



Premium In Grain Textured Waterproof Rigid Core Flooring

Installation, Warranty & Maintenance Guide

Please read the entire installation instructions and warranty information before proceeding with actual installation.

By starting installation of this product you are agreeing that you have read and understand all owner/purchaser/installer requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty.

Expansion space and vapor control remain important aspects of ALL FLOATING INSTALLATIONS. Undesired results may occur if attention is not paid to these 2 areas. The use of 6mil poly film underlayment (visqueen) over all concrete slabs, as well as on-grade and below-grade installations is required.

INSTALLER / OWNER RESPONSIBILITY

- It is the Installer/Owner's responsibility to carefully inspect ALL materials carefully BEFORE installation as to the accuracy of the order and the conditions/quality of product such as milling, laminations, dimension, grade, color and finish.
- If the flooring is not acceptable for any reason or appears to be doubtful, do not install and contact your supplier. Once the flooring is installed, it is deemed to have been "accepted" by the owner even if the owner was absent at time of installation. Warranties & Claims DO NOT cover materials with visible defects once they are installed.
- He/she must use good judgment and reasonable selectivity and hold out or cut off pieces with visible defects or imperfections.
- Performance of the floor is highly depending upon proper installation. It is the responsibility of the installer to determine if the job site subfloor and job site conditions are environmentally and structurally acceptable for wood flooring installation.
- Bella Citta Floors declines any responsibility for the flooring failure resulted from or associated with the subfloor, subsurface, job site environment or installation deficiencies after the flooring has been installed.
- If you wish to install over a radiant heating system, consult with the manufacturer of your radiant heating system to ensure that it is compatible with this flooring. Temperature must never exceed 85° F (29° C) and changes in temperature settings must be gradual. Rapid temperature changes and/or excessive heat may damage the flooring and/or the finish. Only circulating liquid type systems are approved for use with this product. The use of other types of systems will void your warranty. Refer to the section Installation Over Radiant Heated Floors section for further information and limitations.
- The Owner/Purchaser/Installer assumes full and sole responsibility for confirming that the environment, installation site conditions and controls are suitable for the installation of the floor, use and operation of the heating system and for the type heating system selected.

Preparation

Always check flooring planks for defects such as chips and color variations under good light conditions. Check that grooves are free of debris. Use planks from multiple boxes during installation to insure random pattern variation.

The flooring should be stored and installed in a climate-controlled area with an average temperature between 55-95° F. If flooring is exposed to temperatures less than 40° F or more than 95° F for more than one hour, the flooring must be acclimated for a minimum of 12 hours by spreading out the cartons during acclimation but not stacking the cartons. If stacking is necessary, stack the cartons in a crisscross manner - never stacking the cartons more than three high.

This product is a floating floor and should NOT be secured to the floor. Do not install fixed objects, such as cabinets, on top of the flooring or fasten trim/molding/transition pieces directly to the floor.

Required Tools and Supplies:

- Rubber Hammer
- Circular Saw Safety Glasses
- ¼" or ½" spacers
- 6mil poly film underlayment (visqueen)
- Utility Knife
- Straight Edge Ruler or T-Square
- Pencil
- Tape Measure

If existing baseboard molding is difficult to remove, Quarter Round molding will be required to cover the expansion space need between flooring and baseboard.

SUITABLE TYPES OF SUB FLOORS AND FLOOR PREPARATION

The sub floor must be flat, dry, and clean. Carpet staples or any/all adhesive residue must be removed, and floor must be clean to ensure proper installation.

To check for flatness, hammer a nail into the center of the floor. Tie a string to the nail and push the knot against the floor. Pull the string tight to the farthest corner of the room and examine the floor for any big lows relative to the string. Subfloor must be flat to 1/8" per 6'. Any areas in excess of the flatness specification must be sanded down or filled with an appropriate leveler.

This product can be installed over most existing floors including wood, non-cushioned vinyl or linoleum, and ceramic porcelain tile if the existing flooring is intact and properly secured to the subfloor. If installing over ceramic/porcelain tile, grout lines in excess of 1/ 16" (0.625) must be filled with a Portland based skim coat/floor leveler according to the manufacturer' s guidelines.

