

# INSTALLATION MANUAL

## CONTESSE GLUE DOWN



### GENERAL INFORMATION

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When installing CONTESSE® Glue Down floors, always follow the latest standards for installing floor coverings such as BS 8203 in the United Kingdom and VOB, Article C, DIN 18365 in Germany and all other relevant European, national and local standards.

The professional preparation of the underfloor and the use of the correct installation materials are required for a good installation. It is recommended to use materials from the same system. Therefore, CONTESSE® recommends using adhesives, primers and fillers from the same manufacturer. Follow processing instructions of the relevant manufacturer. On our website [CONTESSE-flooring.com](http://CONTESSE-flooring.com), you will also find a list of adhesives that have been approved by CONTESSE®.

Immediately after receiving the floors, remove the existing shrink film and check the materials for damage and the correct style, color, quantity, batch numbers and report deviations immediately. Complaints about visible defects will only be processed if they are reported before laying and cutting.

### TESTING AND PREPARATION OF UNDERFLOORS

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All underfloors must be tested and prepared according to the latest standards for installing floor coverings such as BS 8203 in the United Kingdom and VOB, Article C, DIN 18365 in Germany and all other relevant European, national and local standards. Ensure that the underfloor does not suffer from rising vapors or hydrostatic pressure. Before installation, determine the moisture content of the underfloor and fix it if necessary, making sure that it meets the parameters of the relevant national and / or local standards. Ensure that the surface of the underfloor is clean, dry, even, smooth and free of cracks before installation. A smooth, even and absorbent surface is necessary for the correct installation of CONTESSE® Glue Down floors. We recommend installing a smooth floor leveling compound of 2.0 - 3.0 mm in general before installing the CONTESSE® Glue Down floors. Follow current European, national and local standards (Germany: DIN 18365 and EN 1264-2) when installing CONTESSE® Glue Down floors, in combination with underfloor heating systems. Maximum working temperature on the surface of the floor should be 27 ° C.

### INSTALLATION

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For the best results, acclimatize CONTESSE® materials and glue in the rooms where they are installed for at least 48 hours before, during and after installation. The minimum floor temperature must be 15 ° C, minimum room temperature 18 ° C and a maximum relative humidity of 65%. Keep the material away from heating and cooling pipes and direct sunlight. Make sure that the location conditions remain constant so that the glue gets full adhesion.

CONTESSE® Glue Down floors are available in various formats and sizes, planks, square tiles, rectangular tiles and may only be installed by professional floor installers who have successfully completed similar floor assignments. The tiles can be installed in the same direction (blocked or staggered) or rotated for a quarter turn, using the arrows printed on the back. Install as directed by the architect or the end user. For CONTESSE® Glue Down plank floors, the joints must be staggered by at least 15 cm to create a random appearance that prevents alignment of the end joints. CONTESSE® Glue Down floors can be laid parallel or diagonal to the room or primary wall.

Plan the layout of the room as indicated by the architect, designer or end user. Measure the room in both directions and mark a center line with chalk, by making sure that it is straight on the wall along with the main door.

You can choose to lay the tiles loose to check that nothing needs to be cut around the perimeter, and adjust it if necessary. The glue must be applied using the correct glue spreader that is recommended by the glue manufacturer. Only spread the amount of glue that can be covered in the open time. (Check the label on the glue packaging for the opening time of the glue). The amount of time you have to install the floors depends on the temperature and humidity. In case of a higher temperature and lower humidity, the glue will dry faster. Do not use fans to dry the glue. The main floor area should be divided into smaller sections where the perimeter tiles are not secured until the main field is installed. After installing a section, you must thoroughly roll with a roller in both directions (90 °). Roll over the floor as the conditions allow without the tiles moving or glue coming onto the surface. Roll over the floor again at 90 degrees after 45-60 minutes, depending on the conditions at the location. Prevent walking too early on the floor, this disrupts the adhesion of the glue.

For more information, send an e-mail to [info@contesse-floors.com](mailto:info@contesse-floors.com) or contact customer service on number +32 (0) 9 222 35 25 (Monday to Friday).

