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FLOATING RESILIENT PLANK FLOORING

owners manual

- ▶ Installation
- ▶ Maintenance
- ▶ Warranty

Congratulations on purchasing the most innovative flooring product on the market in years.

Please read this manual prior to installation.

It has been designed to enhance your experience of installing & maintaining the new resilient flooring

Terrain.



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introduction

What makes Terrain so unique & revolutionary?

Terrain is the ultimate “do it yourself” flooring product. It’s just that easy to install.

No messy adhesives or glue is necessary.

Because of Terrain’s flexibility the planks can be installed over uneven subfloors or existing floors such as natural wood, concrete, vinyl, linoleum, and even ceramic. Saving you time and money!

Terrain looks and feels like wood, it’s **WATERPROOF**, so it can be installed in moisture prone areas that traditionally have been “off limits” for traditional wood flooring and laminate products, like basements and bathrooms. See subfloor preparation section.

Terrain has a CBT (Ceramic Bead Technology) coating for added wear and durability!

Each **Terrain** plank locks to another plank not glued to your subfloor, using the interlocking strip. It’s free floating. To cut a plank, simply score and snap.

Terrain is quiet and warm under foot. Follow the instructions for installation in the next section and you will be enjoying your beautiful new floor in just a few hours.

installation instructions

1. Tools needed

- Utility knife & straight edge
- Measuring tape
- Shears for cutting around irregular shaped objects (pipes)
- 3mm [1/8"] spacers

2. Planks needed to complete your project

Measure the length & width of your room. If the room has alcoves or offsets, measure these separately. This will give you the square meters of the room. Purchase a minimum of 10% extra to cover mistakes, trimming and for future needs and or replacement. Most installations require about 10% overage. However this can vary depending upon the room size and layout.

Terrain locking comes in
121cm x 19cm [47.5" x 7.5]
or 0.23 m² [2.5sq.ft.] per plank.

8 planks per box = 1.84 m²
[19.8sq.ft.] per box

So, if your room is 3,05m x 3,05m or
9,30 m², [10'x10' or 100 sq.ft.], we
would recommend you purchase 6 cases
(11,2 m²) [6 cases (120 sq.ft)]

▶ **HELPFUL HINT #1:**

For best results it is important to purchase product (cases) from the same RUN # (dye lot). Different run #'s can have shade variations. Every case of Terrain has the run # printed on the ends of the case. Run # example: 30.08.2009. If you do have more than one run # we highly recommend you install planks from 4 or 5 different cases from different run #'s at one time and randomly mix them into the installation as you go. This will insure a more natural looking floor.

CAUTION: *Do not install Terrain over carpet or any foam underlayment. This product is not suitable for any outside use, sunrooms/solariums, saunas, or rooms that have the potential of flooding. We also highly recommend you do not install in rooms or homes that are not temperature controlled. Exposure to long term direct sunlight can cause damage to your floor.*

3. Condition Terrain prior to installation

You **MUST** store **Terrain** horizontally in the room of installation for 48 hours prior to installation. Be sure the room temperature is between 18° & 30° C [65° & 85°F].

Do not remove the planks from the case during this acclimation period! Maintain this temperature during installation as well.

► **HELPFUL HINT #2:**

*When installing **Terrain** be sure to keep dust, dirt or foreign particles away from the Locking Strip. The cleaner the Locking Strip remains, the better the bond between planks. The **Terrain** planks are best kept in the box until you are ready to install them. A protective sheet of paper has been placed between each plank insuring the Locking Strip remains clean and ready to use.*

4. Subfloor preparation:

The subfloor surface must be smooth, flat, dry, clean and solid. Carpet staples or adhesive residue must be removed to insure proper installation.

Subfloors should be flat within a tolerance of 3mm [1/8"] over a span of 1,2 m [4ft.]. Any unevenness over 3mm must be sanded down or filled with a floor leveler. Voids or humps in the subfloor will prevent Terrain from locking properly.

Subfloors must be carefully checked for moisture problems. **Terrain** is waterproof. It is NOT a water-proofer. Any moisture problems need to be addressed prior to installation. New concrete floors need to cure for a minimum of 60 days.

