



INSTALLATION INSTRUCTIONS

RIGID VINYL PLANK + IXPE ATTACHED PAD

Courtier | Polaris



Attention

Before starting installation, read all instructions thoroughly. Should any questions arise, please contact your local Hallmark Floors dealer. Instructions are available at www.hallmarkfloors.com. Instructions are also available via cell phone using QR code found on pre-installation check sheet found in the box. All installation instructions must be followed for warranties to be considered valid. Pre-inspect the job site prior to delivery of the floor to ensure the structure is suitable for Ridged Core luxury vinyl flooring installation using the following guidelines.

Product intended for indoor use only. Not suitable for outdoor application.

Owner/Installer Responsibility

1. Inspect all materials carefully prior to installation. Warranties do not cover materials with visible defects once they are installed. Installation constitutes acceptance.

2. Inspect the luxury vinyl flooring in well lighted conditions to ensure proper identification of any potential problems. Carefully inspect the flooring for damage, color, finish, and quality. If the flooring is not acceptable, contact Hallmark Floors' distributor and arrange shipment of replacement material. Defective product will be replaced. Material that is subjectively viewed as unacceptable but falls within Hallmark Floors' quality control norms will not be replaced.

3. Prior to installation of any flooring, the installer must ensure the job site and sub floor conditions meet the requirements specified in these instructions.

4. Luxury vinyl flooring installation should be one of the last items completed on the construction project. Limit foot traffic on the finished luxury vinyl plank/tile during installation and construction process.

IF THE FLOORING AS SUPPLIED WILL NOT SATISFY THE CUSTOMER IN FULL, DO NOT PROCEED TO INSTALL. The decision not to proceed must be made within the first 10% or 100 square feet of flooring boxes opened, whichever is less. Open boxes exceeding this amount will not be eligible for return. Installation constitutes acceptance. Any product installed with visible defects will not be eligible for replacement.

General Guidelines

1. Weather Tight: Doors and Windows must be in place and the building sealed prior to installation



2. Moisture: While the product is water proof*, the building is not. Hallmark Floors Rigid Vinyl Plank is not a vapor barrier and will not prevent moisture from entering or damaging the structure or prevent

mold. Care should be used to investigate, and eliminate all sources of moisture intrusion or vapor emission prior to installation.

NOTE: Moisture under the floor can become trapped, and the evaporation/temperature variable process can distort the floor, as well as posing environmental hazards from mold and mildew. Hallmark Floors, does not warrant against damage, caused by hydrostatic pressure, from the subfloor, flooding, structural leaks,(such as roof, window, plumbing, etc.) or mechanical failures like appliance or heating and cooling system leaks. 99.6% - Comparable to standard for porcelain tile.

3. Secondary Vapor Barrier (recommended); For extra protection use six to eight mill poly sheeting on concrete slabs. Overlap seams twelve inches and tape seams with water proof duct tape

4. Climate Control: Structure must have working climate control operating for 48 hours prior to installation.

5. Acclimation: Structure must be at 55 to 85° F and 20 to 60% RH. If storage and delivery conditions are at this range for 12 hours prior to delivery, no acclimation time is required. If outside of these conditions allow 24 hours acclimation time in the listed conditions.

6. Grade: Approved for installation above, on, and below grade.

Install Flooring Last

Rigid vinyl plank should be the last trade in the house (before base boards are installed). All concrete, masonry, plastering/drywall, texturing, and painting primer coats are completed. Do not install in direct sunlight.

Covering the floor while wet trades are in the house is not recommended. Moisture can pull into the paper or be trapped under the surface of materials used to cover the floor. Paper coverings also allow dents and scratching to occur. Coverings held in place for more than 24 hours by blue tape can damage the floor. The adhesive in tapes contain Phthalates / plasticizers that have the ability to penetrate floor finishes and bond with the finish at the molecular

level presenting a risk of pulling/damaging the finish when the tape is removed.

Hallmark Floors requires that built-in cabinets and built-in furniture be installed before installation of the floor.

Exterior Checks

Does exterior slope away from foundation at a rate of 6" drop in 10' for soft landscaped areas and 3" drop in 10' for hard-paved areas?

NOTE: Proper drainage away from the structure is absolutely critical to ensure weather-tight conditions and crucial to proper luxury vinyl flooring performance. If structure is near a hill, the lot should be graded with a swale to move moisture off the lot and prevent it from coming in contact with the foundation.