# TREATMENT AND MAINTENANCE INSTRUCTIONS FOR LVT FLOORS



CONTESSE® Glue Down floor covering is provided with a high-performance UV-drying coating of urethane that simplifies the maintenance process in commercial environments for the end user. Each type of floor covering must be treated regularly for optimum appearance and many problems can be prevented before they arise. The floor to be used and how and where to use it, determine the nature and frequency of the maintenance. Proper cleaning, treatment and maintenance of your CONTESSE® Glue Down floor is essential for an attractive appearance. These instructions will help you keep your CONTESSE® Glue Down floor in perfect condition and extend its life. Mix planks from different boxes throughout installation.

## RECOMMENDED METHODS FOR MAINTAINING THE FLOOR

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- Wipe or vacuum the floor every day, but only use vacuum cleaners without a beater.
- Place doormats at all entrances to prevent dirt and small stones from getting into the floor.
- To prevent indentations and scratches, it is advisable to provide the legs of heavy furniture and appliances those are made of glass, plastic or other material with a protective layer that leaves no stains with a diameter of at least 5 cm. Provide swivel office chairs with wide casters (double castor, type W, soft). Replace small diameter caps under the legs of other sliding furniture with felt or soft plastic glides, with a support surface with a minimum diameter of 2.5 cm.
- When moving heavy furniture or appliances, always use suitable aids to prevent damage to the floor.
- For CONTESSE® Glue Down floors, never use floor pads or brushes that are coarser than the red pads similar to 3M floor pads (see Maintenance Procedures).
- Protect your floor against scorching. CONTESSE® LVT floors can be damaged by spots caused by burning cigarettes, matches or other very hot objects.
- The floor may not be placed directly under or in the immediate vicinity of a wood stove (or similar appliance with strong local heat radiation), provided that a heat-resistant base plate is placed under and up to 80 cm around the appliance.
- Do not flood the floor and do not leave water on it regularly.
- Use latex doormats instead of rubber. Certain compositions with rubber can leave permanent stains on vinyl.
- Only use cleaning products that are suitable for LVT floors with a urethane coating.
- All CONTESSE® Glue Down floors are resistant to stains and will not be damaged immediately if they are spilled. However, it is advisable to remove spills immediately. The longer spilled material remains on the floor, the greater the risk that a stain can no longer be removed. For more

for extended periods of time. Close the curtains or blinds during peak hours of the sun. Long-term direct sunlight can discolor the floor, also high temperatures can cause tiles or planks to expand.

## MAINTENANCE PROCEDURES

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1. **Safety:** For wet maintenance, always use warning signs and prevent walking on the floor when it is not yet completely dry. Always be careful and follow the safety instructions of the electrical equipment manufacturer.
2. **First maintenance of a newly laid floor**
  - 2.1 Allow the adhesive to cure for at least 48 hours before wet maintenance.
  - 2.2 Thoroughly remove loose dirt, dust, small stones and waste residues with a broom, mop or vacuum cleaner
  - 2.3 Remove dried glue residues on the floor covering with an adhesive remover or white spirit and a clean, lint-free cloth. Make sure that not too much solvent remains on the vinyl or penetrates the seams of the floor.  
**Note: NEVER DIRECTLY SOLVE IN CONTACT WITH THE FLOOR.**
  - 2.4 Clean the floor after 48 hours with a damp mop and neutral detergent. Do not use corrosive detergent.
  - 2.5 If necessary, scrub the floor with a scrubber or single-disc machine (300 rpm or less) and a neutral detergent. Calculate the correct dilution factor and use the correct brush or pad. Place a red or white pad similar to a 3M floor pad on the pad holder and spread the solvent evenly over the floor.
  - 2.6 Afterwards, mop the floor thoroughly with clean water. Remove the dirty water with a wet vacuum cleaner or with a clean mop and let the floor dry completely.

## PRODUCTS AND REACH

CONTESSE® NV guarantees that its CONTESSE® floor coverings will be free from manufacturing defects for the number of years that are mentioned on the respective “Warranty” rows in the technical specification charts below, and that, under normal use and maintenance, the original decorative pattern will not wear out. This limited warranty applies only on condition that the floor coverings covered by this warranty are installed and maintained in accordance with the CONTESSE® professional manual and CONTESSE® treatment and maintenance instructions.

## PRE-INSTALLATION

CONTESSE® NV guarantees that its floor coverings are free from visible defects. You and / or your installer must carefully inspect each piece before installation. Do not install pieces that exhibit abnormalities. CONTESSE® NV accepts no responsibility for a claim for floor coverings installed with visible defects. Scatter and put products horizontally on site for at least 24 – 48 hours . Avoid immediate installation after unpacking.

