



WARRANTY \* INSTALLATION \* CARE

# ACCLAIM

LUXURY VINYL PLANK



**DRY BACK GLUE DOWN**

## 25 YEAR RESIDENTIAL RESILIENT LIMITED WARRANTY

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Shaw Industries, Inc. (“the Company”) warrants its flooring products under this Limited Residential Warranty when used in the proper fit for use indoor residential applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated on the product specification. The basis of any warranty related claim is the original “Company” invoice or authorized “Company” dealer. The flooring must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s maintenance recommendations and such maintenance continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and product care are provided below:

### WHAT THE WARRANTY COVERS

**Manufacturing Defects** – The Company warrants that the flooring product will be free from manufacturing defects during the period of this warranty. Manufacturing defects include but are not limited to delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Dimensional variation is defined as thickness, length, width and squareness measurements that exceed ASTM tolerances.

**Wear** – The product will not wear through the pattern layer.

### WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines. Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is the responsibility of the installer.

Your warranty does not cover the following: damage caused by improper installation and/or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the subfloor; indentation from improper loading including heavy static loads, spiked shoes such as high heels without rubber heel tips, cleats or skates that cause gauging rolling loads, broken chairs or furniture that results in scratching, gouging; discoloration, including but not limited to U.V. light and heat sources; gouging from exclusions listed above, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratching, indentations, floods, accidents, abuse or any harsh scouring pads while buffing; and/or damage due to thermal heat sources.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

### HOW DO YOU OBTAIN WARRANTY SERVICE?

To file a warranty claim during the Limited Warranty Period, you may:

- Visit the store where you purchased your floor; Call us at
- 1-800-366-4204; or
- Email via the “contact us” link at [www.LLFlooring.com](http://www.LLFlooring.com)

Claims must be submitted within the Limited Warranty Period and within ninety (90) days of the date that the problem with the floor is first discovered. No warranty claims will be serviced without contacting us through one of the methods listed above and any such claim must include you providing, accurate and complete information in a timely manner.

## WHAT WILL SHAW DO

Replacement resilient will come from current running-line products comparable to the warranted product.

**Within Two Years:** Claims on defects of this product as covered by this warranty that are reported in writing within two year of purchase, Shaw will arrange a credit based on the original purchase of the product or replace the product. If professionally installed, reasonable labor costs are included.

**After Year Two:** Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term, Shaw will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not practical, the Company may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any additional costs incurred will be at the consumer's expense.

**NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).**

**All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.**

## TERMS OF DISPUTE RESOLUTION

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**NO JOINT OR CLASS ACTIONS:** Neither you nor LL Flooring shall be entitled to join or consolidate claims in arbitration by or against other customers of LL Flooring with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

LL Flooring and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and LL Flooring each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the LL Flooring store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the LL Flooring store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party.

The arbitrator shall only have the authority to resolve individual disputes between you and LL Flooring. Notwithstanding the foregoing, in addition to our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the LL Flooring store where you purchased the products in connection with any claim to collect amounts due and owing by you.

[HOME \\* INSTALLATION \\* CARE](#)

## INSTALLATION GUIDELINES FOR ACCLAIM LVP



**Need Help?** To obtain installation assistance or product information concerning this flooring, contact the store of original purchase, or call the LL Flooring's customer care at 800-366-4204.



**WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEADBLAST OR MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.**

These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product to be removed is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. See current edition of the Resilient Floor Covering Institute (RFCI) publication, "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures. For current information, go to [www.rfci.com](http://www.rfci.com).



**LEAD WARNING:** Some paints and finishes in homes built before 1978 may contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Prior to removing or sanding, comply with all applicable federal, state, and local laws, and reference the publication "Lead-Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing" available from the United States Department of Housing and Urban Development regarding (1) appropriate methods for identifying lead-based paint and removing such paint; and (2) any licensing, certification, and training requirements for persons performing lead abatement work.



