



Diamond Surfaces SPC/RIGIDCORE

Installation & Maintenance Guide

Materials Required for Installation

- Tape Measurer
- Square Ruler
- Chalk Line
- Utility Knife
- Rubber mallet
- Tapping block

Acceptable Subfloors

Diamond Surfaces and Supply will not warrant or accept responsibility for any kind of flooring failures related to the use of unacceptable substrates and surfaces. Any failure of the subfloor or flooring due to the subfloor is not the responsibility of Diamond Surfaces. **All subfloors must be tested for moisture and documented for warranties to be maintained.** For subfloor moisture mitigation, AquaShield recommends Sika MB EZ Rapid, Sika MB Primer or 6mil Poly Visqueen.

Approved Substrates

Concrete

Portland Based Underlays Terrazzo

APA Approved Plywood Fiber Cement Underlayment

Radiant Heated Subfloors (not exceeding 85°F) Properly Prepared VCT

Properly Prepared Sheet Vinyl (single layer, fully adhered)

Wood Subfloor

Wood Subfloors must be American Plywood Association (APA) rated subfloor grade as specified and warranted by the manufacturer. **All wooden subfloors require moisture testing along with documentation.**

Concrete

All concrete subfloors require moisture testing along with documentation. (see "Moisture Testing" for further details).

Concrete Grade Levels

Suspended - An acceptable suspended floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. Diamond Surfaces recommends that a moisture vapor barrier be placed on the ground below the air space.

On-Grade - An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a permanent, effective moisture vapor retarder with a minimum thickness of 0.010 and a permeance of 0.1 per ASTM F710.

Below-Grade - An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a permanent effective moisture vapor retarder with a minimum thickness of 0.010 and a permeance of 0.1 per ASTM F710.

Unacceptable Surfaces

- Cushion-back vinyl
- Laminate
- Any floating floor system
- Carpet
- Engineered Hardwood

Moisture Testing

All concrete slabs, both old and new, must be tested for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F1869. Moisture vapor transmission should not exceed the recommended levels of between 3-5 lbs. per 1,000 sq. ft. in 24 hours. **This test should be performed and documented prior to installation.** Also test for relative humidity in concrete floor slabs using in-situ probes, which should be no more than 80% RH (HF9100) or 95% RH (HF9200) per ASTM F2170 before, during and after installation.

Rolling Loads

A glue down application is required for areas where "rolling loads" are used. (Wheelchairs, hospital beds, carts, racks, tables, rolling file cabinets, etc.).



pH Levels

pH on concrete substrates must be between 7 and 9.

Storage and Handling

Acclimate the flooring a minimum of 48 hours before installation in the area it is to be installed. Conditions between 65°F - 85°F are required before, during and after installation. Cartons should be evenly stacked no more than two high on a flat surface and away from any heating/cooling ducts or direct sunlight.

The floor must be clean, smooth, flat, and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned. The flatness of wood subfloors or underlayment must not exceed on variation of 3/16" in 10 feet.

Underlayment for Moisture / Acoustics

Diamond Surfaces does not recommend the use of additional underlayment. If additional underlayment is required by an HOA or Condo Association for acoustical purposes the following are the only approved underlays for all AquaShield products. If any other underlayment is used, it will void the warranty.

- **Diamond Surfaces LVT Pad**
- Proflex PS90

Subfloor and Wall / Door Preparation

Note: DO NOT install cabinets on top of floating planks. The surface beneath the floor must be sufficiently prepared in advance to guarantee a successful installation of the flooring.

- Fill any low spots in the subfloor greater than 3/16 inch in 10-foot span with a Portland cement leveling compound. Diamond Surfaces recommends Sika Level 325 / Sika Skim Coat.
- Ceramic tile and embossed flooring will require skim coating with a Portland based patch to avoid bottom-up pattern telegraphing. Diamond Surfaces recommends Sika Skim Coat.
- Remove any existing floor molding. Removal of wall baseboards is optional as quarter round can be installed to avoid baseboard removal.
- Undercut doorjamb so the 1/4-inch expansion space is maintained, allowing the planks to slip under doorjamb/case molding.
- Sweep the subfloor clean. The floor must be free of all contaminates.

Start of Installation

Inspection of flooring material prior to installation is required. It is the purchaser's responsibility to verify with the installer that they have received the correct product before the start of installation. Any defects, wrong product, or color should be immediately reported to the retail store from which the flooring was purchased before installation (within 24hrs of installation). Diamond Surfaces will not be responsible for labor costs to repair or replace material with defects, wrong product, or color that were apparent before or noticed at the end of an installation. The job site and all flooring material and adhesive must be kept for 48 hours before, during and after installation between 65°F - 85°F.

