

PREPARATION & INSTALLATION:

- **Why is acclimation necessary for my floor tiles and how long?**

Acclimation allows the vinyl flooring to become equal to the installed environment. This will better allow the flooring to become more stable during normal temperature fluctuations. All floors must be acclimated under normal site conditions and temperatures for 8 hours prior to installation. Ideal room temperatures for luxury vinyl should be maintained at 60°F-80°F (16°C-27°C).

- **What subfloors are approved for peel & stick tiles and planks?**

Approved subfloors are:

- Concrete
- Exterior and underlayment grade plywood
- Properly prepared non-cushion backed vinyl flooring

All subfloors must be clean, dry and free of contaminants such as oil, grease, paint, sealers, waxes, curing compounds, excessive moisture, hydrostatic pressure.

Floors must be structurally sound, rigid and flat. The acceptable tolerance is 1/8-inch over 6-foot (3-mm over 2-m) and 1/16-inch over 1-foot (1.5-mm over 300-mm).

- **Why not OSB, Luan or other subfloors?**

OSB, Luan, particle board, Masonite and other non-underlayment grade plywood are generally not smooth and are made with chemicals that may prevent proper bonding or even react with the adhesive

- **What if I go over existing vinyl / sheet vinyl / linoleum?**

Existing sheet goods are permitted provided they are non-cushioned back, smooth and properly bonded to the substrate. However, it is always better to remove them.

- **What if the existing vinyl floor has texture?**

Remove it or have a professional flooring contractor prepare the surface with an embossing floor patch.

- **Is a Primer necessary for peel and stick installation?**

Yes, use TEC Multi-Purpose Primer of similar following the application instructions. If the substrate is very porous, apply two coats of the primer.

- **How do I make some corners and edge stick back down that are lifting?**

Gently heat the area of the tile with a heat gun or hair dryer on low setting. When the tile becomes pliable, simply press it back into place and then place some weights on it overnight.

- **Can I install over a heated floor?**

Style Selections luxury vinyl floors can be installed over radiant heated floors provided the floor is not allowed to be heated above 80°F (27°C) or cooled below 60°F (16°C).

- **What are the arrows on the back of the release paper for?**

Directional arrows are for keeping the finish looking consistent throughout the installation.

- **Can I use “extra” adhesive with my peel and stick installation tiles?**

No, most other flooring adhesives are not compatible with Style Selections adhesive. Use of a secondary adhesive may cause a plasticizer migration and will cause an adhesive failure.

PREPARATION & INSTALLATION (CONTINUED):

- **What type of tools do I need for installation?**

Commonly used tools for vinyl tile installation are; a utility knife with heavy duty blades, wall roller (extendable handle), measuring tape, pencil, heat gun, speed square, paint roller and tray, wide putty knife, straight edge or level, vacuum, trash bag, goggles, dust mask and knee pads.

- **How much space is needed for expansion?**

Peel and stick luxury vinyl requires 1/32" expansion gap at all vertical surfaces it meets.

- **Where to start; from the center or from the corner of the room?**

Always start from the center, find and mark your center line with a pencil and straight edge. Calculate the width of the last row and if its less than half the width of the flooring, then move your starting line over by half the width of the flooring.

- **How do I cut round shapes or special cuts?**

Create a template with a piece of cardboard or paper by cutting that to the size needed. Then carefully heat the tile with the heat gun or hair dryer on the lowest setting. When the tile is warm and pliable, carefully use a utility knife with a sharp blade to cut the shape. Multiple passes will be best.

- **How do I remove adhesive from the joints and tops of the tiles?**

If required, use a small amount of 70% Isopropyl alcohol and a clean white cloth.

- **How do I remove a damaged tile?**

Use a heat gun or hair dryer on the lowest setting and heat up the self-stick tile. This will reactivate the adhesive and allow it to be pulled up using a putty knife. Be careful not to damage the adjoining tiles.

GROUTING:

- **What size grout spacing is allowed?**

Grout lines must be between 1/16" – 3/16" wide.

- **How long should I wait to apply grout?**

Wait 8 hours after installation to allow tile adhesives to properly cure.

CLEANING:

- **How do I clean my floor?**

Use a mop and "neutral pH" cleaner to remove any sediments or contaminants to the flooring. These cleaners are safe enough for regular use on luxury vinyl flooring. Do not use any type of chemical or harsh cleaners. Regular sweeping and vacuuming is also recommended. Do not use a vacuum with a standard "bristled beater bar" as this can damage the wear layer on the floor covering.

- **What can I use to bring a shine to my floor?**

Use of satin or gloss floor finishes will enhance the sheen of a vinyl floor. Be sure to use a floor finish that is compatible with solid vinyl tiles.

CLEANING (CONTINUED):

- **Why not mop with soapy water?**

Mops generally use too much water and leave a lot of water behind, which can seep thru the seams in the tiles and planks and cause adhesive failures and subfloor swelling. Soapy waters can also leave behind an unwanted film on your floor surface.

- **Can I use a Swiffer?**

Yes. Swiffer's work well for daily maintenance on your vinyl floors.

- **Can I use a steam mop?**

No. Steam mops can get too hot and cause your adhesive to fail.

MISCELLANEOUS:

- **How can I prevent scratches or gouging?**

Use felt type furniture protectors on all furniture legs and bottoms. When moving heavy furniture, use soft "Sliders" specifically made for hard surface floors.

- **Will my pets damage my floor?**

Common household pets are fine, but keep in mind that some dogs have tougher, sharper nails and will gain traction differently on a hard surface floors causing them to grip with their claws more. Keeping your pet's nails trimmed and filed will aid in prevention of scratches, by keeping them on the pads of their feet.

- **Can my peel and stick tiles be installed on stairs?**

Style Selections luxury vinyl can be installed on stairs; however we do not recommend any type of aftermarket finish to be applied on flooring used on the stairs.

- **Can peel and stick tiles be installed on the walls or ceiling?**

No, the pressure sensitive adhesives are not meant to be used in any application other than to lay flat.

- **Can Style Selections luxury vinyl peel and stick tiles be used in homes with wheelchair access?**

Our floors exceed the ADA recommendations for static coefficient of friction and slip resistance and are suitable with non-motorized wheelchair traffic. Style Selections luxury vinyl floors are not recommended to be installed on ADA ramps and accesses.

- **Are furniture protectors really necessary?**

Yes, they are necessary to prevent surface scratching and scuffing. Nylon type protectors are the best to use. Felt protectors can be used but must be changed frequently to keep the amount of embedded debris to a minimum. We recommend replacement >3 times a year to avoid buildup of debris on the felt.

- **What type of rugs should I use?**

Area rugs, walk off mats and throw rugs must not have rubber backing. Keep to soft surface fabric backed area rugs to prevent scratching or discoloration of your floor.

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CLAIM PROCESS:

How do I file a claim?

While Novalis strives to manufacture the highest quality of of luxury vinyl flooring available today, we realize there may be an occasion for a customer to file a claim. If you need to file a claim, please call 1-888-509-3438 (option 2) or email us at claims@novalis-intl.com to obtain a claim form and information on the process.