**MOLD AND MILDEW WARNING:** Prior to removing an existing resilient floor or when installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the installation area, the source of the problem should be identified and corrected before proceeding with the flooring work. Excessive moisture in the subfloor could promote mold, mildew, and other moisture related issues like the trapping of moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. Mold has the potential to cause health problems and may produce allergens, irritants, and in some cases, potentially toxic substances. Before installing the new resilient flooring, ensure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold, or structural damage has been corrected. Remediation measures may require structural repairs such as replacing the contaminated underlayment and/or subfloor, cleanup measures using appropriate protection and biocide, or hiring a professional mold and mildew remediation contractor. Consult EPA mold guidelines on EPA's website at <https://www.epa.gov/mold>



**WARNING:**

Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood)

### 1. TEST BEFORE STARTING INSTALLATION

**Note:** All substrates to receive moisture sensitive floor covering must be tested for moisture.

#### CONCRETE SUBSTRATES

All concrete substrates should be tested for IRH (Internal Relative Humidity) according to ASTM F 2170. Calcium Chloride tests may be conducted in addition to IRH and must be performed per the latest edition of ASTM F 1869.

**NEW AND EXISTING CONCRETE SUBFLOORS SHOULD MEET THE GUIDELINES OF THE LATEST EDITION OF ACI 302 AND ASTM F 710, "STANDARD PRACTICE FOR PREPARING CONCRETE FLOORS TO RECEIVE RESILIENT FLOORING" AVAILABLE FROM THE AMERICAN SOCIETY FOR TESTING AND MATERIALS, 100 BARR HARBOR DRIVE, WEST CONSHOCKEN, PA 19428; 610-832-9585; [HTTP://WWW.ASTM.ORG](http://www.astm.org).**

- Substrates shall be smooth, structurally sound, permanently dry, clean and free of all foreign material such as dust, wax, solvents, paint, grease, oils, old adhesive residue, curing and hardening/ curing compounds, sealers and other foreign material that might prevent adhesive bond.
- If the adhesive residue is asphalt-based (cut-back), or any other type of adhesive is present, it must be removed by industry accepted methods such as mechanical removal or wet scraping.
- If a chemical abatement has been performed, use mechanical means or a suitable chemical etching system to prepare surface. Adhesive removal through the use of solvents or citrus adhesive removers is not recommended. Solvent residue left in or on the subfloor may affect the new adhesive and floor covering.

- Concrete floors shall be flat and smooth within 1/8" in 6 feet or 3/16" in 10 feet.
- F-Number System: Overall values of FF 36/ FL 20 may be appropriate for resilient floor coverings.
- Moisture Vapor Emission Rate (MVER) – Conduct either in-situ RH test (ASTM F-2170) or CaCl MVER test method (ASTM F1869) Refer to the adhesive information for the acceptable moisture limits.
- Use cementitious patching and leveling compounds that meet or exceed Shaw’s maximum moisture level and pH requirements. Use of gypsum-based patching and/or leveling compounds which contain Portland or high alumina cement and meet or exceed the compressive strength of 3,000 psi are acceptable. Perform
- Bond testing to determine compatibility of adhesive to the substrate. Bostik Primer Pro can be utilized to promote adhesion.
- Porosity – water drop test will help determine porosity – if drop remains on the surface after 1-2 mins concrete should be considered non-porous.
- Working and open times of adhesives may vary based on job conditions, substrate, temperature, and humidity.
- Areas to receive flooring should be adequately lighted during all phases of the installation process. It is recommended that resilient floor covering installation shall not begin until all other trades have completed.

## TEMPERATURE - AMBIENT

- Product does not have to be acclimated on site, but must be installed into a controlled environment where temperatures are kept between 65F and 85F for at least 72 hours after installation.
- Post installation ambient temperature range allowed is 45°F to 115°F.
- A Shaw approved adhesive must be used and usage instructions followed.
- All other installation instructions must be followed.

## pH

Concrete floors must be tested per the latest edition of ASTM F 710.