ON GRADE SLAB

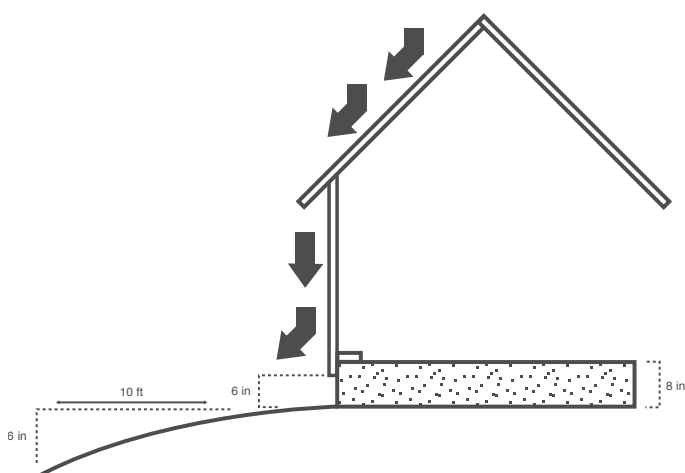
- Is exterior soil elevation 6" below edge of flashing?
- Is exterior hardscape 2" or more below interior surface of slab?

CRAWL SPACE

- Does the structure have roof guttering?
- Is exterior soil line the same as the interior soil level?

BASEMENT

- Does the structure have roof guttering?
- Are basement walls water tight?



1. Acceptable Substrate Types:

- Concrete – Above, On, Below Grade.
- Gypcrete / Light Weight Concrete.
- Wood – Over Crawl space, Basement, and Above Grade.

- OSB.
- Sheet Vinyl (clean, one layer, well adhered) no cushioned or perimeter glued. Fill deep embossing with suitable feather fill.
- VCT (clean, one layer, well adhered).
- CDX Underlayment Grade Plywood (over existing wood subfloor).
- Existing Wood Floor (on wood subfloor glued or nailed).
- Ceramic Porcelain and Natural Stone tiles must be smooth, even and well bonded with a grout line depth of less than 1/16". If grout line exceeds allowable depth fill with Portland based patching material to manufacturers specifications.

2. Unacceptable Substrates:

- Solid or Engineered Wood Flooring on Concrete.
- Other floating floors (wood, vinyl, laminate).
- Existing resilient floors installed below grade.
- Existing resilient floors, perimeter glued
- Sleeper Substrate Systems - *Product thickness not compatible with this type of installation.*
- Cushion Back Vinyl
- Rubber tiles
- Carpet/Carpet Pad
- Lumber Subfloor

When the building contains a lumber subfloor, or subfloor sag or excessive travel require sheeting the following specifications must be followed.

The minimum second layer should consist of nominal ½" (15/32", 11.9mm) CD exposure 1 plywood sub floor panels, 4' x 8' sheets, depending on how much correction of deflection between joists is necessary. A thicker layer may be required to offset joist spacing.

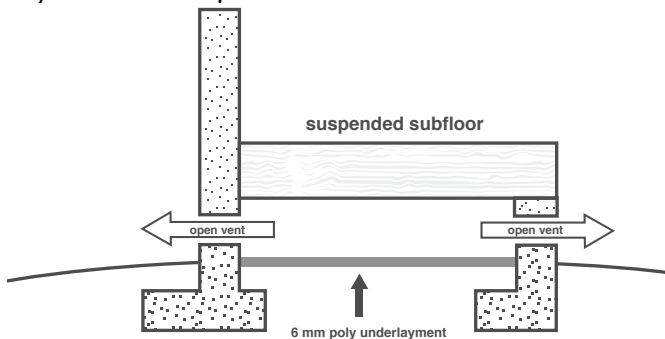
The top layer of plywood should be offset by 2' from joints in first layer of sub floor, and installed in the opposite direction to the bottom sub floor panels. Glue top and bottom layer together with construction adhesive (specified as suitable for this use) and screwing in to the truss/ joist system every twelve inches. Additionally, nail (ring shank) or staple layers together on a minimum 12" grid pattern.

3. Subfloor Preparation Wood:

- Flat to a tolerance of 3/16" in a 10' radius, 1/8" in a 6' radius
- Sand high edges/rough spots sheet with min ¼" plywood
- Install planks lengthwise across subfloor joists
- Subfloor clearance of ground – minimum 18"
- Sleeper systems not approved for use

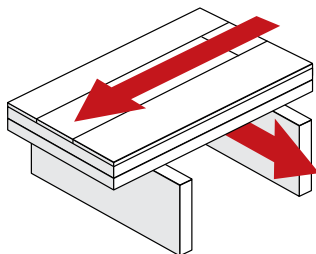
- Subfloor firm, (max deflection between joists 1/16").
- Moisture content of wood subfloor should not exceed 12%
- Any adhesive residue remaining on the surface should be mechanically removed. Any trace amounts left should be sealed in place using Hallmark 2 Epoxy sealer. Do not use chemical strippers or solvents as they can leave a residue.