▶ **HELPFUL HINT #3:**

If laying Terrain over existing ceramic tile, it will be necessary to skim coat the grout lines with a floor leveler. If you install Terrain over an existing floor that has an embossing or grout line on it, you must skim coat with a floor leveler if the embossing or grout line is greater than 3 mm [1/8"].

If you have old, ugly vinyl and don't want to pay for an expensive removal and remediating job, Terrain is the perfect answer. Any loose or damaged tiles should be patched prior to installing Terrain over the old floor. Never sand old vinyl floors from any floor manufacturer, if you think the floor may be over 20 years old.

5. Installing Terrain:

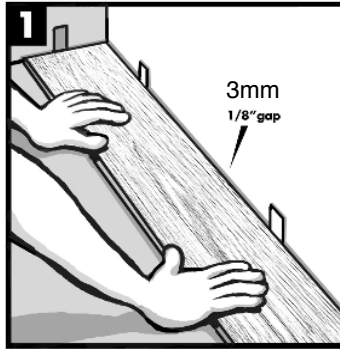
Anyone can do it!

HELPFUL HINT #4:

Before laying out the floor, check the wall you are starting from and make sure it is square to the opposite wall. Simply measure the room from opposite ends of the wall to the far wall. If the measurements are different, you can make adjustments on the first row of Terrain by scribing the plank.

1. Lay a row of loose planks without securing them to each other first to determine if you need to adjust the length of the first plank to avoid a small piece of less than 30cm [12"] on the opposite wall from where you started or measure the length of the room and divide by 122cm [48"] (length of one plank). If the remainder is less than 30cm [12"], calculate ½ of the remainder and trim this amount off the first plank. The last plank should be the same length as the first one.

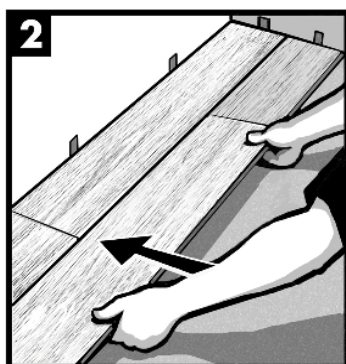
To cut a plank, simply measure and mark the plank, then using a straight edge and utility knife, simply score the plank and snap. It's that easy!



2. Installation should start in a corner (left hand) and proceed from the wall with the tongue facing out away from the wall (**Figure 1**). Allow a minimum gap of 2-3mm [1/8] for subfloor movement or product expansion, which should be covered by molding.
3. When laying the first row in a straight line interlock the short ends by inserting the tongue into the grooves at an angle of approx. 15 to 20 degrees. Install each sequential plank on the short end 19cm [7.5"] and be sure to line up evenly. This is very important for a good installation.
4. Be sure to keep the seams tight. You will feel and hear the click when locking the planks together to create a tight seam. There should be no gap visible between planks.

If your seam appears not to be tight, you can immediately pull apart the planks and reapply it.

Slowly lift the top plank away from the bottom plank and simply reapply them—repeating Step #3. Be careful not to pull the planks apart too fast or you could rip or damage the Locking Strip.

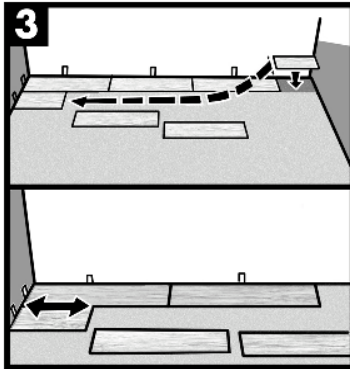


5. When installing **Terrain**, it is strongly recommended to stagger the rows so that the short edge 19cm [7.5] seams are not in a straight uniform line. We recommend the staggered random method 3'-2'-1' (*Figure 2*). However you may want to try other "patterns" of planks to suit your taste. **Terrain** can be installed with endless possibilities—your only limitation is your own imagination!
6. To start the second row with the plank cut at about 2/3 length 81cm [32"]. Measure and mark the plank, then using a straight edge and utility knife, score the plank and snap.
7. Interlock the plank tightly against the first row (long side) again at a 15-20 degree angle. The next plank, interlock the short side first, leaving it slightly away from the long side and then slide into the long side.