- pH reading must not exceed 10.0.
- Readings below 7.0 and in excess of 10.0 affect resilient flooring and adhesives negatively.
- If high pH reading are present correct using suitable method.  
E.g. Rinsing the surface with clear water may lower alkalinity. “DAMP MOP”

**NOTE: IT MAY NOT BE THE FLOOR COVERING INSTALLER’S RESPONSIBILITY TO CONDUCT THESE TESTS. IT IS, HOWEVER, THE FLOOR COVERING INSTALLER’S RESPONSIBILITY TO MAKE SURE THESE TESTS HAVE BEEN CONDUCTED, AND THAT THE RESULTS ARE ACCEPTABLE PRIOR TO INSTALLING THE FLOOR COVERING. WHEN MOISTURE TESTS ARE CONDUCTED, IT INDICATES THE CONDITIONS ONLY AT THE TIME OF THE TEST.**

## 2. MATERIAL STORAGE AND HANDLING

- a. Store cartons of tile or plank products flat and squarely on top of one another. Tile or plank products should be stacked no more than 6 high and allow for air flow around stacks when un-palletized. Preferably, locate material in the “center” of the installation area (i.e. away from vents, direct sunlight, etc.) Storing cartons in direct sunlight may affect proper acclimation by inducing thermal expansion/contraction.
- b. When palletizing on a jobsite vinyl plank or tiles need to be stacked 2 rows high side by side with no airspace between. Then quarter turned for 2 rows side by side, not to exceed 12 boxes high. A 5/8” or thicker plywood must also be placed on the pallet first.
- c. Do not stack pallet’s 2 high unless utilizing a 1” thick plywood in between pallets.

### 3. SUBSTRATES

**Note: All substrates to receive resilient flooring shall be dry, clean, smooth and structurally sound. They shall be free of= dust, solvent, paint, wax, oil, grease, residual adhesive, adhesive removers, curing, sealing, hardening/parting= compounds, alkaline salts, excessive carbonation/laitance, mold, mildew, and other foreign materials that might prevent= the adhesive from bonding. Crumb rubber underlayments are not an acceptable option for use with resilient floor coverings due to performance= issues resulting from chemical incompatibilities.**

#### WOOD SUBSTRATES

**Wood subfloors must be structurally sound and in compliance with local building codes.**

- a. Double-Layered APA rated plywood subfloors should be a minimum 1" total thickness, with at least 18" well ventilated air space beneath.
- b. **Chip board, OSB, particleboard, construction grade plywood are generally not acceptable substrates** – add a layer of APA underlayment grade ply wood that is dimensionally stable, non-staining, with a smooth fully sanded face.
- c. Underlayment panels can only correct minor deficiencies in the sub-floor while providing a smooth, sound surface on which to adhere the resilient flooring. Wood subfloors should be flat –3/16" in 10' or 1/8" in 6'.
- d. Crawlspace must be dry with a minimum 18" from the bottom of the floor joist to the ground, Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene (minimum 6 mil) or any recommended puncture-resistant membrane, such as Class C, meeting ASTM D1745. Ventilation shall be per local building codes.
- e. DO NOT install over sleeper construction subfloors or wood subfloors applied directly over concrete.
- f. Underlayment panels can only correct minor deficiencies in the sub-floor while providing a smooth, sound surface on which to adhere the resilient flooring.
- g. Any failures in the performance of the underlayment panel rest with the panel manufacturer and not with Shaw Industries, Inc.
- h. It is recommended that your chosen APA underlayment grade panels be designed for installation under resilient flooring, and carry a written warranty covering replacement of the entire flooring system.
- i. SHAW resilient flooring is not recommended directly over fire-retardant treated plywood or preservative treated plywood.
- j. The materials used to treat the plywood may cause problems with adhesive bonding. An additional layer of APA rated 1/4" thick underlayment should be installed.
- k. Always follow the underlayment manufacturer's installation instructions.

#### STRIP - PLANK WOOD FLOORING

Due to expansion/contraction of individual boards during seasonal changes, SHAW recommends 1/4" or thicker APA rated underlayment panels be installed over these types of subfloors.

#### CONCRETE

New or existing concrete subfloors must meet the guidelines of the latest edition of ACI 302 and ASTM F 710, "Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring".

1. On or below-grade slabs must have an effective vapor retarder directly under the slab.
2. Wet curing 7 days is the preferred method for curing new concrete.
3. Curing compounds (**DO NOT USE**) . If present they can interfere with the bond of the adhesive to the concrete. Seek assistance from a substrate manufacturer if curing agents are detected.
4. Remove curing compounds 28 days after placement, so concrete can begin drying.
5. Concrete floors shall be flat and smooth within 1/8" in 6 feet or 3/16" in 10 feet.
6. F-Number System: Overall values of FF 36/ FL 20 may be appropriate for resilient floor coverings.