NOTE: Crawl space earth (or thin concrete slab in crawl space) should be covered 100% by a vapor retarder of black polyethylene (minimum 6 mil) or any recommended puncture resistant membrane, such as Class C meeting ASTM D1745. Check local codes for any additional requirements.



Size of available vents should equal to 1.5% of the square footage within the crawl space. Relative humidity should be consistent with interior of home. Moisture content of sub floor should not vary more than a 4% MC from the top of the sub floor to the bottom.

Wood Subfloor Sag & Subfloor Deflection: When sagging or subfloor deflection of 1/16" or more exists between joists, the floor should be sheeted with a 3/8" to 1/2" CD or better grade plywood to make the subfloor more firm. Use same process as sheeting lumber subfloor.



4. Subfloor Preparation Concrete:

- Flat to a tolerance of 3/16" in a 10' radius, 1/8" in a 6' radius.
- Smooth, Dry, free from dust, solvent, paint, debris
- Free of flaking, powder, drywall contamination, wax, grease Radiant Heat maximum surface

temp 80° F All dips, holes, joints and depressions must be filled (Portland based material)

- Concrete must be a minimum of 6 weeks old, and fully cured
- CDX Underlayment Grade Plywood (over existing wood subfloor)
- Existing Wood Floor (on wood subfloor glued or nailed).
- Ceramic Tile to flat specifications / feather fill) Portland based)
- Underlayment grade particle board (sound, flat, well secured to wood subfloor) – NOTE: See Subfloor Guidelines #1)
- Concrete moisture emissions should not exceed 5lbs. per 24hrs per 1,000 sq. ft. on a calcium chloride test.
- Any adhesive residue remaining on the surface should be mechanically removed. Any trace amounts left should be sealed in place using Hallmark 2 Epoxy sealer. Do not use chemical strippers or solvents as they can leave a residue.
- **Glue Down installation - Hallmark Floors Rigid Vinyl Plank is not suitable/approved for glue down.**
- **Stair Treads - Hallmark Floors Rigid Vinyl is approved for glue down on stairs, to create stair tread. Flush bull nose is available.**

Rigid Core Radiant Heat

All Radiant Heat systems must have failsafe capability to ensure surface temperatures do not exceed 80°F.

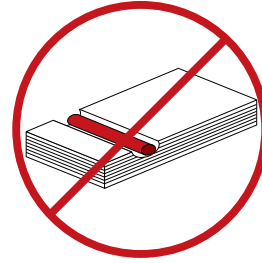
Lightweight Concrete/Gypcrete

1. The heating system tubes must be 1 1/2" below the surface layer of the concrete slab/thermal mass.
2. 2-3 weeks prior to the installation the thermostat must be set at 70° F, then at 85°F for 3 days. The home should be aired out briefly every day to allow the excess humidity from the thermal mass to exhaust out of the structure.
3. The lightweight concrete moisture content must not exceed 1.5% as measured with a Tramax Moisture Encounter meter prior to installation. Use of Hallmark1 (in conjunction with Hallmark 3 adhesive) when applied, per instructions, will enable the floor to be glued down to gypcrete.

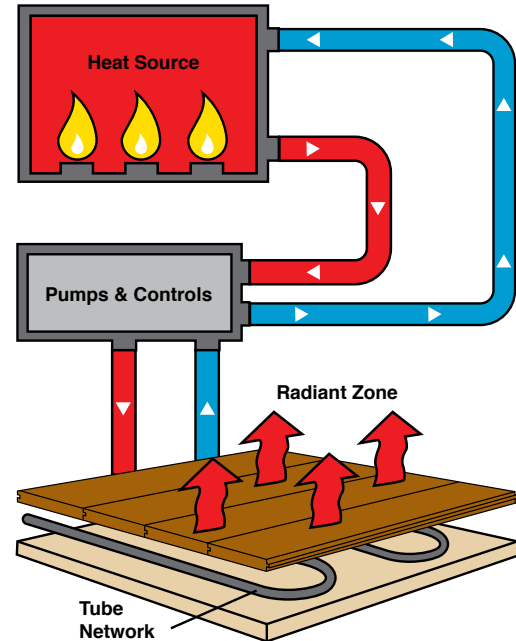
Wood Sub floor Systems With Aluminum Transfer Components