- Floor must be clean, smooth, flat, and dry before installation.
- Check the tongue and groove to assure it is free of debris or damage.
- To achieve maximum appearance, mix planks from two to three cartons from the same production.
- Planks may be cut with a small guillotine or scored and snapped.

The advantage of Diamond Surfaces' SPC Click product is that it allows you to choose your own starting position, direction and can work one plank at a time. Due to the fact that walls are not always straight, snap a chalk line for your first row to follow.

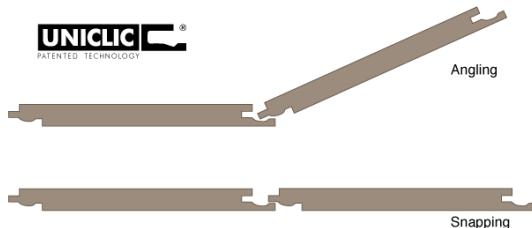
IMPORTANT: Maintain the 1/4-inch space around walls, cabinets, pipes, toilet flanges and any obstacle in the floor. Quarter round or baseboard molding will cover this expansion space. Make sure that you have a transition break every 30ft in either direction. Note that in doorways that are less than 6ft, use a t-molding.

IMPORTANT: For plank installation, staggering the end joints a minimum of 6-8 inches is required.

Clicking Planks Together

To click the end joint of the plank together, click the short side of the plank/tile vertically into the previous one by engaging the **Uniclic locking system**.

Uniclic locking system



Unilin invented the Uniclic patented joint locking system. The Uniclic locking system enables you to engage the flooring panels via two methods - angling and snapping. This fact makes Uniclic one of the easiest locking mechanisms for flooring installations.



To click the length joint of the plank together, place long joint together, lifting slightly to engage lock. Rotate downward, clicking together for a tight fit.

If there are any gaps, we recommend using a tapping block to lightly tap the edge of the material. This will bring the plank edges tight together.

Cut the plank by scoring through the top wear layer with a utility knife then snap the plank across the score.

Install adjoining rows as you did the first; one piece at a time. Holding the plank at a slight angle, place it against the profile in the first row. Rotate the plank down to secure the length joint assuring there are no gaps along the joint.

The adjoining planks are aligned by sliding the long joint into position, shifting it to properly match the end joint against the previous plank. Repeat until you reach the final row of material.

To install the final row of planks, you will usually need to cut them. We recommend the following: lay a panel on top of the last row installed. Lay another plank against the edge of the wall. Mark the plank underneath.

Cut the plank through the wear layer and snap along the score. Install the last row leaving ample expansion space.

Note: Avoid exposure to direct sunlight. During peak sunlight hours, the use of blinds or curtains is required. Prolonged direct sunlight can result in discoloration and volatile temperature variations causing damage to the floor, which is not covered by Diamond Surfaces.

The flooring receipt, all moisture/relative humidity testing documentation, and the professional installers receipt will be required to file a warranty claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern, the original purchaser will need to cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer/distributor/homeowner accordingly.

Additional Resources: <https://youtu.be/GCZVH0bjEQ> (**UniClic Locking System by Unilin**)

Preventive Care

- Use rugs inside and outside entrances to prevent sand and abrasives from being tracked onto floor. Use soft woven rugs, clean, or replace rugs as needed.
- Apply felt pads on all furniture legs to ease movement and prevent scratches. When moving furniture or appliances, use caution to avoid scratching, indentations, or gouging.
- Use large soft polyurethane or rubber casters versus narrow ridged plastic ones.
- Maintain relative humidity levels between 35% - 55% for your overall health, your flooring, and your furnishings. In high humidity, the use of air conditioners or dehumidifiers will control the environment.
- Stiletto high-heels and spiked sports shoes are not recommended on any of our flooring products.

Maintenance

- Wipe up spills quickly to protect flooring from excess liquid.
- Sweep or vacuum your floor regularly to prevent dirt, dust and abrasives that can scratch or dull the finish. Note: Vacuum only with a hard floor attachment. A revolving brush can hold grit, which can damage the finish.
- Clean your floors as needed with a pH neutral cleaner.
- **No waxes, polishes, oil-based detergents, or abrasive cleaners such as steel wool cleaners.**
- Spray a light mist onto the mop. Then mop floor in a back-and-forth motion in the same direction as the plank strips for best results.
- Never pour liquid cleaner directly onto the floor surface.