Warning: This product should not be installed over carpet. Installation over carpet will void the warranty. When installed in rooms with direct sunlight, during the peak hours of sunlight, the use of blinds/shades or drapes is recommended.

This product is waterproof but is not a moisture barrier. The product can withstand topical water and water penetration for up to 16 hours without being damaged. However, water leaking over or around the outer edges of the flooring can damage a wood subfloor and breed mold/mildew growth on subfloor and walls. This is not considered a defect in the flooring. On all installations over slab and/or on-grade & below-grade installations, a 6mil poly film underlayment (visqueen) must be installed. Overlap edges by 12" and tape the seams with moisture resistant grey duct tape.

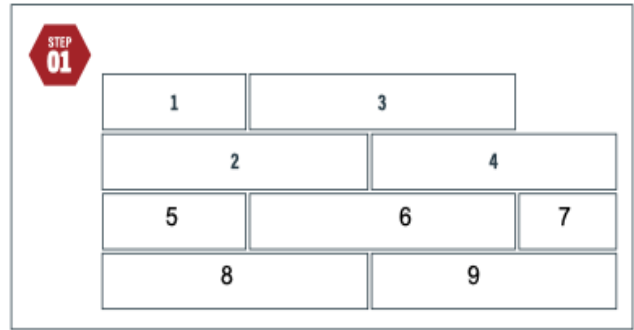
Moisture arising from new or old concrete can create high levels of moisture vapor emissions, hydrostatic pressure, and high levels of alkalinity. This combination is highly corrosive and will damage the floor over time. To avoid this problem, ensure that concrete subfloors are constructed according to the American Concrete Institution's guidelines (ACI's 302.2 Guide). To check current conditions, a calcium chloride test (ASTM F1869) and a RH test using in situ Probes (ASTM F2170) is necessary. If the level of vapor emissions /hydrostatic pressure exceeds 6lbs and /or 90% RH, an additional moisture barrier should be considered (in addition to the visqueen). It is the responsibility of the professional installer to determine if the 6mil poly underlayment is suitable enough for the conditions presented.

Note: New concrete needs to cure for at least 60 days before installing flooring materials.

Installation Instructions

3L Triple Lock & Click4U

Using a rubber-faced hammer



ESTABLISH STAGGER AND ALIGN TOOLS

Products should be staggered in brick laid pattern, stagger equal to half of a plank. Tools needed: planks, underlayment, spacers, rubber mallet, cutter.



Install 1st Plank

It is very important that the first row is installed straightly. To realize this, installation alternates back and forth between rows one and two, for the first two rows only. Start with a small plank (1) and position this plank close to the wall. Make sure the bottom tongue faces the installer.



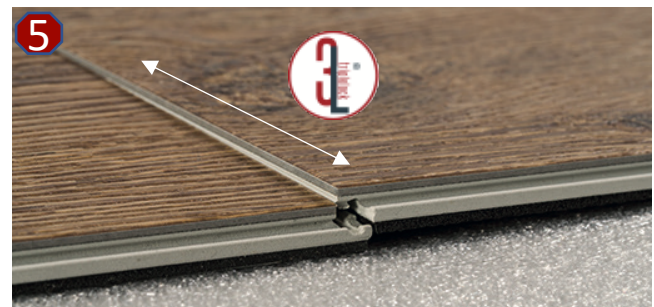
Install 2nd Plank

Now select a long plank (2). Using the **Click 4U** angle system, angle the long side of plank 2 on to the long side of plank 1. Drop plank 2 to lock. Make sure there are no gaps.



Engage 3rd Plank on Long Side

Take another long plank (3). Repeating the previous step, insert the long side of plank 3 into the long side of plank 2. Then slide plank 3 to your left until the short side is in contact with the short side of plank 1.