1. **ALUMINUM HANGERS:** Aluminum hangers must be .03125"/0.79mm to .0625"/1.58mm thick and have a minimum of ¾" sub floor. Hangers must reach joist to joist 16" to 19.2" on center, and have no gaps between sides and ends of aluminum hangers. A good system also contains insulation to prevent thermal loss and ensure even heating.
2. **DECKING OVER SLEEPERS:** Decking must be a minimum of ¾" thick with a minimum ¾" sub floor with an aluminum transfer sheet of .03125"/0.79mm to .0625"/1.58mm in thickness and attached to the bottom of the decking material. Sleepers should be 18" on center. In-floor heating systems must be water-based, low temperature, and must be designed to prevent surface temperature of the floor from exceeding 80° F. All glue down applications on wood sub floor assemblies must be sheeted with at least 6mm Baltic Birch plywood and prepped as described in these instructions.
3. **ELECTRIC RADIANT HEAT:** No electric radiant heat systems are approved for use with Hallmark Floors Rigid Vinyl Plank Flooring!!!
4. **PASSIVE RADIANT HEAT SYSTEMS:** Passive radiant heat systems are not suitable for use with Hallmark Floors luxury vinyl flooring. Any approved radiant system must be combined with the ability to move the air in the room for proper heat distribution and to prevent excessive heat at floor level. Humidity controls must be in place to maintain relative humidity within a 30 to 55% RH range. *NOTE: Turn on Radiant Heat System 2-3 weeks prior to the installation the thermostat must be set at 70° F, then at 85°F for 3 days. The home should be aired out briefly every day to allow the excess humidity from the thermal mass to exhaust out of the structure. The lightweight concrete moisture content must not exceed 1.5% as measured with a Tramox Moisture Encounter meter prior to installation.*
5. **SURFACE CHANELED RADIANT HEAT SUBFLOOR:** Surface-channeled radiant boards, are not acceptable for use under Hallmark Floors premium vinyl flooring. A minimum of ¾" must be maintained between

the vinyl floor and the water tubing. This is not possible with these types of systems. This applies to systems with or without an aluminum transfer sheet. Sub floor level tolerances listed previously, also apply to radiant heated subfloors.



NOTE: Area rugs placed over radiant heat slab will create heat retention in the floor. This may result in that area exceeding optimum temperature, and causing slightly larger gaps and minor distortions to the floor under the rugs.



NOTE: Diagram is to explain general principles of radiant heat.

Installation

- After conducting all pre-installation checks proceed with installation.
- Prior to installation of plank measure the width and length of the room. Divide size of room by the width of the plank to determine the number of rows. First row may have to be trimmed to avoid the row at the opposite side being significantly narrower than the starting row.
- Hallmark Floors Rigid Vinyl Plank should be installed at the same time as carpet and after the following: finishing walls, cabinet installation, appliance installation, tile & counter top installation.
- Standard refrigerators and kitchen oven/range are acceptable for placement on top of the luxury vinyl floor. Use caution when moving appliances by using a proper furniture dolly, air sled, 1/8" Masonite with glossy side down, or plastic glides designed for movement of heavy appliances. Failure to follow these precautions can damage the floor.

ACCLIMATION

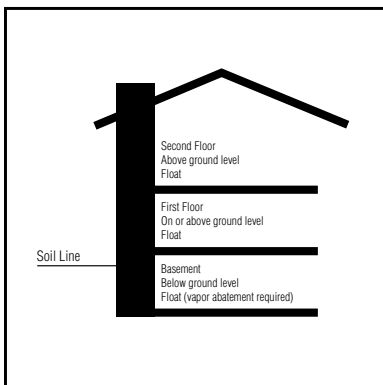
Acclimation is not always needed prior to installation of Hallmark Floors, Rigid Plank. However, installation conditions need to be within 55° & 85° F.

These conditions should be in place 48 hours prior to, during the duration of the installation and 48 hours after the installation is completed.

If the material comes from conditions outside of this temperature range the material should be conditioned on site until the temperature of the product matches the indoor temperature. This can take 12 to 24 hours.

