



## STATEMENT OF WARRANTY

### SPC RIGID CORE FLOORING

#### Limited Lifetime Residential & 15yr. Limited Commercial Warranty

- Use of additional pad underlayment will void this warranty in full as it will jeopardize the integrity of the connection system and the overall performance of the floor.
- For concrete moisture: All moisture issues must be mitigated before installation of your new flooring. If no moisture test is done, and there is no visible sign of a moisture problem then 6mil poly must be used or warranty will be void in full.
- Conquest can be installed above, on and/or below grade. Conquest is installed as a floating floor only. Although this floor is waterproof, it is not aimed to be used as a moisture barrier. The subfloor must be dry, concrete moisture vapor emissions should not exceed 8lbs. (ASTM F1869) / 90% RH (ASTM F2170) with a PH limit of 9/max 2.5% moisture content (CM method).

#### General Terms:

This warranty document covers Paradigm Conquest Rigid Core flooring when applied in a residential or light to medium commercial setting. Paradigm Conquest Rigid Core flooring when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

This warranty covers the cost of material (pro-rated) for the period of the warranty stated. The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring. The manufacturer reserves the right to inspect any floor that is deemed by the client to be defective. **Removal of the flooring prior to this inspection voids this product warranty in its entirety.** The manufacturer at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation. Paradigm Conquest Rigid Core flooring products when installed in any commercial setting, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause. Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.

This warranty states that Paradigm Conquest Rigid Core flooring will be free from manufacturing or material defects for the term stated above. Should a problem attributable as a manufacturing defect develop after the flooring is installed, the manufacturer will verify the validity of the manufacturing

defect. Upon determination of a manufacturing defect, the manufacturer will authorize a credit based on the original purchase price of the product to the distributor/dealer, which will be good toward the purchase of a replacement. When a defective product is installed, credit applies only to material, and does not include labor, since it is the responsibility of the purchaser / installer to determine suitability of material prior to installation.

#### Defect Warranty:

The manufacturer warrants that Paradigm Conquest Rigid Core flooring will be free from manufacturing defects for a period of 1 year from the original date of purchase. If such defect occurs, upon verification of the defect by the manufacturer, repair or replacement of the affected area of installed flooring will be authorized by the manufacturer.

#### Wear Warranty:

The manufacturer warrants that the installed product will not wear through to the printed film layer, stain or fade under normal use as follows:

Limited Residential Wear Warranty: Covered for the time of the original purchaser and is non-transferable.

Limited Medium Commercial Wear Warranty: covered for a period stated from the date of purchase.

Wear-through is defined as 100% vinyl or décor layer wear-through that exposes the core material, or that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use, over a minimum of 3% of the total installation. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning. (Gloss reduction or surface scratches are not considered surface wear.)

#### Limited Waterproof Warranty:

Paradigm Conquest Rigid Core flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the term stated. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). The manufacturer's waterproof (moisture) warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the flooring plank is structurally impugned, resulting from exposure to water, the manufacturer may after review, authorize a pro-rated credit based on the terms of this warranty. **All sources of subfloor moisture must be remedied prior to installation.** This warranty is non-transferable from the original point of sale and installation. This Limited Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

The Limited Waterproof Warranty does not cover:

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank.

- Damage resulting from mold & mildew growth due to prolonged exposure to moisture.

- Flooring that is installed outdoors.

#### Limited Pet Proof Warranty:

The manufacturer warrants that your Paradigm Conquest Rigid Core flooring will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as the warranty term stated. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove. Pro-longed removal of effected area may result in slight dis-coloration where area is affected.

The Limited Pet Proof Warranty does not cover:

- Any urine, feces, or vomit stains other than from a pet (domestic cat or dog)

- The manufacturer will supply new material of the same color, design, and grade, if available to original place of purchase; if unavailable or discontinued, the manufacturer reserves the right to select and supply similar materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty. One replacement floor only will be made for the wear out, fading, and staining. Claimants who received settlement may not claim again and no additional replacement floors will be supplied. Alternatively, a refund (or pro-rated credit) of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase:

- The manufacturer will not pay for the loss of time, inconvenience or other incidental expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.