Engage 3rd Plank on Short Side (Part 1)

Using the **3L TripleLock** one piece drop-lock system, drop the short side of plank 3 onto the short side of plank 1.



Engage 3rd Plank on Short Side (Part 2)

Using a rubber mallet slightly tap the joints on the short side to secure. This ensures 3X locking.



Finish Row 1 and 2

Continue alternating planks on rows 1 and 2 to avoid misalignment. From row 3 onwards, installation does not require alternating rows. Install one row after the other by starting with angling on the long side, sliding until the short sides are in contact and then locking the short side.



Securing Planks

As you go, don't forget to use a rubber mallet on the short sides to secure the locking.



Finalize Floor

Finished? Remove spacers and cover gaps with a trim.



Disassembling the Long Side

Lift up the entire row in the same angle as you did during installation, then slide the rows apart.



Disassembling the Short Side

Disassemble the row by sliding apart the planks on the short side.

- A minimum of ¼" expansion space at all vertical obstructions must be maintained. On installations over 2,500 s.f., the minimum expansion space of ½" must be maintained. A transition strip must be used for any installation longer than 40 linear feet and/or wider than 20 lineal feet. It is also suggested to use T-Molding in doorways.
- Door Frames and heating vents also require expansion room. Cut the planks to the correct length. Place the cut plank next to its actual position, use a ruler to measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side. T-molding is suggested in all doorways.
- You can trim doorframes by turning a panel upside down to use as a height guide. Using a handsaw, cut door frames to the necessary height so that planks slide easily under them.
- To finish the perimeter of the room, install quarter round molding using finishing nails. Nail quarter round directly into the baseboard not the flooring.

Installation Over Radiant Heated Floors

InGrained Floor can be installed over radiant heated floors when all the following conditions are respected and adhered to at all times.

- Only warm/hot water type radiant heating systems and mortar embedded electric systems are suitable and acceptable; the use of other types of systems are not suitable or acceptable and may void your product warranty.
- The heating components must have a minimum of 3/8" separation from the product.
- System must be operational for a minimum of two weeks prior to installation. Five days prior to installation, the temperature should be reduced to 65° F. • The surface of the subfloor must never exceed 85°F and must be maintained at or below this temperature.
- The surface of the InGrained floor must never exceed 85°F at any time.
- After installation, the temperature can be raised gradually (5° F per hour) to a maximum operation temperature of 85°F.
- Installation should be done by a qualified installer; consult with Radiant Panel Association at www.radiantpanelassociation.org for recommendations and information. For additional installation information and recommendations, you may also consult: www.nwfa.org.

NOTE: carpets, area rugs and mats placed over radiant heated floors may trap heat resulting in excessive heating of the specific area causing damage to the floor. Also note that the use of a supplemental cork underlayment will slow the heat transfer rate of the heating system to the area of installation.

Failure to adhere to and to respect all of the above requirements in their entirety at all times will void the product warranty.

Health notice to installers

The general activities of flooring installation including cutting, sawing, sanding and machining creates airborne dust which can cause eye, nasal, respiratory and skin irritation.

The following precautionary measures are recommended:

Use dust collectors on all power tools, wear appropriate NIOSH-designated dust mask or respirator and avoid dust contact with eyes, nose and skin.

First Aid Measures in the case of irritation: Flush eyes or skin with cool/warm water for a minimum of 15 minutes. In case of eye contact, seek medical attention.

HEALTH WARNING: Your **existing resilient** flooring, backing, lining felt, asphalt cut-back adhesives or other adhesives **MAY** contain asbestos fibers and/or crystalline silica. **DO NOT** grind, chip, sand, drill, saw, bead-blast or pulverize this material in any way; either by hand or by machine. **Avoid creating dust** when working in contact with these materials. The inhalation of dust from these materials is a known cancer and respiratory tract hazard. **Unless you are absolutely certain** that the resilient flooring you are removing is a non-asbestos material, you must assume that it contains asbestos. Local regulations may require that the material be tested by an approved laboratory or agency for asbestos content and, if confirmed, regulated removal / disposal of the material may be required.

