

GENERAL INSTALLATION GUIDELINES

- Read all instructions prior to installation. Follow all guidelines for a successful installation.
- It is important to work out of several cartons to mix the patterns when installing RigidLock Plus to properly mix the décor and ensure a beautiful application.
- Eastern Flooring Products™ produces RigidLock Plus to imitate natural color and texture variation, but there are a finite number of unique pieces. Therefore, it is necessary to pay attention to avoid creating unintended patterns by installing identical pieces beside one another.
- Avoid creating patterns with the end joints of the material. Stagger the first piece of each row in size to avoid the end joints of alternating rows from lining up. No pieces smaller than ¼ of the piece in length should be installed to maintain the structural integrity of the floor. End joints in adjacent rows should be a minimum of 12” from one another.
- All pieces should be thoroughly inspected prior to installation. Installation of material constitutes acceptance of physical and/or aesthetic imperfections. If you have any concerns about the product, please immediately call Eastern Flooring Products™. Flooring that has been cut or installed is not eligible for claims.
- RigidLock Plus does not require acclimation; however, the flooring should be the same temperature as the environment in which it is being installed. Installation environments should be temperature controlled by an HVAC system to provide a constant temperature of 50-85° F prior to installation, during installation, and for 24 hours after installation.
- Install RigidLock Plus in indoor areas that with a constantly maintained temperature between 23°F and 85°F. Eastern Flooring Products™ does not recommend this product in 3 season rooms.
- It is important to protect RigidLock Plus from exposure to direct sunlight. Direct sunlight can result in thermal expansion, UV fading, and discoloration. Ideal protection will include UV treated windows and the use of drapes/blinds during peak sunlight hours.
- Eastern Flooring Products™ recommends installing RigidLock Plus after all other trades have completed their work to avoid damaging or soiling the flooring.
- Dry fit all moldings prior to installing the flooring to ensure proper color, fit, and finish.
- Do not fasten anything through the flooring such as cabinets, toilets, trim, or molding. Failure to maintain a floating installation may result in buckling or decoupling.
- Expansion is required around all fixed obstructions such as walls, door jambs, cabinets fastened to the floor, islands, or toilets. Please allow the following expansion space depending on the maximum length of the flooring in any direction.
 - Less than 30’ – 1/4” expansion gap
 - 30’ to 60’ – 3/8” expansion gap
 - Over 60’ – Contact technical support at Eastern Flooring Products™

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SUBFLOOR GUIDELINES

- Before beginning installation, read all subfloor guidelines for the correct subfloor type. Proper subfloor preparation is the responsibility of the installer and one of the most important components of the durability of any floor.
- Subfloor must be level, flat, clean, dry, and structurally sound. Subfloor flatness must be within 3/16" in 10' or 1/8" in 6' in all directions.
 - Subfloor must be free of any dust, solvent, wax, asphalt sealing compound, and other material that may compromise the backing of the flooring or inhibit the free floating of the floor after installation. Unevenness and obstructions may compromise the locking mechanism and cause it to disengage.
- Any patching or leveling compound used to achieve a flat subfloor needs to meet subfloor alkalinity and moisture standards. Eastern Flooring Products™ recommends the use of a water resistant, non-shrinking, Portland leveling compound with a compressive strength of at least 3,000 psi.
- RigidLock Plus is waterproof, but it is not a vapor barrier. Subfloor moisture can still cause mold, mildew, and other moisture-related issues, unrelated to RigidLock Plus. It is the responsibility of the installer to ensure the subfloor is not improperly emitting moisture prior to installation.

CONCRETE SUBFLOORS

- Concrete subfloors must meet the updated ASTM F710 guidelines, prior to installation.
- New concrete floors should be fully cured prior to installation. Concrete slabs must have no visible moisture.
- Concrete subfloors should be free of any adhesive residue. If adhesive residue is cut-back it must be removed by safe methods such as mechanical removal or wet scraping. Contact a professional to remove these adhesives as breathing crystalline silica or asbestos fibers can cause cancer and is a severe respiratory hazard. Refer to the Resilient Floor Covering Institute's guide "Recommended Work Practices for Removal of Resilient Floor Coverings" for more information on safe removal of resilient flooring.
- It is a best practice to conduct moisture and pH testing prior to installing any floor to limit liability. Ensuring acceptable moisture levels for RigidLock Plus are the responsibility of the installer. Eastern Flooring Products™ is not liable for moisture related claims that do not meet stated installation standards.
 - ASTM 1869 Calcium Chloride – maximum result 8lbs
 - ASTM 2170 Relative Humidity – maximum result 90% per 1000 sf per 24 hours
 - Concrete pH should be no less than 7, but not exceed 10
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mold, mildew, and other moisture-related issues, unrelated to RigidLock Plus. It is the responsibility of the installer to ensure the subfloor is not improperly emitting moisture prior to installation. An additional layer of underlayment with a perm rating of .1 or less may be used as a vapor barrier over concrete floors.