Floor Care Tips

- Larger pets should always have their nails trimmed to avoid scratching the floor.
- For more difficult stains, use a damp cloth with mineral spirits to gently clean the stain.
- For large scratches or damage, consult a professional.
- Normal daily spills of water do not affect Diamond Surfaces AquaShield products. Please wipe up liquids as soon as you see them so no one may slip and fall.



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Warranty Guide

AquaShield (Original) Warranty

- Lifetime Limited Residential Wear Warranty
- 5-Year Limited Light Commercial Warranty

AquaShield + (Plus) Warranty

- Lifetime Limited Residential Wear Warranty
- 10-Year Limited Light Commercial Warranty

AquaShield HD Warranty

- Lifetime Limited Residential Wear Warranty
- 10-Year Limited Light Commercial Warranty



AquaShield XL Warranty

- Lifetime Limited Residential Wear Warranty
- 10-Year Limited Light Commercial Warranty



DIAMOND SURFACES WARRANTY INFORMATION

Diamond Surfaces warrants that all SPC floor products are free from manufacturing defects for a specified length of time from the date of purchase as set forth below. If a defect covered by this warranty is reported to Diamond Surfaces in writing within the specified length of warranty life from time of purchase, Diamond Surfaces will furnish comparable luxury vinyl plank flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. If your floor was professionally installed, Diamond Surfaces will also pay reasonable labor costs for the direct repairs or replacement of the damaged area.

What Is Covered by your Warranty?

This warranty covers manufacturing defects when the flooring is subject to normal residential use provided the flooring covered by this warranty is installed and maintained in accordance with Diamond Surfaces' Installation Guidelines, and Care & Maintenance Guidelines located at Diamond-Surfaces.com.

What Is Not Covered by your Warranty?

- Damage caused by fire, flooding, intentional abuse, or moisture intrusion caused by emissions from the subfloor.
- Indentations or damage caused by improper rolling loads, chairs, appliances, or other furniture not using proper floor protectors.
- Changes in color or sheen appearance when exposed to a natural light source.
- Exterior application.
- Damage caused by vacuum cleaner beater bar, caster wheels, cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in anything other than owner-occupied or tenant-occupied residences (Except products that are noted as warranted light commercial/commercial).
- Installation-related errors and/or damage; including improper conditioning of jobsite and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlayment panels.
- Floors damaged by harsh cleaning products (Please refer to our Care & Maintenance guidelines for appropriate cleaning practices).



Warranty Exclusions

- None of our installers, retailers, distributors, or employees has the authority to alter the obligations, limitations, disclaimers, or exclusions under any of our warranties.
- We exclude and will not be liable for or pay incidental, consequential or special damages under our warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer products, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law. Some jurisdictions do not allow exclusion or limitations of incidental or consequential damage or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.
- This limited product warranty does not cover the installation of the product, even though Diamond Surfaces will pay reasonable labor costs for covered repair or replacement if your floor was professionally installed, and the floor product fails for reasons other than an installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.



Warranty Owner

This warranty applies only to Professionally Installed or Do-It-Yourself (DIY) installations by a homeowner for his or her own residential end use/light commercial use when applicable. This warranty extends only to the original end user and is not transferable.

The flooring receipt, all moisture/relative humidity testing documentation (if applicable), and the professional installers receipt will be required to file a claim. If one should arise, please contact the original purchaser to complete a claim form. In the event that you have a flooring concern, the original purchaser will need to cover the cost of hiring an independent inspector, but if the inspection report comes back deemed that it is an installation error or onsite issue, the inspection fee will be charged back to the dealer / distributor / homeowner accordingly.

Please evaluate each job separately. Below is a list of examples intended to be used as a guide for selecting Light Commercial / Commercial applications. Light Commercial implies light foot traffic, while Commercial implies high foot traffic. A glue down application is required for areas using a “rolling load” (i.e.- wheelchairs, hospital beds, carts, racks, tables, etc.). If there is a question as to the type of use that is considered “Light Commercial,” or “Commercial,” please contact your Diamond Surfaces representative prior to purchase and installation.

Multifamily	Hospitality	Bank
Art Gallery	Health Care	Educational
Office Space	Retail	Guest (Hotel) Rooms
Corridor	Boutique	Dormitory
Beauty Salons	Lobby	