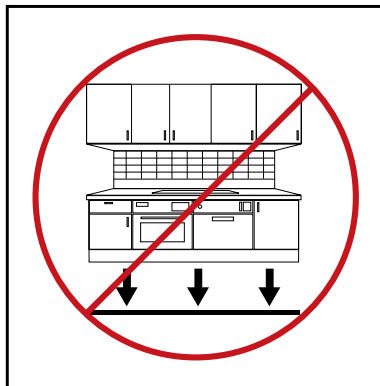
Radiant heat installations: Require a minimum subfloor temperature of 65° F. These conditions should be in place 24 hours prior to, during the duration of the installation and 48 hours after the installation is completed.

Three Seasons Rooms: Conditions should be 55° & 85° F 48 hours prior to, during the duration of the installation and 48 hours after the installation is completed.



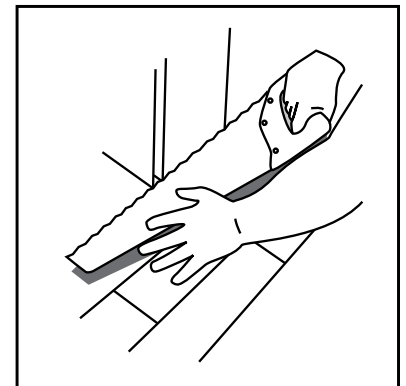
1. Select Installation Type

- Above Grade
- Wood Subfloor with crawl space/ basement
- On Grade Slab
- Below Grade basement



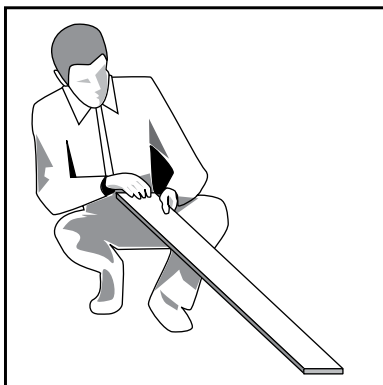
2. Cabinets

Installation of built in cabinets inhibits the ability for the floor to expand and contract. Perimeter gluing is also not recommended for the same reason.



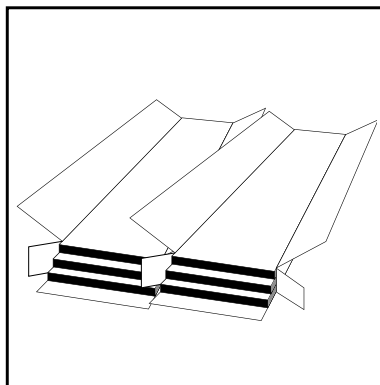
2. Undercut All Door Jambs/Moldings

Remove all shoe and base molding to ensure adequate expansion space. Use scrap piece of flooring to establish height of cut.



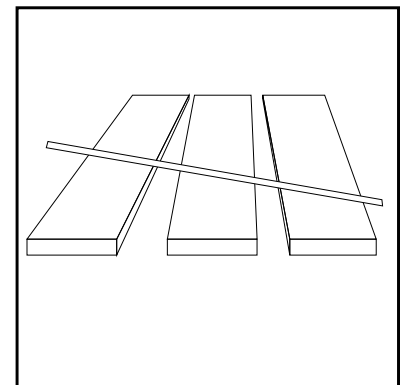
4. Visual Inspection of Planks

Inspect planks/tiles for any defects prior to installation. Verify that homeowner has seen product and approves proceeding with installation of the floor



5. Open Multiple Boxes

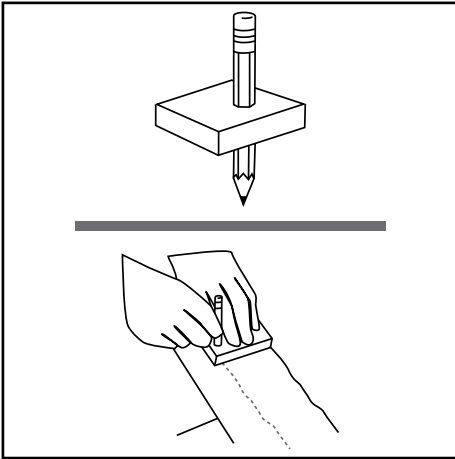
Always work from multiple boxes simultaneously and blend the planks throughout the installation. This is especially important in the event of multiple production dates.