WOOD SUBFLOORS

- Wooden subfloors must meet the updated ASTM F1482 guidelines, prior to installation.
- Be certain the floor joists do not impede the floor flatness as required. Floors must be sufficiently rigid to avoid excess deflection. An additional layer of APA rated 1/4" thick underlayment is recommended to aid rigidity where unacceptable conditions exist.
- Crawl spaces and basements must be dry. The bottom of wooden subfloor joists must be a minimum of 18" above ground surface. 6 mil or greater black polyethylene sheeting must be in place covering 100% of the ground and overlapping a minimum 6" at seams acting as a moisture barrier. This polyethylene sheeting must run up the walls no less than 6". Air venting must be open on all sides and open no less than 1.5% of the total crawlspace area. Plastic sheeting is not recommended over wood subfloors.

OTHER SUBFLOORS

- **Acceptable** subfloor types include:
 - Concrete slab meeting updated ASTM F710 guidelines
 - APA rated plywood underlayment meeting updated ASTM F1482 guidelines
 - Underlayment grade particleboard
 - Securely fastened hard surface flooring including hardwood, ceramic tile, or one layer of resilient sheet or tile. Must be clean, flat, free of deflection, and securely adhered or fastened.
 - Properly prepared gypsum cement.
- **Unacceptable** subfloor types include, but are not limited to:
 - Crumb rubber underlayment, as it may interact with the flooring, chemically.
 - Existing floating flooring or cushion back products of any kind. Soft layers of flooring under RigidLock Plus may compromise the locking integrity and resistance to indentation.
 - Ceramic tile with grout joints exceeding 1/4" in width. Grout joints exceeding 1/4" must be filled with an acceptable patching compound, previously described.
 - Carpet of any kind.
 - Wood adhered to concrete, including sleeper construction subfloors.
 - Underlayment with cushioning properties.
 - RigidLock Plus already features a comfortable IXPE pad and further cushioning may compromise the integrity of the locking mechanism.

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RADIANT HEAT

- Embedded radiant heating elements are acceptable in the subfloor provided they are a minimum of 1/2" from RigidLock Plus in final installation.
- Material covering embedded radiant heating elements should still meet subfloor standards.
- To install RigidLock Plus over radiant heating systems, system should be running and operational for at least 2 weeks prior to installation. 72 hours before installation, system temperature should be reduced to 65°F or cooler. After installation, increase temperature in increments of 5°F per 24 hours period to avoid overheating. Once installed, the floor temperature should never exceed 85°F.

INSTALLATION INSTRUCTIONS

REQUIRED TOOLS

1. Appropriately sized spacers, depending on installation dimensions
2. Tape measure
3. Cutter
4. Rubber hammer
5. Tapping block or trimmed piece of floor
6. Pencil
7. Pry Bar or pull bar
8. Chalk line
9. 3M Scotch-Blue Tape 2080
10. White Wood Glue

INSTALLATION NOTES

1. Always start installation in the left corner of the room. When installing, the tongue side of the pieces should face your starting wall.
2. Ensure your starting piece is no less than one third the size of your total piece.
3. Should you need to disassemble two pieces on the long side, you can lift to the same angle used when assembling the pieces. Failure to disassemble correctly can damage the pieces.
4. Should you need to disassemble two pieces on the short side, first disengage both planks on the long side, before lifting the tongue-side piece to the assembly angle to gently disassemble. Failure to disassemble correctly can damage the pieces.
5. If poly film is required for installation, install the first of poly film before installing the material. Run the poly film up the walls prior to installation and trim after installation is finished, being sure not to impede the expansion space of the product. Do not install more than one of poly film at a time to avoid slip hazard. Seams must be taped for concrete substrates with a minimum 4" overlap.

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Ensure poly film is smooth and flat before laying flooring pieces over it.

6. Use the appropriate amount of expansion space based on the installation dimensions. Under cut door jambs where necessary. Do not under cut metal door jambs without checking local building codes.
7. It is the responsibility of the installer to ensure that all subfloor requirements are met. Refer to the subfloor requirements section of the installation instructions before proceeding.