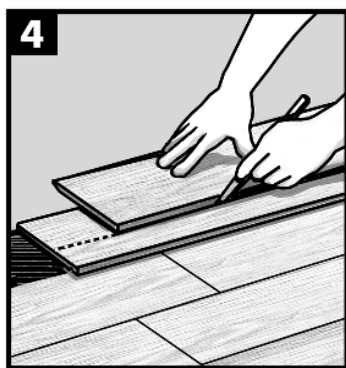


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- **HELPFUL HINT #5:** When cutting **Terrain** for length, be sure to always cut the short side of the plank with the groove edge. The remaining piece can then be used on the opposite side of the room, at the end of that row (*Figure 3*) if layout permits.



8. Start the third row with the plank cut at $\frac{1}{3}$ of a length 40cm [16"]. Again the remaining piece can be used at the opposite end of the row, if the layout of the room permits.
9. Continue this pattern for the remainder of the rows to be installed. Always place the cut end of the first plank against the wall (*Figure 4*).



10. Fitting around irregular objects is no problem. Simply make a pattern out of heavy paper to fit around pipes or irregular objects. Place the pattern upon the plank and trace. Cut along trace lines using a utility knife or heavy duty scissors, and lay plank. Be sure to leave a minimum of 3mm [1/8"] expansion space around all fixed objects, floor vents and door frames.
11. The beauty of **Terrain** is the ease of installing the opposite way. You can install from both sides of the plank. This allows you to start in one room and continue through a doorway into another room with the same pattern and continue installing the floor forwards or backwards.

► **HELPFUL HINT #6:**

Be sure to keep some spare **Terrain** planks in case there is an unforeseen need for replacement. If you need to replace a plank of **Terrain**, simply take a utility knife and cut the bad plank out along the long side of the plank only and lift out of place. Then take a spare plank and cut the tongue and groove off of the long side of the replacement plank only. Leave the tongue and groove on the short side of the plank. Then simply fit into place and lock the two short ends into place.

If you have any problems or questions, call your distributor.

www.terrainfloors.com

IMPORTANT NOTE: Room temperature when installing **Terrain**. Please make sure your thermostat is set above 18° C and below 30° C [65° F and below 85° F] when installing **Terrain**.

Room temperature is important!



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care & maintenance

Congratulations! You have just installed **Terrain** Locking. Your new resilient floor was produced under the highest quality standards and will provide you with a lifetime of enjoyment. Although **Terrain** is one of the easiest floors to maintain, please follow the recommendations in this guide to retain the fresh look and protect the factory finish.

Preventive Maintenance:

1. Use NON-RUBBER protective mats in front of any doors leading to the outside. This helps get the sand and grit from getting on to your floors. Gritty sand is the worst enemy of any floor covering.
2. Install proper floor protectors (felt preferred) on all furniture legs used on resilient flooring. Protectors will allow chairs to move easily over the floor without scuffing or scratching. Clean protectors on a regular basis to remove any grit that may have become embedded on the bottom of the furniture leg. For any swiveled type office chairs and other rolling furniture, please install 5cm [2"] wide non-staining flat casters. Do not use rubber casters.

3. To keep your floor looking its best, dust mop or vacuum your floor at least twice a week. Do it more often on floors with heavy traffic. Do not use a household dust cleaner of any kind as this may cause the floor to become slick or damage the finish. Simply sweep the floor as often as needed.
4. Do not allow pets with unclipped nails to damage your **Terrain** floor. It may result in severe scratching to the surface. The same is true for any high heeled shoes that do not have proper tips on the heels.
5. Avoid exposure to direct sunlight for prolonged periods of time. During peak sunlight hours, use drapes or blinds to minimize the direct sunlight on the **Terrain** floor. Most types of flooring will be affected by continuous strong sunlight. To avoid an uneven appearance, please consider relocations of any area rugs from time to time. In addition, excessive temperatures are not good for resilient floors. Some natural ventilation or intermittent air conditioning in vacant homes should be considered. Long term continuous inside temperatures over 30° C [85° F] combined with strong direct sunlight will damage your **Terrain** floor and cause the installation to fail.

► **HELPFUL HINT #7:**

To avoid yellowing from asphalt driveways or parking lots, always use doormats at entranceways.

It's a good idea to use a hard surface floor attachment when vacuuming your **Terrain** floor.