- This warranty does not cover the exclusions indicated on the package.

- The manufacturer reserves the right of final judgment and may refuse claims in certain instances.

- The manufacturer reserves the right to modify or withdraw the warranty at any time.

#### This Limited Warranty does not include the following:

- Installed planks with manufacturing defects. **It is the original purchaser or the installer's responsibility to inspect each plank and install in well light areas. Planks installed are deemed accepted by the purchaser.**

- Products that have not been properly acclimated according to the installation guidelines.

- Improper installation or product not installed according to the installation guidelines and accepted industry practices.

- Use of adhesives for installing Paradigm Conquest Rigid Core flooring.

- Damage caused during installation by use of improper tools, non-rubber mallets or hammers, adhesives, tape, etc.

- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.

- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects of the like.

- Cuts, scratches, gouges and indentations, punctures caused by sharp objects.

- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.

- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires and other disasters.

- Staining or changes in color caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation; fading or staining caused by use of rubber mats.

- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.

- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage from doors.

- Mold and mildew growth caused by excessive moisture in the environment or substrate.

- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 85°F.

- Color variations (due to use of natural components), exposure to UV light and/or sunlight, and age of material.

- Different from samples or printed material in shade, color or embossing. (Color inconsistency between samples, replacement product, or illustrations and actual product is not a manufacturing flaw).

The flooring is not warranted against squeaking, popping, and crackling. Some squeaking, popping, and crackling is possible when installed using floating methods. This warranty does not apply to flooring that has been subjected to abnormal use or conditions, or abused in anyway. Abnormal use or conditions include, but are not limited to: fire or other casualty events, damage by negligence, improper alterations

or the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of the flooring in a residential or commercial environment. Damage to the flooring result of the abuse or abnormal use and conditions will not be covered by the warranty.

**No person, representative, employee, or agent not employed by the manufacturer is authorized to modify or change the warranty statements made in this document. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.**

To file a claim:

Contact your retailer or distributor to obtain the necessary procedure. Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling. If the claim is deemed not a manufacturing defect, you are responsible for all costs and fees associated with the 3<sup>rd</sup> party independent inspection.

#### Installation, Care and Warranty

##### PLEASE READ ALL INSTALLATION INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN THE INSTALLATION. IMPROPER INSTALLATION WILL VOID WARRANTY.

- Always check the product for defects such as chips, color or sheen differences under well-lit conditions. Also check the click channel to confirm that it is clean and free of debris. Always work out of multiple boxes to mix product to achieve proper pattern repeat and color appearance. Color variations between flooring, samples, and replacement material is expected and is not a product defect.
- If the appearance of a board is questionable for either dimensions or appearance, the installer should not install or use this piece.
- The owner and/or installer who is installing the floor is responsible to inspect all the flooring before and during its installation. If the installer believes the flooring is not correct due to color, grade, gloss, or any installation issues, the installer should not install this material. The retailer where the flooring was purchased should be contacted to address the issues. Continuing to install the product the installer visually suspected material, the claim will be denied. Product that is installed is deemed accepted.

NOTE: Conquest can be installed above, on, and/or below grade. Conquest is installed as a floating floor only. Although this floor is waterproof, it is not aimed to be used as a moisture barrier.

Walls, subfloors, and installed floors in buildings and houses move. A minimum of 1/4" gap for expansion is recommended between the installed floor and any adjacent perimeter wall, vertical structure, or solid floor.

#### PREPARATION and INSTALLATION

##### JOBSITE PREPARATION BEFORE INSTALLATION

The responsibility for proper sub-floor preparation before flooring installation lies with the owner, installer or contractor. Every plank must be inspected prior to installation for color variation, finish condition, sheen variation, and quality. This inspection should be conducted in the area of installation under well-light conditions or with proper lighting available. Any boards that are not acceptable should not be installed. Contact your dealer immediately to understand how to proceed with replacement material. The manufacturer is not responsible for the installation of flooring with obvious visual defects.