**Note: Perform Bond testing to determine compatibility of adhesive to the substrate. Bostik Primer Pro can be utilized to promote adhesion. Expansion joints in concrete are designed to allow for the expansion and contraction of the concrete. Resilient flooring products should never be installed over expansion joints. Expansion joint covers designed for use with resilient floorings should be used. Control joints (saw cuts) may be patched and covered with resilient once the concrete is thoroughly cured, dry and acclimated.**

## LIGHTWEIGHT CONCRETE

All recommendations and guarantees as to the suitability and performance of lightweight concrete under resilient flooring are the responsibility of the lightweight concrete manufacturer. The installer of the lightweight product may be required to be authorized or certified by the manufacturer. Correct on-site mixing ratios and properly functioning pumping equipment are critical. To ensure proper mixture, slump testing is recommended.

- a. Lightweight aggregate concretes having densities greater than 90 lbs. per cubic foot may be acceptable under resilient flooring.
- b. Concrete slabs with heavy static and/or dynamic loads should be designed with higher strengths and densities to support such loads.
- c. Surface must be permanently dry, clean, and smooth, free of all dust, and structurally sound.
- d. Perform Bond testing to determine compatibility of adhesive to the substrate. Shaw 9050 primer can be utilized to promote adhesion.

**Radiant Heating:** Radiant-heated subfloor systems can be concrete, wood or a combination of both.

The heating systems components must have a minimum of 1/2" separation from the flooring product. The system must be on and operational for at least 2 weeks prior to installation to reduce residual moisture. Three days prior to installation lower the temperature to 65 degrees, after installation gradually increase the temperature in increments of 5° F to avoid overheating. Maximum operating temperature should never exceed 85°F. Use of an in-floor temperature sensor is recommended to avoid overheating. Contact the manufacturer of your radiant heating system for further recommendations.

- *Electric Radiant Floors:* consist of electric cables (or) mats of electrically conductive materials mounted on the subfloor below the floor covering. Mesh systems are typically embedded in thin-set. When embedding the system components, use cementitious patching and leveling compounds that meet or exceed Shaw's maximum moisture level and pH requirements. Use of gypsum-based patching and/or leveling compounds which contain Portland or high alumina cement and meet or exceed the compressive strength of 3,000 psi are acceptable.
- *Hydronic Radiant Floors:* pump heated water from a boiler through tubing laid in a pattern under the flooring. Typically installed in channels under a wooden subfloor (or) imbedded in concrete slabs. Requires the installer follow a specific nailing pattern to avoid penetration of the heat system.

## RESILIENT FLOOR COVERING

1. Must be single layered, non-cushion backed, fully adhered, and smooth.
2. Show no signs of moisture or alkalinity.
3. Waxes, polishes, grease, grime, and oil must be removed.
4. Cuts, cracks, gouges, dents and other irregularities in the existing floor covering must be repaired or replaced.
5. Embossing leveler is recommended to aid in proper bonding and to prevent telegraphing.
6. Do not install over rubber based substrates.

**NOTE: THE RESPONSIBILITY OF DETERMINING IF THE EXISTING FLOORING IS SUITABLE TO BE INSTALLED OVER TOP OF WITH RESILIENT, RESTS SOLELY WITH INSTALLER/FLOORING CONTRACTOR ON SITE. IF THERE IS ANY DOUBT AS TO SUITABILITY, THE EXISTING FLOORING SHOULD BE REMOVED, OR AN ACCEPTABLE UNDERLAYMENT INSTALLED OVER IT. INSTALLATIONS OVER EXISTING RESILIENT FLOORING MAY BE MORE SUSCEPTIBLE TO INDENTATION.**

## Quarry Tile, Terrazzo, Ceramic Tile, Poured Floors (Epoxy, Polymeric, Seamless)

- a. Must be totally cured and well bonded to the concrete.
- b. Must be free of any residual solvents and petroleum derivatives.
- c. Waxes, polishes, grease, grime, and oil must be removed.
- d. Show no signs of moisture or alkalinity.
- e. Cuts, cracks, gouges, dents, and other irregularities in the existing floor covering must be repaired or replaced.
- f. Fill any low spots, holes, chips and seams that may telegraph through the new flooring.
- g. Grind any highly polished or irregular/smooth surfaces. Quarry tile or Ceramic tile grout joints and textured surfaces must be filled with an embossing leveler or substrate manufacturer approved material.

