

FREQUENTLY ASKED INSTALLATION QUESTIONS

1. Can Tandus Centiva LVT be installed above grade level?

Yes, Tandus Centiva Luxury Vinyl Tiles and Planks are suitable for surfaces on, above and below grade.

2. What subfloors can Tandus Centiva LVT be installed over?

Tandus Centiva LVT can be installed over Portland concrete or wood subfloors such as Strukturwood®, Multiply and Masonite™. The most common of these is .25" APA underlayment grade plywood. Installation over gypsum based underlayments is not recommended, however some newer varieties are acceptable (please contact your Tandus Centiva Account Executive for more information). Luan, particle board, strand board and flake board are not RFCI recommended underlayments and are not to be used with Tandus Centiva LVT.

3. Must I use a Portland based patching compound?

Yes, calcium sulfate, plaster and gypsum based compounds are not recommended as they harbor and promote mildew growth, offer poor bond and adhesion strength, and/or have low indentation resistance.

4. Why do some tiles have white on their backing?

Some Victory tiles are very light and translucent. Tandus Centiva applies a white coating on select products so no subfloor color will show through the tile.

5. Can Tandus Centiva LVT be used on radiant heat floors?

Yes, Tandus Centiva LVT can be used over radiant heating as long as the surface temperature does not exceed 81°F (27°C).

6. Do Tandus Centiva Luxury Vinyl Tiles and Planks contain asbestos?

No. Always adhere to proper asbestos abatement procedures when removing previously installed materials that may contain asbestos.

7. Is it really necessary to precut tiles or planks against door frames, baseboards, etc.?

Yes. The overall quality of the installation will be better when the tiles and planks are precut prior to spreading adhesive. This also helps avoid excess adhesive squeezing out at seams.

8. Can Tandus Centiva LVT be installed over expansion joints?

Like any flooring material, Tandus Centiva LVT should not be installed over expansion joints. As with real stone or wood products a cut should be made through the Tandus Centiva LVT to open the joint. Because of visual appearance this method is mostly not preferred. It is left to the discretion of the end consumer. For more information please contact your Tandus Centiva Account Executive or call customer service.

9. Can bleach be used to clean and/or disinfect Tandus Centiva LVT?

Bleach will not harm Tandus Centiva LVT in a chemical staining way, however, the sodium silica or calcium powders in the bleach formulations will turn white and gritty after the bleach dries on the flooring and this 'film' creates an attractive bond for dirt and debris. Bleach can be used for disinfecting on occasion, but to avoid the negative effects a cleaner solution with purified water should be applied immediately after.

10. Can Tandus Centiva LVT be maintained using a 'buffer' or automatic scrubber?

Yes, Tandus Centiva recommends low speed buffing only for Tandus Centiva LVT products. Buffers that turn under 400 rpm are considered low speed. Many of the buffing companies have introduced the 175 rpm electric hand push buffers and these seem to work well with the newer solutions. Using a high speed buffer on Tandus Centiva LVT typically causes more issues than the original problem.

11. Can Tandus Centiva LVT be installed over existing tile, ceramic, terrazzo, etc.?

Yes, as long as the existing floor is level, smooth, flat and defect free. Tandus Centiva LVT can be installed over flooring materials such as LVT, LAT, terrazzo, ceramic tile, etc. You should strip any surface waxes, topical finishes, etc. from the existing installed floor. This very light skim coat is intended to fill in existing surface imperfections, existing textures, tile lines, etc. so that the 'new subfloor is smooth, flat and free of defects.'

12. I discovered a yellow spot forming under the matt at my door, can you tell me what is causing it?

Rubber (such as may be used on the backing of some 'walk off' mats) reacts chemically to vinyl causing the vinyl to discolor, yellow or permanently stain.

13. What type of 'walk off' matt can be used without causing yellow staining?

For a proper 'walk off' matt, Tandus Centiva recommends any rug or matting material that does not have a rubber backing. Backings such as vinyl, propylene, nylon, natural fiber, jutes families, etc. will perform very well over the long term.

HELPFUL INFORMATION

Important: To preserve the warranty and deliver the best possible installation to your customer, follow the installation and maintenance instructions located at tandus-centiva.com in the section Technical - Installation and/or Maintenance.

Safety Warning: Tandus Centiva Luxury Vinyl Tile contains no asbestos fibers. When removing existing resilient floor coverings, carefully observe the following warning:

Existing resilient floor coverings and black asphalt adhesive may contain asbestos. Improper procedures used to remove these products could release asbestos fibers into the air. Asbestos fibers, if inhaled, may cause serious bodily harm. Do not sand or dry scrape these materials. A preferred alternative to removal is to install a new floor over the old asbestos containing floor whenever possible. If removal of existing floor covering is necessary, be sure that all precautions are taken and proper procedures are followed. For information regarding proper removal procedures, please consult Tandus Centiva or the Resilient Floor Covering Institute, 401 East Jefferson Street, Suite 102, Rockville, MD, 20850, phone: 301-340-8580. Request the "Recommended Work Practices for Removal of Resilient Floor Coverings" brochure or view it online at www.rfci.com. Check state and local laws regarding removal of asbestos-containing materials.

Product: Tandus Centiva US LLC manufactures Tandus Centiva LVT homogeneous and wear-layered products for heavy commercial or residential usage. Tandus Centiva offers unlimited choices of color, texture, style and design. Tandus Centiva can be installed on concrete, over underlayment panels such as Structurwood®, Multiply and Masonite™ brand underlayments. Particleboard, strand board and flake board are NOT RFCI recommended underlayments; therefore, they are not recommended as a subfloor for Tandus Centiva Luxury Vinyl Tiles and Planks. Concrete subfloors need to be tested to determine if the concrete's moisture content is within the specified parameters.

Imperfections: Tandus Centiva prides itself on not packaging any products with defects. All Tandus Centiva LVT products are closely inspected prior to shipping. If a defect is detected, the installer should contact the supplier immediately.

Labor Policy Not Reimbursable: Claims filed for materials that were/are installed with obvious defects
 Materials that were/are installed under improper conditions
 Materials that were/are installed incorrectly
 Materials that were/are used for any non-flooring purpose

Storage and Handling: Proper storage is necessary to ensure the best performance and appearance from Tandus Centiva LVT and adhesives.

- A) Storage temperatures range 68°F - 72°F. Avoid installations with temperatures above 80°F and below 60°F.
- B) Loosely lay tiles in the room or area prior to spreading adhesive to observe overall appearance.
- C) The installation contractor must check to make sure all tiles and adhesives are correct for the job.
- D) Always lay tiles or planks flat.

Installation Temperatures:

- A) Acclimate to the site conditions for at least 2 days (48 hours) prior to installation.
- B) Be sure floor level temperatures are between 68°F - 72°F for a minimum of 48 hours before installation, during installation and afterward.

Applications: All Tandus Centiva LVT products can be used for commercial and residential use. The use of Tandus Centiva LVT preferred adhesive is required in order to validate the warranty for Tandus Centiva Luxury Vinyl Tiles or Planks. Detailed instructions are listed in the LVT Installation Guidelines, which are located at tandus-centiva.com in the Technical section, Installation. After installation, a sealer and/or finisher is recommended for easy maintenance.

Samples: Samples are cut from standard tiles and therefore do not correspond exactly to the pattern of the entire tile. Samples may vary slightly from actual production runs. For critical color match, please check actual production runs. Chain sets are available upon request. Colors shown in brochures and any other printing are only as accurate as four color printing process will allow.