Crawl spaces - For the protection of the home, when installing a moisture barrier in a crawl space, minimum crawl spaces of 18" are required from the ground to the underside of the joists. A vapor barrier of 6 mil thick polyethylene film with 6" sealed lap joints should be used. Moisture resistant tape should be used as the vapor barrier sealant at the lap joints. Venting for the crawl space should be at least 1.5% of the crawl space square footage. Vents should be located for cross-ventilation of the crawl space. Local regulations should always prevail.

Before floor installation, the room conditions in the installation area (temperature and moisture) should be at normal year-round conditions for at least one week prior to, during, and after flooring installation. Acclimation is not required before installation unless the product has been stored at high temperatures just prior to installation. Recommended installation room conditions are temperatures between 45°F to 95°F. Never install SPC below 45°F or above 95°F. Normal room temperatures are used at temperatures between 65°F and 85°F.

Asphaltic "cut-back" adhesives can stain Conquest. These must be 100% removed, encapsulated, or covered with plywood underlayment. Some previously manufactured cutback adhesives contained asbestos fibers, which are not readily identifiable. Do not use power removal devices, which can create dust. The use of solvent-based adhesive removers is never recommended. NOTE: If d-limonene (citrus based) cleaners/removers are used (Orange All), subfloor must be thoroughly rinsed. If complete removal of old adhesives or covering them with plywood is not possible, the use of a Portland Based Leveling or Patching Compound is acceptable. Please follow the manufacturer's instructions carefully.

For "Recommended Work Practices for the Removal of Resilient Floor Coverings" write to the Resilient Floor Covering Institute, 966 Hungerford Dr., Suite12-B, Rockville, MD 20850.

##### SUBFLOOR REQUIREMENTS

All subfloors must be dry, structurally sound to support the floor and to protect the home from moisture, free of debris and foreign matter, and flat to 3/16" in a 10-foot radius or 1/8" in a 6-foot radius.

For concrete subfloors, the subfloor should be firm, flat, dry, and clean. This includes both old and new concrete floors. New concrete slabs must be cured in well-ventilated conditions for at least 60 days minimum before installing the floor. Concrete should have a minimum-6mil poly film moisture barrier beneath the slab between the concrete and ground. Maximum moisture level per ASTM F1869 Calcium Chloride test method is 8lbs. per 1000 cf in 24 hours. The maximum level of relative humidity per ASTM 2170 test method is 90%. Electronic meter testing is not acceptable as a replacement for the use of these two tests. The pH of the concrete slab should be determined using ASTM F710. The pH test results should measure between 7-10.

These moisture and alkali levels must be met before it is acceptable to install the flooring. It is the responsibility of the flooring installer to meet these requirements. The manufacturer does not accept claims related to damage or failure of the floor caused by excessive moisture, alkali and/or hydrostatic pressure. Do not install the new flooring over a concrete sub-floor with high moisture, alkali or hydrostatic pressure conditions if it has not been mitigated or re-mediated. If moisture mitigation or remediation are required, the use of a 6 mil poly film is required under the flooring.

For plywood, OSB, and particleboard sub-floors to be acceptable for flooring installation, they must be dry and properly secured to accept a top floor. The sub-floor must be secured every 6" along joists with nails or screws to avoid deflection or excessive vertical movement of the sub-floor. Sub-floor deflection may cause squeaking or popping sounds in both the sub-floor and the installed floor. The warranties do not cover any flooring issues caused by inadequate substructures. The sub-floor must be level and flat per the specification and tolerance stated. High spots must be ground down and low spots must be filled with an approved floor leveling compound.

NOTE : Conquest is not approved for installation over any type of carpet, any type of floating floor, or over below grade VCT (vinyl composition tile). All sub-floors that are not concrete must be firmly bonded.