6. Blend Planks to Moldings

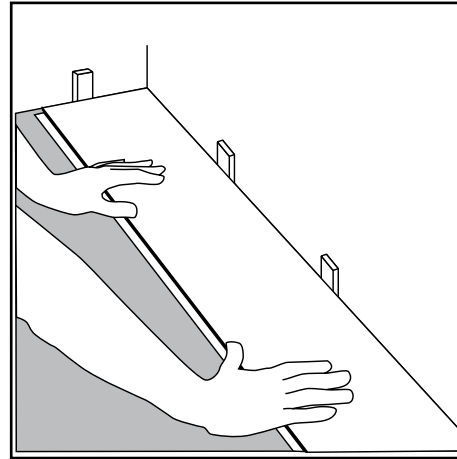
Before you get started, open multiple boxes and check how the planks/tiles blend with the moldings. At beginning of installation, set aside those planks that best blend to the transition moldings on job.

Installation



7. Irregular & Out-of-Square Walls

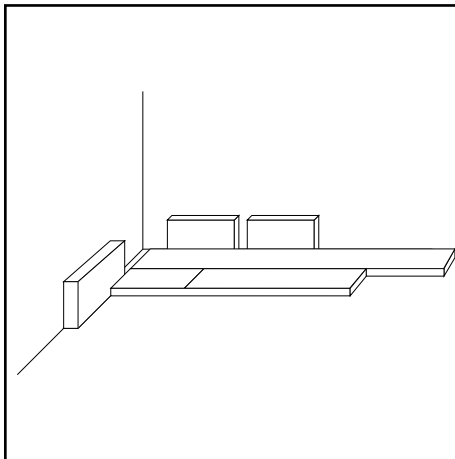
Scribe cut the first row to match variations in the wall. A scribe can be created by drilling a hole in a scrap piece of wood and inserting a pencil. The starting row can then be cut to compensate for an irregular wall or to help minimize the appearance of an out of square room.



8. Select a Starter Wall

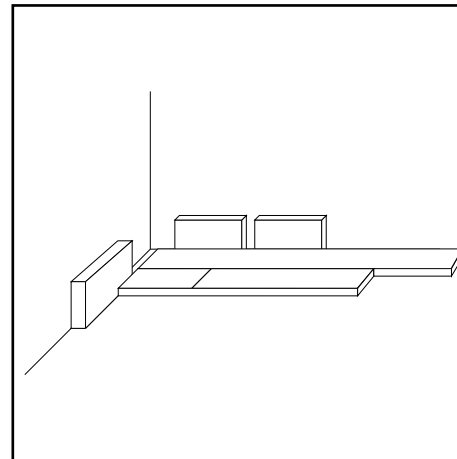
Select the longest wall in the room and install left to right, starting in the left-hand corner. For starting row, use adjustable spacers against side and end walls to maintain $\frac{1}{4}$ " minimum expansion space. Use spacers at both the side and the end of the rows.

NOTE: Start one inch from the wall until first three rows assembled and push in place against $\frac{1}{4}$ " to $\frac{1}{2}$ " spacers depending on size of span and width



9. Starting line

For starting row, cut blocks to use against side and end walls to maintain $\frac{1}{4}$ " minimum expansion space. Use spacers at both side the end of the rows. Use of adjustable spacers may be needed to help maintain a straight edge line, if not scribing the floor.



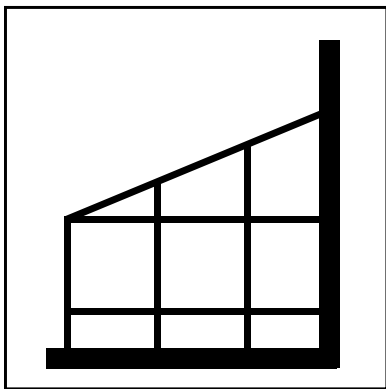
10. Expansion Space

Standard expansion space should be factored at $\frac{1}{4}$ " and this will suffice for a floor that does not exceed 50' in span or width.

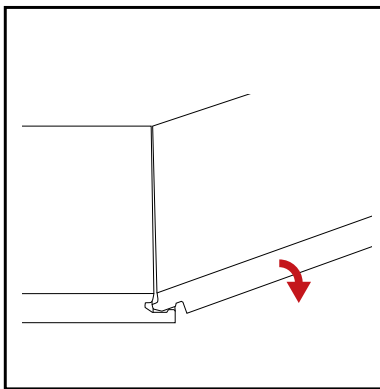
Larger floors can be accommodated with an additional expansion space of $\frac{1}{16}$ " for each additional 5' of span or width up to 80' and require $\frac{1}{2}$ " of expansion space.

Larger floors can be accommodated with the use of a transition molding, to break the span, or width into a smaller configuration at interior doors etc.