For more information, refer to current edition of the Resilient Floor Covering Institute (RFCI) publication: "Recommended Work Practices for Removal of Resilient Floor Coverings" (www.rfci.com)

Maintenance

Recommendations: After Your floor is installed:

Remove all loose debris from the floor by using a soft sweeping brush or dust mop. After all installation debris is picked up, damp mop with the recommended routine cleaner or a PH neutral (no wax for cleaner) and leave to dry.

Use the Right Cleaner

Use non abrasive cleaners whenever possible. For stubborn stains, use denatured alcohol or a stain remover made specifically for vinyl. Gently rub at the stain until it is removed.

Avoid using the following cleaners on luxury vinyl flooring, as these products may damage the finish:

1. Ammonia
2. Abrasive cleaners
3. Acetone
4. Lacquer thinner
5. Solvents

NEVER use paste waxes and soupy detergents cleaners, as they will leave a dull film or residue on the floor.

DO NOT use metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

Maintenance Cleaning Tips:

Remove all loose debris from the floor by using a soft sweeping brush or dust mop. Damp mop with the recommended Routine Cleaner, (dilute as applicable). Do not use household cleaners, bleach or dish detergent on the floor for general cleaning as they can often leave an oily residue which could make the floor slippery and lead to potential hazards, Mop up spills as soon as possible to prevent spots becoming stains, stubborn stains may be removed by spot cleaning with the recommended routine cleaner. Use quality, non-rubber backed entrance mats to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness. Sweep your floors regularly to keep dirt from building up and causing scratches. Use a dust mop or a broom with polypropylene or acrylic bristles. If you choose to vacuum luxury vinyl flooring, be sure to use the bare floor setting or attachment. Make sure the wheels of a vacuum or other tool are free of debris or sharp edges. Do not use a vacuum with rotating brushes, as it could dent or scratch luxury vinyl flooring. To avoid scrapes and gouges in your floor, stay away from brushes with bristles made from steel wool or other abrasive material. This product should never be wax or polished.

Product Expectations:

All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. Sliding or dragging furniture across floor can result in permanent damage. Use load bearing castors to protect against indentation from heavy items. As with all resilient and commercial floor coverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discoloration of the floor can occur as a result.

Prevent Damage:

After installation, placing heavy objects such as furniture or appliances on the floor can damage, dent, or scratch finish, use a blanket or mat to protect your luxury vinyl when moving furniture to prevent scuffs and tears, and the use of floor protectors under table legs and other heavy furniture pieces to avoid permanent damage to your floor. Mats, in strategic locations throughout the home or business is recommended to catch dirt and spills. (It's especially critical to put mats in the entryways of the house or business.) However, stay away from mats with rubber or latex backing - they can permanently stain luxury vinyl flooring.

***Save all leftover boards for unforeseen needs of board replacement in the event of damage or future renovations.
Keep floors clean.***

Warranty

Limited Lifetime Structural Warranty (Hardwood, Vinyl & Wall Treatments)

Bella Citta Floors warrants that the covered products, in their original manufactured condition, will be free from manufacturing defects in milling, grading and lamination as long as you (the original purchaser) own the floor. Bella Citta Floors warrants that when installed and maintained according to Bella Citta Floors' guidelines, the flooring will not delaminate, separate, buckle or cup as a result of manufacturing defect during this Warranty period.

Residential Surface Finish Limited Warranty (Hardwood, Vinyl & Wall Treatments)

Bella Citta Floors warrants that the surface wear layer will not wear through or separate for a lifetime from the date of retail purchase when used under normal household use and maintained in accordance with our maintenance guidelines.

Commercial Surface Finish Limited Warranty (Vinyl & Wall Treatments)

- 15 YR Surface Finish Light Commercial Limited Warranty (7" Scapes IGT & 9" Scapes IGT)

- 5 YR Surface Finish Light Commercial Limited Warranty (7" Vistas IGT & 9" Vistas ST)

Bella Citta Floors warrants that the surface wear layer will not wear through or separate from the floor within the specified term length from the date of retail purchase when used under light commercial use and maintained in accordance with our maintenance guidelines.