## 4. ADHESIVES & PRIMER

**Recommended Adhesives:** Bruce Bondlink and Bruce Apex Pro

**Recommended Primer:** Bostik Primer Pro

Please review adhesive manufacturer's technical data sheet

Prior to application of adhesive determine if the substrate is a porous or non-porous substrate. Follow instructions on the adhesive label for porous or non-porous subfloor.

### **IMPORTANT:**

**Recommended to perform a bond test in order to determine adhesive working time per job site conditions.**

**The strength of the bond test will indicate whether Bostik Primer Pro is necessary.**

## 5. INSTALLATION

### GENERAL

- a. Ensure that moisture tests have been conducted and that the results do not exceed the acceptable moisture limit for the adhesive used.
- b. pH of concrete sub-floor needs to be between 5&10.
- c. Use appropriate trowel size regarding substrate porosity
- d. Material should always be visually inspected prior to installation. Any material installed with visual defects will not be considered a legitimate claim as it pertains to labor cost.
- e. Install planks running in same direction.
- f. Ensure that all recommendations for sub-floor and jobsite conditions are met prior to beginning the installation. Directional designs are optional, however, once the installation is started, you have accepted those conditions.

### LAYOUT AND INSTALLATION GENERAL RULES

- a. Install using conventional plank installation techniques. Plank products should have a minimum of 6 –8" seam stagger.
- b. Carefully determine where to begin plank installation.
- c. It is customary to center rooms and hallways so borders are not less than half a tile or plank.
- d. Working out of multiple boxes at a time is recommended.
- e. In hallways and small spaces, it may be simpler to work lengthwise from one end using a center reference line as a guide.
- f. Make sure cut edges are adjacent to walls and factory edges meet factory edges
- g. To properly cut LVP products score the top side of the material with a utility knife. Bend the product and finish the cut through the backside. This will ensure the cleanest cut. It may be necessary to use a heat gun to cut around vertical obstructions. Allow the heated LVP to return to room temperature before installation.
- h. Cutting the product into a fine point may lead to delamination. Use an ethyl cyanoacrylate based super glue to help fuse the LVP point together. Be sure to clean all glue from the top surface immediately.
- i. Note: Alcohol based super glues may cause vinyl to swell.
- j. For random width plank begin installation with the widest plank first.

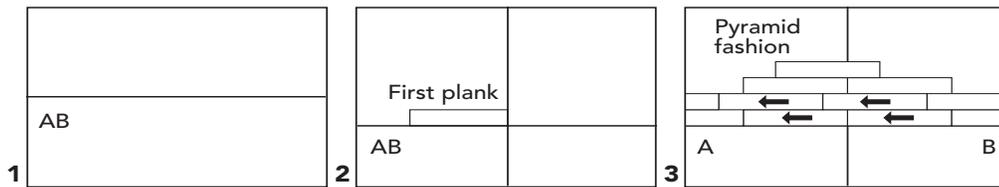
## INSTALLATION FOR VINYL PLANKS

### LAYOUT OF THE ROOM

1. Find the center point of the room. Strike a line.
2. Obtain a true 90° angle by using the 3 - 4 - 5 rule.
3. Strike a second line which will divide the room in to four equal parts.

### "CENTER" LAYOUT:

- LVT vinyl planks can be installed in the center of a large room working outwards
- Find the center of the floor by measuring and marking vertical & horizontal lines across the floor (Pic 1 and 2).



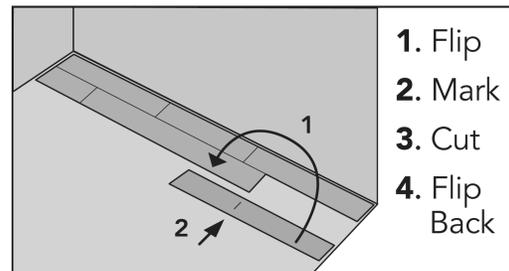
- Adjust layout lines as necessary to minimize perimeter planks less than 2.5".
- Make sure lines are square and then work from the center layout lines outwards.
- The First row of planks must be laid perfectly on the guideline as this will affect the entire installation (pic 2). Make sure each plank is flush against the adjoining plank. Lay planks in a pyramid fashion (pic 3).
- If "directional arrows" are printed on the back of the Luxury Vinyl (pic 3) point these arrows in the same direction.
- When installing planks, stagger the end joints a minimum of 8" away from the end joints in the previously installed row.