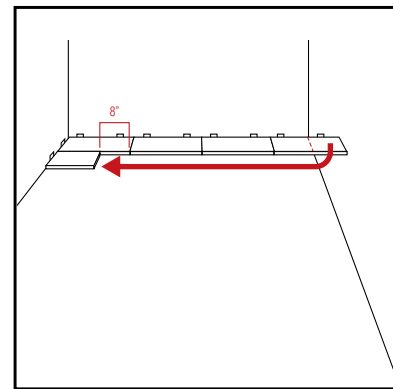
Installation



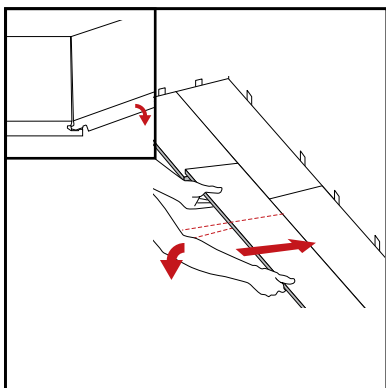
11. Three Season Room: Use minimum expansion space of $\frac{1}{2}$ ". Climate conditions should be between 55° & 85° F and 30 to 55% relative humidity 48 hours prior to, during the duration of the installation and 48 hours after the installation is completed.



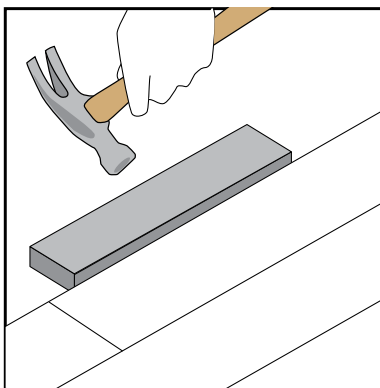
12. Lock in First Row End Joints
Insert short tongue end of the plank into groove at an angle and drop into place. Continue the process for the remainder of first row.



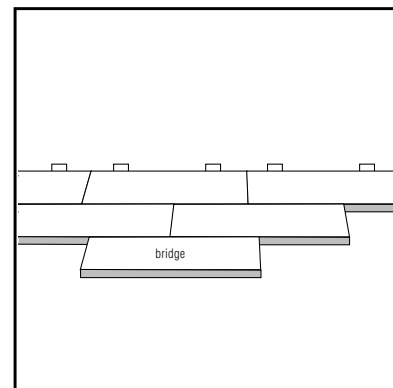
13. Starting New Row
Use end cut piece from first row to start the second row. End joint spacing must be no less than 8" apart from rows on either side. Repeat process throughout the floor. Watch carefully to avoid lining up too many of the end joints and setting an obvious pattern.



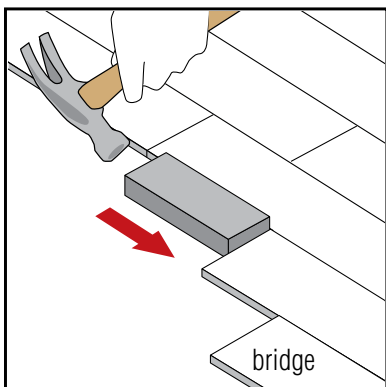
14. Placing Additional Planks
At a slight angle, insert tongue end into the groove end of the previous plank. Get as close to the side of the previous plank as possible. Also at a slight angle, press the side tongue into the groove of the plank next to it. Press gently to engage the planks.



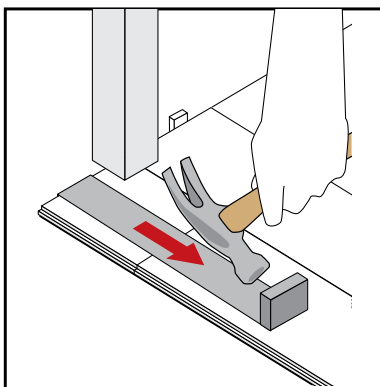
15. Fully Engage Side Lock
Use a tapping block and hammer, tap the block against the plank edge to fully engage the locking system. Failure to fully engage the locking system will cause the joints to open up later. **CAUTION:** Do not strike the edge of the plank or the locking system with the hammer.



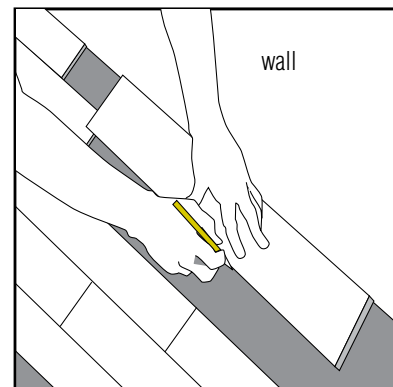
16. Bridge the End Joint
Using a cut piece of approximately 12" to 14" in length, form a temporary bridge next to the end of the plank just installed.