Our warranty is not transferable and it extends only to the original purchaser of our product. Floors that are installed in other than owner-occupied or tenant-occupied residences are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties, uses and installations.

Exclusions and Limitations Our warranties do not cover conditions and damages caused by ;

- Improper installation, improper maintenance, improper storage and handling, negligence, accidents, abuse or misuse.
- Any shipping, construction or installation-related damage.
- Failure to follow the guideline provided by Bella Citta Floors.
- Installation in inappropriate locations. Our products are made to perform in what is considered to be normal usage for its intended purpose.
- Installation done by a non-professional installer.
- Damage including but not limited to spills, stains, unapproved cleaners, foreign chemicals or mold caused by standing water.
- Use of any type of steam vacuum cleaner or wet mop.
- Use of any type of wax, hard wax or oil based maintenance products.
- Damage caused by exposure to excessive heat or moisture regardless of its cause or source.
- If floor is installed over improper subfloor or radiant heat in excess of 85°F.
- Any changes due to flooring reaching temperature in excess of 85°F through UV / exposure sunlight for a prolong period.
- Indentations, scratches, scuffs caused by accidents or negligence including but not limited to those caused by sand or other abrasive substances, pets nails, spiked-heeled shoes or dragging furniture and other objects.
- Damage caused by fire, flooding and other natural disasters.
- Reduction in gloss level of the finish, minor imperfections and irregularities are not considered as a defect.
- Change in color due to aging or exposure to sunlight or UV light is natural and is not considered as a defect.
- Color, shade or texture variations between samples, printed color photography and the actual material.
- Noises such as squeaks and popping caused by environmental changes. This is not a manufacturing defect and is therefore not covered under our warranties. You can help reduce squeaking, popping, and crackling by being sure that the subfloor is flat, structurally sound, does not have any loose decking or joists, and is swept clean prior to installation.
- It is natural, due to the inherent properties of the vinyl that some minor contraction and expansion might occur. These occurrences and/or visual changes are considered normal and are not considered to be a defect.
- Products that are sold "AS IS" or "Clearance".
- Imperfections or problem that is only visible under certain light or from a certain angle is not considered as a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.

PLEASE NOTE:

Residential & commercial warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic and the high level of load distribution over a small area (lbs. per SF inch).

1. Damage caused by rolling loads or wheel chairs (motorized and non-motorized) are not covered.
2. Damage caused by moving appliances or heavy furniture without protecting the floor are not covered. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two- and four-wheel carts, etc.)

In order to be covered under our warranties, you must keep all records including your sales receipt, pre-installation test results. Flooring must be professionally installed and maintained in accordance with our guideline. Failure to follow the guidelines will void this warranty.

Bella Citta Floors reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis before undertaking any repairs, removal or replacement.

Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

In the event any conditions covered by the warranties occur, you should contact your supplier in timely manner and file a claim in writing *and must include a complete copy of the original purchase receipt, installation documentation, as available, and other information that may be requested by Bella Citta © including this warranty. Claims are to be forwarded to:* **Bella Citta Floors** 2655 Dawin Road N., Jacksonville, FL 32207.

Bella Citta Floors will not be responsible for the cost of any repairs, removal or replacement undertaken before Bella Citta Floors' accepts and approves the claim. Compliance with the requirements of this warranty sheet is a condition to be covered under the Warranty. Bella Citta Floors will have no obligation to remedy any claims if these requirements are not complied.

We exclude and will not be liable or pay incidental, indirect, special or consequential damages under our warranties whether resulting from nondelivery or from the use, misuse or inability to use the product or from defects in the product or from Bella Citta Floors' own negligence. By this mean any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. Bella Citta Floors' obligation under this warranty shall be limited to, at its options, repair of the defective products, providing replacement of defective products, or refund the purchase price for the defective products that have not been installed in exchange of the defective products. These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

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, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the period of this written warranty, to the extent allowed by law.