Tiles including porcelain, ceramic, resilient, and sheet vinyl must be well bonded to the sub-floor, grout lines filled level and flat, and must be clean. Existing vinyl floors should not be sanded as they may contain asbestos.

##### INSTALLATION TOOLS

Safety Glasses  
Broom/Vacuum  
Tapping block  
10ft straight edge  
1/4" spacers  
Pull bar  
Saw  
Utility knife  
Pencil  
Tape measure  
Ruler  
Chalk string

##### ACCEPTABLE SUBFLOOR TYPES

CDX Underlayment Grade Plywood (minimum of 5/8" thickness)  
Underlayment Grade Particleboard (only for floating installation)  
OSB (minimum 3/4", 23/32" thickness)  
Concrete slab  
Ceramic Tile - one layer well Bonded  
Resilient Tile - one layer well bonded (Not Below Grade)  
Sheet Vinyl - one layer well bonded

##### DO NOT INSTALL OVER

- VCT installed on or below grade concrete
- Existing cushion-backed vinyl flooring
- Carpet
- Rooms with sloping floors or floor drains
- Wood underlayment's, parquet or hardwood flooring that has been installed directly over concrete.
- Do not install over any floating floor.

##### BASIC INSTALLATION NOTES

All trades must finish, and the installation area must be cleared and cleaned of debris that can damage the product before installing the flooring. While Conquest is dimensionally stable, buildings, walls, and existing hardwood and laminate floors will expand and contract. Because of this, we recommend for all installations that an expansion gap of at least 1/4" be left for expansion between Conquest and any vertical surface, an adjacent perimeter wall or solid floor (laminated, tile or hardwood).

As stated earlier, always work out of multiple boxes to mix products to achieve proper pattern repeat and color mix for the look of natural wood. A minimum of 3 boxes of products is recommended. Inspect each plank in good light for visual defects. If the product shows visual faults or damage, do not install them. It is the responsibility of the installer to ensure that the appearance of the finished floor meets the consumer's expectations.

Conquest is for indoor use only. A job will not be warranted when installed in locations or conditions not recommended for this product.

##### IMPORTANT INFORMATION FOR INSTALLATION

- This locking system is designed to be installed utilizing the floating method.
- Always use the proper expansion space. Undercut all door jambs
- Never fasten moldings or transition strips to the planks
- When the product is stored at the installation site, it should be stored in the room where it will be installed
- **Conquest has underlayment pad pre-attached to each plank. Use of additional underlayment pad is strictly prohibited and will void the warranty in full.**

A. Before installing the floor, confirm that the room and walls are straight and square. Where possible, use an outside wall to start your installation. Measure 1/4" from each end of the starting wall and snap a chalk line to leave a straight starting line on the subfloor. The 1/4" spacing will confirm the expansion space required for the installed floor. It also shows whether the wall is straight or bowed. The chalk line is to be used as the guide for installation. If the wall is not straight, follow the chalk line for the first-row plank installation to take this into account.



- B. Remove the tongue on the side of the panels that face the wall. This will ensure that the decorative surface of the Conquest floor is well under the finished trim when installed. Use a utility knife to score through the tongue several times until it easily snaps off. Start in a room corner by placing the first panel with its trimmed side facing the wall. Leave expansion space along each wall to maintain a gap of 6mm (1/4") between the wall and the flooring.
- C. Door frames and heating vents also require expansion room. First cut the panel to the correct length. Then place the cut panel 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 for necessary expansion distance on each side.
- D. Door frames can be trimmed by turning a panel upside down and using a handsaw to cut away the necessary height so that panels slide easily under the frames.

Where the use of a caulk is needed, we recommend a 100% silicone caulk and do not approve the use of acrylic caulks. High quality silicone caulks remain flexible and will allow the installed floor to continue to float and move with temperature changes whereas acrylic caulks will harden over time and stop this from occurring.