### 6. CUTTING END-OF-ROW BOARDS:

The last board in each row must be cut to fit, while still maintaining a 1/2" expansion gap at the walls.

Here's how:

1. Flip the plank over, end-to-end.
2. Lay the flipped board next to the row of planks and mark it on the face.
3. Cut the plank at the mark.
4. Flip the plank back over and install as normal.



### 7. Applying Adhesive:

- Spread adhesive evenly with the proper trowel as described in manufacturers guidelines. Open time is influenced by substrate porosity and atmospheric conditions (i.e. temperature, humidity, and air movement). For best results maintain adhesive, floor covering, and room at a stable temperature of 65°F - 85°F (18°C - 30°C) continuously for 48 hours before and after installation. Relative humidity must be maintained at adhesive manufacturer recommended levels before and after installation for proper adhesive cure. Flooring is installed when the adhesive has flashed off sufficiently to prevent adhesive transfer to the fingertips, Flooring must be installed within the working time. See adhesive manufacturer Technical Data Sheets / Installation Guidelines for more information.

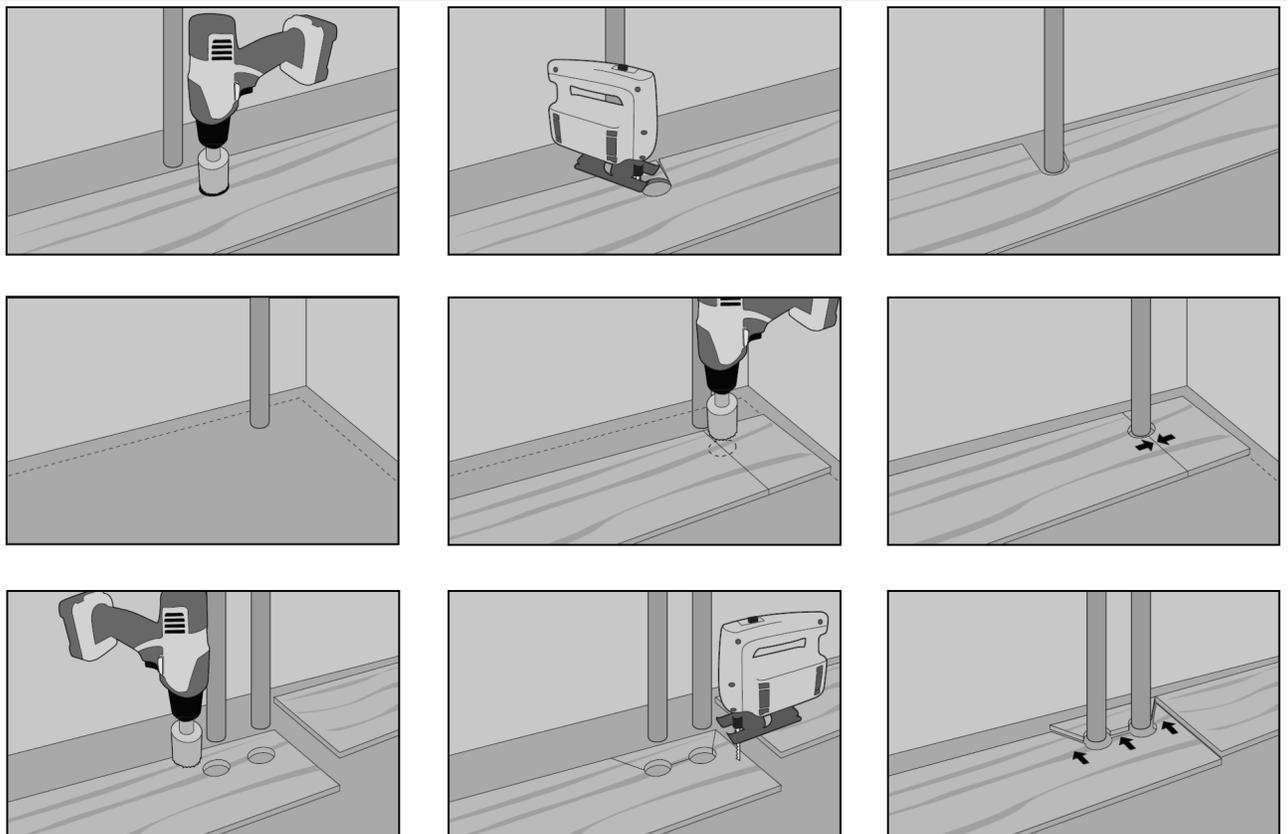
- **NOTE:** Depending on layout/pattern installed, when installing for the first few rows, at the starting wall (non-"CENTER" LAYOUT"), only apply enough adhesive that you can comfortably "reach and lay" into (typically 2' - 3').
- When product is installed on pressure sensitive adhesive, it is ok to work off the installed floor allowing more adhesive to be spread.
- For best results maintain adhesive, floor covering, and room at a stable temperature of 65°F - 85°F (18°C - 30°C) continuously for 48 hours before and after installation. Relative humidity must be maintained at adhesive manufacturer recommended levels before and after installation for proper adhesive cure. Flooring is installed when the adhesive has flashed off sufficiently to prevent adhesive trans-fer to the fingertips, Flooring must be installed within the working time.  
See adhesive manufacturer Technical Data Sheets / Installation Guidelines for more information.