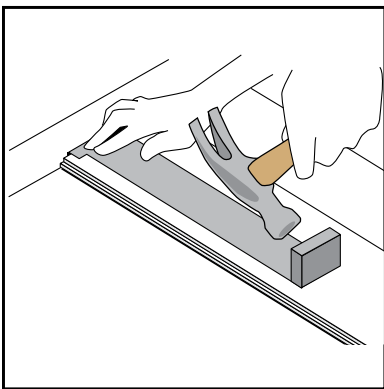
17. Fully Engage End Lock
Using a tapping block and hammer, tap the end of the plank edge with the block to ensure that the locking mechanism is fully engaged. Do not strike the edge of the plank or locking mechanism with the hammer. Damaged edges are unsightly, and the joint could be compromised.



18. Place and Secure Row End Planks
Ensure end joint at end last plank of the row is completely engaged with a pull tool.

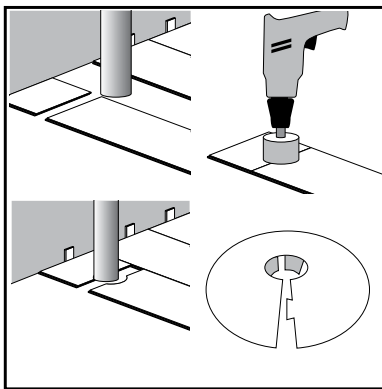


19. Trim Last Row
The last row of planks may need to be cut widthwise to achieve the correct width. The width of the last row must not be less than 2". This is accomplished by measuring the room prior to installation and factoring how many rows it will take to complete room.



20. Secure Last Row

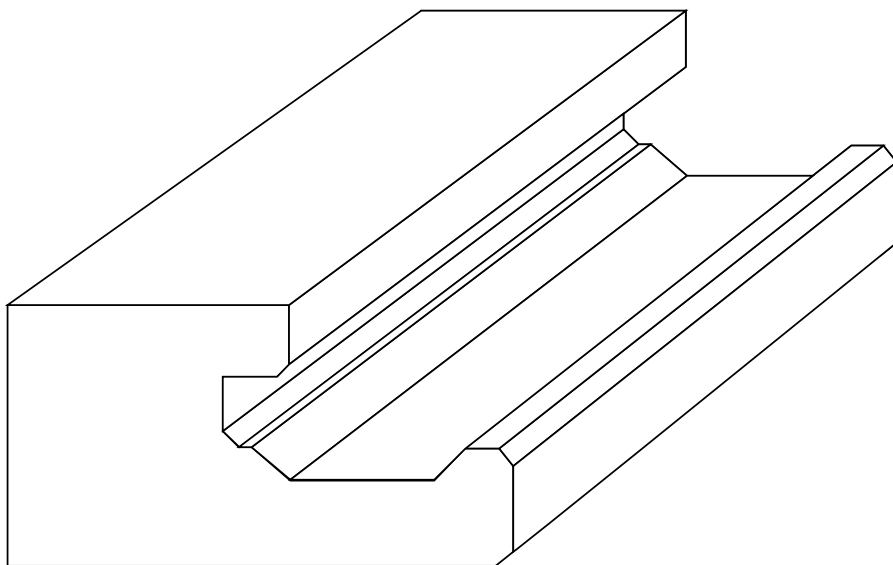
After engaging the side joints in the last row, slightly lift the edge of the plank. Using a pull tool, pull the plank completely into place. Follow up the length of the plank a second time and tap to ensure the joint is completely locked.



21. Installing Around Pipes

If the room has pipes or radiators or pipes, drill a hole large enough to fit around them with space for expansion.

Installation tools & tips



- Tape Measure
- Pencil
- ¼" Wedge Spacers
- Hammer
- Chop Saw or Vinyl Cutter
- Lip-Over Tapping Block
- Chalk Line
- Pull Tool
- 3M Scotch Blue 2080 Tape™ (for delicate surfaces)

Lip-Over Tapping Block

Do not strike the edge of the plank with a hammer. Place lip- over tapping block against the top edge of the plank and tap plank together. Do not directly impact the locking mechanism (bottom of plank edge) with a hammer or block.



HALLMARK FLOORS®

RIGID.V3.2019

HallmarkFloors.com
2360 S. Archibald
Ontario, CA 91761
888-551-0888