**Conquest includes an attached underlayment pad. The click side and end joints are designed to work with this specific pad. The manufacturer does not warrant the product with a different or additional pad being installed under it.**

#### REPAIRS

Conquest is durable; however, planks can be damaged. If the damaged plank is near the perimeter of the room, the best technique to fix it is to carefully unlock the planks until the damaged plank is removed. Replace the damaged plank and reassemble the flooring. If the damaged plank is in the center of the room, then the following procedure should be followed:

1. Use 3M Blue Tape around the perimeter of the damaged plank to be replaced to protect the surrounding planks from damage.
2. Using a utility knife, make a cut completely through the center of the damaged plank the length of the plank.
3. Carefully remove the cut pieces of the damaged flooring and clean and vacuum the exposed area.
4. Use a utility knife to remove the tongue from the long and short side of the replacement plank.
5. Remove 1.5 inches of the groove on the long side of the plank from the tongue end using a utility knife.
6. Apply a small bead of an Ethyl Cyanoacrylate adhesive super glue to the groove of the planks in the floor.
7. Insert the replacement plank into the exposed area locking the long-grooved side into the existing floor. The tongue end of the replacement plank will overlap the existing floor until the plank is completely inserted.
8. Use a scrap piece of the flooring as a tapping block to lightly tap the groove end into place. Use a utility blade to adjust the opposite end as you tap the end joint together.
9. Weight the plank down until the super glue is completely set.

#### FINISHING MOLDING



Reducer molding is used to finish flooring when the adjoining surface is lower than the Conquest flooring or when the flooring meets carpet. Position the U track 7mm leaving expansion gap of at least 1/4" from each edge of the. Screw, nail or glue down the track directly to the sub-floor and then insert the reducing strip into the track.

T-molding is used to finish flooring and add expansion when two level surfaces meet in doorways. Install the same as above. Most Residential Installations do not require the use of T Moldings.

Residential and/or Commercial installations are recommended to install T-moldings in every doorway if the maximum room run size is equal to or greater than 100 linear feet in either direction. Minimum of 1/2" of perimeter expansion space is recommended for large commercial rooms.

Landing molding is used to finish flooring on landings or stair edges. Moldings need to be glued and screwed down to the sub-floor for safety and stability. Color fill should be used to cover counter-sunk screws.

To finish the perimeter of the room, install quarter round molding using finishing nails. Quarter round molding is nailed directly into the baseboard, DO NOT nail to Conquest. Do not squeeze quarter round against Conquest. Quarter round should lay flat on top of Conquest with pressure against wall not floor.

#### RADIANT HEATED FLOORS

Floating floors can be installed over certain types of radiant heated floors. If glue down is an option, then follow the manufacturer's installation instructions when full spreading our flooring with an approved glue.

#### WHEN INSTALLING OVER A RADIANT HEATED FLOOR:

1. A newly installed radiant heated floor must be operational for at least four (4) weeks prior to the installation with the temperature set between 55 to 85 degrees F to ensure that the subfloor has been dried.
2. Existing radiant heated floors should be set to a minimum temperature of 65°F (18.3°C) degrees for a minimum of 4 days before, during and 48 hours after the completion of the installation. This will ensure that the flooring will acclimate properly before the installation begins. Upon completion of the installation, gradually increase temperature in increments of 5° F per hour until desired temperature is achieved. Never exceed 85 degrees.
3. Wood subfloors should never exceed 10% moisture content as measured by a calibrated wood moisture meter.
4. Concrete subfloors must be dry using the tests referenced above.
5. Ground floors using the radiant heating system should have a proper moisture barrier beneath it.
6. The recommended range of relative humidity is 35%-55% and the room temperature should be between 55°-85°F for the delivery of the flooring, acclimation, and installation.
7. Keeping the temperature of the room constant will keep a stable environment for the flooring as well as the home. The flooring must acclimate at the stated temperature range for at least 48 hours prior to installation in the room to be installed.
8. The floor surface temperature must always stay below 85°F.
9. At no time should the relative humidity in the room with the installed flooring fall below 30% during the life of the product.

