, are excluded from this transaction and shall not apply for the contract products.

HOW TO GET SERVICE

First, contact your retailer or distributor. If you have additional questions or concerns, please contact Villagio by telephone at 1-888-488-3331, by mail at 2800 Supply Ave Commerce, CA 90040, or by email at info@villagiowoodfloors.com. Where possible, any complaints made under this warranty will be addressed within 30 days. However, due to the nature of certain complaints and/or forces outside Villagio's control, certain complaints may take longer to resolve. If your complaint has not been resolved within 30 days of your notification to the retailer, please contact Villagio directly for further assistance.



YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. GOVERNING LAW, FORUM AND VENUE

This warranty shall be interpreted in accordance with the laws of the State of California, without regard to any choice of law provisions which might otherwise apply in California or elsewhere. Villagio and customer agree that the Superior Court of California shall have exclusive jurisdiction to adjudicate any claim or controversy arising out of or relating to this warranty or Villagio.

You acknowledge and agree that all actions or proceedings arising in connection with this warranty shall be tried and litigated exclusively in the County of Los Angeles, State of California. If any provision of this warranty is found to be unenforceable, the remaining provisions will remain in full force and effect.

- ❖ Indentations or scratches caused by furniture, appliances, pet claws, spiked or damaged heels, pivot points, sand and pebbles or other abrasive materials.
- ❖ Damage due to water and/or moisture including, but not limited to, damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from Villagio's warranties.
- ❖ Insect infestation after product leaves our facility.
- ❖ Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- ❖ Squeaking or popping sounds on nailed down products.

This Warranty is made subject to the following conditions:

This Warranty does not cover damage to the finish as a result of incorrect maintenance, accidents, neglect, or abuse, to include damage such as scratches, indentations, or discoloration. All claims against surface wear must be easily visible and be at least 10% of the entire floor. Gloss reduction is not considered surface wear. In the event of a finish defect, Villagio will, at our option, repair the defective planks, replace the defective planks, or refund the amount equal to the price paid. This is the sole and exclusive remedy under this Warranty.



Additionally, the use of any non-conforming adhesives will void the warranty. In order to be covered under this limited warranty, the Flooring must be properly installed by a licensed flooring contractor in accordance with all installation instructions provided to you on our website. This warranty does not cover damage arising from improper installation of the Flooring. In order to be covered under this limited warranty, the Flooring must be purchased from an authorized dealer of Villagio products. Villagio offers no additional warranties, express or implied, other than those set forth herein. Neither your retailer nor anyone else has the authority to alter the terms of this warranty. Any representations or promises made by your retailer or installer are not binding on Villagio.

For commercial use, the same warranty is applied but the time is reduced to 10 years.

Additional Notes

Villagio Floors considers flooring that has been installed as that which has been accepted as ordered. Prior to the installation, the homeowner, dealer, or installer, has the responsibility to inspect the product to ensure proper species, color, grade, integrity of structure, and finish. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. The purchaser should consider buying 7-15% extra flooring material, also known as "waste".

This warranty does not cover damages caused by or relating to improper transportation, storage, or installation of the Flooring. This warranty does not cover any defects unless the square footage of such defective flooring exceeds ten percent (10%) of the total square footage of your purchased Flooring.



This warranty does not cover manufacturing defects in Flooring that have been installed which are visible or which reasonably could have been discovered by you or your installer prior to installation. You must notify Villagio Floors of any such manufacturing defects before installing Flooring. If not properly notified, Villagio Floors shall not be held liable for any costs or expenses incurred as a result of the purchase or installation of any such defective or unsatisfactory Flooring.

Due to the natural materials and unique finishing processes, Villagio's vinyl products may experience tonal and color variation between planks depending on time in or out of the box and conditions such as weather, temperature, location, moisture levels or proper maintenance and installation. To avoid dramatic variation mainly caused by aging, it is recommended installation be completed from the same batch.

Claims Services

Any claim under the Residential/Commercial Limited Warranties shall be made by contacting your retailer within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim. All claims must be filed through your Villagio floors dealer.

If Villagio Wood Floors accepts a claim under the Residential/Commercial Limited Warranties; it will repair or replace, as its portion, the affected Villagio Wood Floors materials. If the design for which a claim is made is no longer available, Villagio Wood Floors will repair or replace (at Villagio's discretion) the affected Villagio Wood Floors material with another design of equal value. However, Villagio Wood Floors will not accept any responsibility to pay for all other costs related to the defective flooring (e.g., labor to remove flooring, labor to install replacement flooring, additional materials required to install replacement flooring, removal of any household fixtures or furniture required to repair or replace the flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement flooring is not guaranteed to match the original flooring in terms of color, tone, pattern or other natural characteristics of wood. These warranties are not transferable. They extend only to the original purchaser.



DISCLAIMER

VILLAGIO WOOD FLOORS DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other express and/or statutory warranties. No waiver or amendment shall be valid unless in writing and signed by an authorized representative of Villagio Wood Floors.