## INSTALLATION

CONTESSE® NV does not guarantee the workmanship of the floor installer. Installation errors must be addressed to the floor installer who has installed the CONTESSE® floor coverings. CONTESSE® floor coverings must be installed by professional floor installers with experience and proven expertise for installing commercial floor coverings with a similar size and complexity. This limited warranty covers the materials and fair market rate installation costs as described below, provided that such floor coverings are installed according to the CONTESSE® professional installation manual and only if the floor covering is installed with the adhesive recommended by CONTESSE® NV. The use of a different adhesive during installation will void the warranty if problems arise as a result of using a different adhesive than the recommended adhesive. Refer to the current manual for the type (s) of glue (s) to be used for installation. All other instructions in the current Installation Guide must be followed when installing CONTESSE®. If this is not the case, this warranty becomes invalid. This manual is regularly reviewed and the floor coverings must be installed in accordance with the current manual at the time of installation. Refer to our website for the current manual. Roll the floor using a 50 KG roller from one side to another side after installation. After 60 minutes, roll again. So that, the products will be firmly attached to the subfloor. The edge should be rolled with a small roller. Keep the room temperature at 15 degrees for more than 48 H after installation, so that the glue can solidify better. Protect the floor to avoid damaged or polluted.

## REPLACEMENT / REPAIR

CONTESSE® NV reserves the right to repair floor coverings and / or to use its own installers to replace the floor covering. If CONTESSE® NV repairs or replaces a floor covering as a result of a warranty claim, you must remove at its own expense for all items that were placed in the affected areas following the original installation. In the event that CONTESSE® NV replaces or repairs a floor covering that is covered by this limited warranty, this limited warranty remains in effect for such flooring for a certain period of time limited to the remaining eligible duration of the original limited warranty.

## WARRANTY CONDITIONS

If, within the warranty period, a defect is found that falls under this limited warranty, and if it is notified in writing to CONTESSE® NV within a certain period of time from the date of purchase, then CONTESSE® NV will apply new floor material in similar color, pattern and quality to replace the defective part, OR will compensate for the material cost. The percentage of the material cost compensated for will be in accordance with the timing of the claim and the chart below, and full replacement of defective parts will only take place within the first year of purchase.

CONTESSE® NV will also pay a percentage of the fair market value for labor costs, in accordance with the chart below. CONTESSE® NV will not pay labor costs after ten years from the date of purchase.

TERM (YEARS)	1	2	3	4	5	6	7	8	9	10	11-20
MATERIAL	100%	99%	90%	85%	80%	75%	70%	55%	60%	55%	50%-5% PER YEAR

In case of questions about the terms and conditions of this limited warranty, you should contact our CONTESSE® Customer Service on +32 9 222 35 25. CONTESSE® NV reserves the right to inspect floor coverings, samples or photos or all other request information necessary to evaluate the nature of a claim under this limited warranty.

# CONTESSE GLUE DOWN RECOMMENDED GLUE PRODUCTS



## DISPERSION GLUE

Manufacturer	Product	Contact
F. Ball	F44 F46 F48 F74 F81 F84	<a href="http://www.f-ball.com">www.f-ball.com</a>
Mapei	Ultrabond ECO 4 LVT Ultrabond ECO VS90 Plus Ultrabond ECO V4 SP Ultrabond ECO V4 SP Fiber	<a href="http://www.mapei.com">www.mapei.com</a>
Schönox	Durocoll	<a href="http://www.schonox.com">www.schonox.com</a>
Thomsit	K 188 S K 150 R 710 UK 800 T 425	<a href="http://www.thomsit.de">www.thomsit.de</a>
Uzin	KE 66 KE 2000 S	<a href="http://www.uzin.com">www.uzin.com</a>

## DRY BONDING SYSTEMS

Manufacturer	Product	Contact
Schönox	ifloor	<a href="http://www.schonox.com">www.schonox.com</a>
Uzin	Sigan 1, 2	<a href="http://www.uzin.com">www.uzin.com</a>
Uzin	U 3000 RollFix + Primer	<a href="http://www.uzin.com">www.uzin.com</a>

Please note that only the above adhesives have been released by CONTESSE®. When applying an alternative glue, first request a written release.

When applying the glue, consult the installation instructions on our website and the usage recommendations of the glue manufacturer.

Bear in mind that the same adhesive strength cannot be achieved with dry bonding systems as with dispersion glue, therefore we generally recommend the use of dispersion glue.