**Electric Radiant Floors** consist of electric cables (or) mats of electrically conductive materials mounted on the subfloor below the floor covering. We recommend that the heating elements be separated from the flooring by a distance of at least 1/2 inch. Maximum operating subfloor temperature should never exceed 85°F. Subfloor levers used to install electrical radiant floors should have a minimum of 3000 psi compressive strength. **Follow the electric radiant floor manufacturer's installation instructions.**

#### SUN ROOMS

Sunrooms or areas that may be isolated from the main living area of the home are recommended areas of use for Conquest if they are limited to 500 sf maximum.

If there will be no heat in the wintertime and you wish to use the area, you must bring the room to normal room temperature (65°-75° F) before walking on the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause plank expansion or delamination.

During installation, please leave 1/4" expansion at all walls and any vertical surface in this room.

#### CABINETS

Cabinets may be installed on top of Conquest if they are wall mounted and not pinched to Conquest.

Center Islands may be installed on top of Conquest only if they are free standing.

If cabinets or center Islands are being fastened to the floor a 1/2" expansion hole must be used where the bolts enter through Conquest into the sub-floor.

#### POOL TABLES

Pool tables in a residential environment may be installed on Conquest. The substrate must be flat with no abrupt high or low spots. In a residence, there is a limit of one pool table per room.

#### CARE AND MAINTENANCE

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet to avoid scratching the floor.

Heavy appliances or furniture should sit on non-staining large surface flooring protectors.

When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor. Castor wheels should be equipped with wide, rubber castors.

Protective mats should be non-staining as rubber mats may discolor the floor.

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches.

Do not use hard bottomed electric brooms without padding as they can scratch the floor.

If pet urine contacts the floor, it should be cleaned as quickly as possible. If the floor is not cleaned and the urine removed, it may dull the finish.

Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products like "mop and shine" types on the floor.

Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others.

#### STEAM CLEANERS

The manufacturer does not recommend the use of any type of steam cleaner on Conquest. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesives used in the manufacturing of this product. Also, in instances where no glue is used, both peaked and swelled plank edges can occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by the manufacturer.

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#### FINISHING THE INSTALLATION:

- Replace molding or wall base, allowing slight clearance between the molding and the planks. Nail the molding to the wall surface, not through the flooring. At doorways and at other areas where the flooring planks may meet other flooring surfaces, it is preferable to use a "T" molding, or similar, to cover the exposed edge but not pinch the planks. Leave a small gap between the planks and the adjoining surface.

#### MAINTENANCE:

- Sweep or vacuum daily using soft bristle attachments.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed and use cleaners recommended for vinyl flooring.
- The use of residential steam mops on this product is allowed. Use at the lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 5 minutes). Refer to the steam mop's manufacturer instructions for proper usage.
- Use proper floor protection devices such as felt protectors under furniture.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Do not use abrasive cleaners, bleach, or wax to maintain the floor.
- Do not drag or slide heavy objects across the floor.

For more information visit us at [www.paradigmflooring.net](http://www.paradigmflooring.net)

## 5G Installation instructions for SPC & WPC



#### Important information

- The flooring must be acclimated a minimum of 24 to 48 hours prior to installation in the room where the installation will take place
- The distance to walls and other permanent pieces of construction elements (such as pillars and kitchen islands) should be approximately 6mm (1/4")
- Never install very heavy pieces of furniture such as kitchen islands/cabinets on top of the flooring
- The indoor climate should have a temperature between 15-23 °C, 60-75° F and relative air humidity between 30-60%
- Always follow the floor manufacturers requirements and specifications regarding subfloor preparation.