## INSTALLING AROUND IRREGULAR OBJECTS

- Make a pattern out of heavy paper to fit around pipes and other irregularities.
- Place the pattern on the plank, trace cutting along the trace lines.

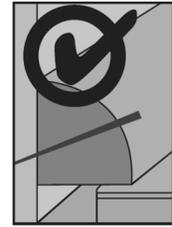
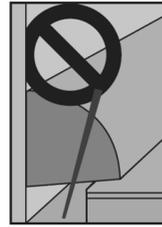
### PIPES:

When a pipe is passing through the floor make a hole on the plank 1" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. The cut-off piece edges are glued in the position again.



**IMPORTANT:** All flooring must be rolled with a minimum 75 - 100-lb roller after installation. Use a hand roller in areas not reached with a 75 - 100-lb. roller.

8. Be sure to affix baseboards or moldings to the walls, not to the floors.



9. In areas where your new floor meets other types of flooring, such as carpet or tile, select an appropriate molding to get a professional looking and safe transition.

**U-Track** is attached to the substrate to secure the End Cap, T-Molding and Reducer transitions.

**End Cap** moldings transition from new floor to carpet, sliding doors, raised hearths, etc.

**Reducer** moldings transition from new floors to hard surfaces that are lower than the floor, such as vinyl or tile.

**Stair Nose** moldings are used when the new floor edge is at a step-down; Example: when the flooring meets at the top of a stairway "going down".

**T-Moldings** cover expansion spaces at doorways, and they transition from your new floor to other hard surfaces of similar height.

**Quarter Round** moldings are used to cover expansion spaces between the baseboards and the flooring.

**REPAIRS:** Save extra planks from the initial order in the event that installed planks become damaged and repairs are needed. This will ensure lot number and shading compatibility.

**Note: Do not use tape to secure floor protection during construction or renovation.**

- Use ram board or similar to protect the floor.
- Always use floor protection to roll heavy items like refrigerators.
- Do not "flood mop". Do not begin damp mop maintenance for at least 48 hours after installation is complete.

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## CARE AND MAINTENANCE GUIDE

Acclaim flooring is designed to bring beautiful wood and stone looks to your environment to fit your flooring needs and style, while also providing a solution with easy maintenance.

Created for residential, light commercial applications, this flooring is tough but still requires care and attention to keep it looking beautiful for years to come.

- For day to day cleaning we recommend the floor to be swept and/or vacuumed. The vacuum head must be a felt brush type. Do not use vacuum with beater bars / very hard bristles. This will eliminate fine particles of dirt and grit that act like sandpaper which will scratch and / or dull the surface of your flooring.
- Reduce the visibility of minor scratches using Bellwood Scratch Away.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- Use Bellwood Floor Cleaner to deep clean your whole floor and clean spots and soiled areas.
- DO NOT use cleaning agents containing wax, oil or polish. Leftover residue will form a dull film.
- DO NOT use steel wool or scouring pad, as they will scratch the floor.