Regular Maintenance:

1. Food spills should be cleaned up as rapidly as possible with a quality liquid vinyl cleaner. Make sure the cleaner you choose is an all-purpose liquid cleaner that is **NON-ABRASIVE**. We do not recommend powdered cleaners, oil soaps, dishwashing detergents, or other dusting products. Try to use a non-rinsing, biodegradable cleaner that leaves no residue or haze and requires no rinsing after application.
2. Shoe marks and scuffs can be easily removed using a spot application of your Single Step and a green Scotch Brite pad.
3. Regular household dirt can be cleaned with your Single Step applied as indicated on the products label. Some hand wiping may be required to remove tough spots and spills. Always sweep or vacuum your **Terrain** floor before cleaning so that all loose dirt and particles are removed. For best results do not use combination cleaner/finish products.
4. Do NOT WAX YOUR **Terrain** FLOOR! The surface of your floor is very dense and non-porous; this prevents wax from penetrating and thus will build up a bed for yellowing and dirt collection. The same non-porous feature also provides all the protection against wear and staining that you will need. Use only Single Step for heavy wear when you have experienced some loss of the original appearance over time.

Your **Terrain** floor has been designed to be very easy to maintain, but you may prefer to add an occasional coat of the Single Step to renew and protect your floor. If you cannot locate the Single Step, then please ask your distributor for an equivalent low-gloss product.

5. If your floor has been exposed to excessive amounts of water due to flooding, don't panic, **Terrain** is waterproof! Simply remove the water as quickly as possible with a Wet-Vac or other device and ventilate the room. A dehumidifier should be promptly turned on in the room to reduce the moisture levels back to normal. Do not dry the room below the normal moisture level that existed previously.
6. If accidental deep scratches appear on your floor then it might be necessary to replace such damaged tiles. Remember HELPFUL HINT #6, please refer to this section for replacing a plank of **Terrain**.
7. If the scratches are fine and the result of normal household use, then it is recommended only to fill them with one or two coats of a good vinyl matte floor finish.
8. If the problem persists, contact your distributor.

First aid for your Terrain floor

1. You may remove chewing gum, adhesive, crayon, candle wax, and similar type substances by applying ice until it becomes brittle enough to crumble off. The residue may be removed with mineral spirits.
2. Extra deep heel marks, caster marks etc.: rub with green Scotch Brite pad dampened with Single Step.
3. For moderate to heavy stains caused by long standing water or other non-dye liquids: Rub with Single Step.
4. For dark spots caused by ink or other chemicals, clean spot as per #2 above. If not successful, then the affected plank should be replaced as per HELPFUL HINT #6 of the "Installing Terrain" section.
5. Animal and diaper stains should be treated same as #3 above.
6. Cigarette burns if not deep, then procedure #2 above should work. If, however, they are very deep then the effected plank should be replaced as per HELPFUL HINT #6 of the "Installing **Terrain**" section.

If you have any questions or concerns about caring for **Terrain** floor please contact your distributor.

Reminders!

1. Retain your sales receipt.
2. Keep records of the style and run number of your **Terrain** planks, this appears on the outside of the carton along side the barcode.
3. Keep record of the dates that you refreshed your floor with the Matte Floor Finish. Do not apply more than 4 coats total. If you need to apply more than 4 coats use a vinyl stripper to remove the previously applied floor finish.

STYLE of **Terrain:**

Run numbers:



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Lifetime
Residential
Limited Warranty



10-Year
Full Commercial
Limited Warranty

Your distributor will furnish replacement flooring free of charge if there is a loss of original pattern or color under normal residential use of

Terrain for as long as the purchaser continues to remain in the residence of the original installation provided the flooring is installed and maintained according to the instructions included. This warranty is nontransferable and pro-rated.

This warranty does not include labor or the cost of labor for installation of the replacement flooring nor does it include damage due to improper installation or maintenance, alkalis in the subfloor or conditions arising from hydrostatic pressure, burns, tears, indentations, stains, or reduction in gloss due to normal use and or exterior applications.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls) included in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some provinces, states, counties do not allow the exclusion of or limitations if incidental or consequential damages so that above limitation and exclusion may not apply to you.

This warranty gives you specific legal rights and you may have other legal rights, which varies from state to state.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.