#### General installation instructions

- 1 First plank, first row**  
Place a spacer with predicted thickness to the left and position the panel against the wall. Later, after 3 rows, you can easily position the flooring against the front wall with predicted spacers.
- 2 Second plank, first row**  
Place this panel gently close to the short end of the first one.
- 3**  
When folding down it is important to start from the corner closest to the previous row, folding down towards the center, and continue towards the opposite long side. During the fold down, make sure the panels are close to each other.
- 4**  
Afterwards press slightly along the short end just installed.
- 5**  
At the end of the first row, put a spacer to the wall and measure the length of the last plank to fit.
- 6 Second row**  
First plank min length 400 mm. Put a spacer against the left wall.
- 7**  
Staggered joint distance i.e. minimum distance between short ends of panels in parallel rows shall not be less than the given length.
- 8 Second plank second row**  
Place the panel gently and close to the short end of the previous panel and fold it down in a single action movement.
- 9**  
After 2-3 rows adjust the distance to the front wall by placing spacers.
- 10 Last row (and perhaps also first row).**  
Minimum width 50 mm. Place a spacer to the wall before measuring. Make a simple drawing tool (piece of wood with a hole) and mark the panel along the wall. Cut the panels lengthwise including the flexible tongues.

#### Installation around radiator/heating pipes

- 1**  
Drill holes two times larger than the diameter of the pipes. Remove a piece of the panel with a utility knife. Put the panel on one side of the pipes and the removed piece on the other side.

#### When angling is not possible

- 1**  
Remove the vertical locking part of the strip with a chisel, put applicable glue on the strip and push the planks horizontally together. Place some spacers between last board and the wall.

#### Dismantling panels

- 1**  
Separate the whole row by carefully lifting up and release the whole row. Fold up the row and release the whole long side.
- 2**  
Disassemble the panels by sliding the short ends horizontally. Never fold up a panel, as this damage the profile.



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## INSTALLATION TIPS

**STOP**  
You must read this before proceeding

**High Spots**  
Level  
Hump (high spot)  
Must flatten & smooth over

**Low Spots**  
Level  
Deflection (low spot)  
Must fill & smooth over

(NOTE: Subfloor must be level within 3/16" over a 10' radius. Images are exaggerated for instructional purposes.)

✓ The subfloor must be clean, flat and level. All high spots must be sanded or ground smooth. All low spots, cracks and depressions must be filled. Subfloors that have high spots and low spots is the most common cause for failure of the floor. Any subfloor that is not flat and/or level will cause the joints on the planks to separate and break over time. (NOTE: YOUR FLOOR MUST BE LEVEL WITHIN 3/16" OVER A 10' RADIUS.)

- |   |   |
|---|---|
| <p><b>DO</b></p> <ul style="list-style-type: none"> <li>✓ Leave an expansion gap of 1/4" around the perimeter of the room and any other fixed objects. Your flooring will expand and contract with temperature changes within the home as well as direct sunlight. Failure to do this will cause the floor to buckle and the click system will break</li> <li>✓ Work from 3-4 cartons at a time when installing the floor. It will ensure a more natural appearance in the floor.</li> <li>✓ Use chair protectors, mats and rugs to help prevent scratching.</li> <li>✓ Be sure the sub floor is flat and stable, repair if not before installing the floor.</li> </ul> | <p><b>DON'T</b></p> <ul style="list-style-type: none"> <li>✗ Install your flooring over subfloors with non-embedded electrical radiant heat.</li> <li>✗ Nail mouldings directly to floor. Mouldings that are too tight to the floor may hinder movement.</li> <li>✗ Install outdoors or over carpet or carpet padding</li> <li>✗ Use of additional underlayment pad.</li> </ul> |
|---|---|

## CONCRETE MOISTURE

All moisture issues must be mitigated before installation of your new flooring. If no moisture test is done, and there is NO visible sign of a moisture problem then 6mil poly must be used.

**IMPORTANT:**  
If installing over Tile:  
• Make sure to fill up grouts wider than 1/4" with a leveling compound. If the click overlaps with a grout line it may compromise the integrity of the click system.

If installing over Wood:  
• Be sure the wood floor is flat and stable, repair any loose or squeaking planks before installing the new floor.

This floor if maintained properly, will last for years. If not protected properly, as with other floor coverings such as hardwood and laminate, it will scratch. Scratches may be caused by pets, furniture, rocks from shoes, and many other abrasive items.



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