Occasional wet or jet mopping is allowed.

**This flooring can be dented, gouged and scratched, this can be caused by but is not limited to: dropped objects, damaged shoe heels / soles, abrasive particles, etc. The following steps will help reduce the risk of this kind of damage:**

- Floor protectors should always be installed to the bottom of furniture to prevent scratching and marking.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters.
- Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have been engineered for hard surface floors (casters should be a minimum of 1" wide and at least 2" in diameter).
- Never slide or roll heavy furniture or appliances across the floor.
- If flooring will be exposed to rolling traffic or heavy, appliances protect the flooring with plywood or hard-board panels.
- Remove shoes that are damaged exposing sharp metal, have cleats etc. before walking on the floor.

Your flooring is like other products and is susceptible to fading, with prolonged exposure to sunlight. Use of window coverings, shades or tinting your windows is recommended.

**We love our pets but occasionally accidents happen.**

- Cleaning the affected area should begin immediately upon discovery:
- Use absorbent paper tissue to collect as much of the deposited material as possible and properly dispose of it. Remove any existing residue with a suitable disinfecting cleaner.
- Repeat until all residue is removed. Buff dry. Clean, using Bellwood Floor Cleaner.
- The more time that elapses before removal, the more difficult a stain will be to remove.
- Keep pets' nails trimmed.

Non-staining, vinyl-backed mats or woven rugs should be used at all door entries from outside to avoid discoloration from asphalt driveways, catch dirt, grit, sand, and other debris to help sustain the flooring.

We also recommend using protective mats around sinks and tubs to catch excess water and debris.

## RESILIENT 10 YEAR LIGHT COMMERCIAL LIMITED WARRANTY

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Shaw Industries, Inc. (“Company”) warrants this resilient product under this Limited Commercial Warranty when used in the proper fit for use indoor light commercial applications with light to moderate foot traffic. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the product and extends for the limited warranty period stated above. The warranty is further limited to the period of time the product is owned and maintained by the original end-use purchaser. The basis of any warranty-related claim is the original Company or authorized dealer invoice.

The product must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and cleaning/maintenance guidelines are available through your dealer, the website, or from a service representative at the phone number below.

### WHAT THE WARRANTY COVERS

The Company warrants that during the warranty period and under normal use:

- **Manufacturing Defects** – The product will be free from manufacturing defects. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness
- exceeding the thickness tolerance as defined in ASTM F386.
- **Wear** – The product will not wear through the pattern layer.

### WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product-specific installation guidelines. Moisture-related testing (relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to moisture, including any resilient related issues, are excluded from this warranty. Floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product. Your warranty does not cover the following: damage caused by improper installation or maintenance; differences in color between products and samples or photographs; problems arising from excessive moisture, alkali or water pressure from the subfloor; indentation from improper loading including heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; discoloration, including but not limited to ultraviolet light and heat sources; surface scratches, changes in shading, texture or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing; or damage due to thermal heat sources.

### WARRANTY LIMITATIONS

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

### HOW DO YOU OBTAIN WARRANTY SERVICE?

To file a warranty claim during the Limited Warranty Period, you may:

- Visit the store where you purchased your floor;
- Call us at 1-800-366-4204; or
- Email via the “contact us” link at [www.LLFlooring.com](http://www.LLFlooring.com).

Claims must be submitted within the Limited Warranty Period and within ninety (90) days of the date that the problem with the floor is first discovered. No warranty claims will be serviced without contacting us through one of the methods listed above and any such claim must include you providing, accurate and complete information in a timely manner.

## **WHAT WE WILL DO**

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

**NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).**

**All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.**

## **TERMS OF DISPUTE RESOLUTION**

**NO JOINT OR CLASS ACTIONS:** Neither you nor LL Flooring shall be entitled to join or consolidate claims in arbitration by or against other customers of LL Flooring with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

LL Flooring and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and LL Flooring each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the LL Flooring store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the LL Flooring store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party. The arbitrator shall only have the authority to resolve individual disputes between you and LL Flooring. Notwithstanding the foregoing, in addition to our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the LL Flooring store where you purchased the products in connection with any claim to collect amounts due and owing by you.