INSTALLATION STEPS

1. Working from multiple cartons, dry lay several rows of material to ensure desired aesthetic.
2. Measure the room to ensure that the last row will not be smaller than $\frac{1}{2}$ the width of the product, nor the last piece of a row smaller than 8". If so, rip the first row to accommodate the last row and/or cut the first piece to accommodate the last.
3. It is very important the first row is straight. Begin the first row working right to left. Insert appropriately sized spacers around the perimeter of the room allowing for proper expansion space. The tongue should be facing the wall. Insert the next plank to the left and connect the short joint at an angle, ensure a complete connection between the two.
4. Insert the second row by sliding the long joint tongue into the groove of the plank in the first row. Press down until it clicks into the adjacent plank. Be certain to allow a minimum of 8" between end joints on the adjacent plank. The shortest starting or ending plank should not be less than 8" in length. Do not start multiple rows with similarly sized piece to avoid creating an unattractive pattern in the floor.
5. Using a scrap piece of plank, align it to the left side of the second plank and lightly tap the scrap piece with a rubber mallet towards the first plank. Do not tap the face or locking mechanism of the product with the rubber mallet without using a scrap piece.
6. Install the remaining rows in the same manner.
7. Pieces from a previous row as the starter board to reduce waste being certain it is at least 8" in length.
8. The last row may have to be cut (ripped) to properly fit the remaining width from the adjacent plank to the wall spacer. If necessary, complete the tight fit by tapping the board into place with a pull bar.
9. Place the last row of planks to be fit on top of the last row of installed planks. Use a piece of plank as ascribe to trace the contour of the wall. Mark it for a correct fit and cut.
10. After the boards are cut, position the planks, and tighten the fit by using the pull bar.
11. If the last row is under a counter not allowing an angle click of the long joint, shave off the bottom of the groove and apply wood glue, then slip the tongue into the adjacent plank. Wipe clean excess adhesive.
12. Installation under moldings (such as door jambs) may require that the tip lip of the groove on the end be reduced in size.
13. Using a small plane or knife, carefully shave off the ledge of the groove.

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14. After the groove ledge has been trimmed, place the board in place and tighten with a pull bar to test for fit. The installer must be certain the required expansion has been maintained and the flooring is not pinched or tight. If the fit is not correct, re-trim as necessary.
15. Place a bead of wood glue on the bottom lip of the groove.
16. Insert the tongue into the groove and tighten the fit with a pull bar. Hold the board in place with painters' tape (3M Scotch-Blue™ 2080 Tape) until the glue is dry. Do not use masking tape or duct tape as they may damage the floor's finish.

MOLDING INSTALLATION

1. When you have finished installing RigidLock Plus, remove perimeter spacers, if required, and ensure you have maintained the required expansion space in all instances.
2. Eastern Flooring Products™ recommends using stair caps on stairs when possible. Matching stair caps and risers can be purchased from your source for RigidLock Plus.
3. All moldings and trim should be thoroughly inspected and dry fit prior to the installation of RigidLock Plus to ensure proper fit, finish, and match.
4. Do not install transition strips to the pieces of flooring, except when instructed to do so in stairnose installation instructions. Do not nail, staple, or screw moldings through the flooring. Do not pinch the floor with transitions or perimeter molding, such as baseboards or quarter round.

AFTER INSTALLATION

1. All furniture must be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances must be equipped with non-staining large surface floor protectors. Furniture with wheeled castors should only have 2" or wider castors no less than 4" in diameter.
2. Office areas must have a protective mat under chairs or be equipped with non-marking roller blade style wheels. Do not use ball-type castors.
3. Floating floors must not be pinned with fixed cabinetry, heavy equipment, or other heavy items. This includes kitchen cabinets/islands, slate pool tables, safes, or other heavy objects that would keep the floor from floating freely. If you have a question about a given piece of furniture or otherwise heavy object, please contact Eastern Flooring Products™ technical support.
4. Furniture should be moved onto the newly installed floor using an appliance hand truck over hard-board runways.
5. Oil or petroleum-based products can result in surface staining. Do not track asphalt driveway sealer or other oil-based products on the floor.
6. Use walk-off mats at entrances to prevent dirt, grit, and staining substances from damaging the



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floor. Use mats with non-staining backs, as rubber may discolor the floor.

7. Eastern Flooring Products™ does not recommend the use of steam cleaning devices of any sort on RigidLock Plus.

REPORTING A PROBLEM

1. If you think there is something wrong with your floor that is covered by this warranty, immediately contact the company you purchased the floor from within 48 hours of noticing the problem. Subsequent damage to the floor is not covered by the warranty.
2. Do not walk or roll anything over the affected area of the floor until the problem is identified or resolved.
3. If the company you purchased the product from determines there is a warranted issue with the floor, they will contact Eastern Flooring Products™ to file a claim. They are the only party that can file a claim or inquire as to the status of that claim.

WARNING: Existing resilient floor coverings and black asphalt adhesive may contain asbestos. Improper removal procedures could release asbestos fibers into the air. Asbestos fibers, when inhaled, could cause serious bodily harm. Do not sand or dry scrape these materials. If removal of existing floor coverings is necessary, be certain that all precautions are taken and proper procedures are followed. For information regarding proper removal procedures in the U.S.A., please consult the Resilient Floor Covering Institute (966 Hungerford Drive, Suite 12-B, Rockville, MD 20850) for a pamphlet, "Recommended Work Practices for the Removal of Resilient Floor Coverings."