

## Installation and Maintenance Guide – Sheet Vinyl

### IMPORTANT INFORMATION

- . **Read all instructions fully before proceeding.**
  - . Senso Essential & Senso Lifestyle sheet vinyl products are only suitable for indoor residential use.
  - . Senso Hobby **is not recommended** for residential use.
  - . Senso Hobby, Senso Essential & Senso Lifestyle **cannot** be used outdoors or in vehicle garages. Senso Essential & Senso Lifestyle can be used in cabins & caravans. Senso Hobby, Senso Essential & Senso Lifestyle **cannot** be used on walls or furniture.
  - . Subfloors must be dry, smooth, level, hard & clean.
  - . Senso Hobby, Senso Essential & Senso Lifestyle **cannot** be laid directly on Particle board, chipboard, MDF & yellow, red & blue tongue subfloors as these are all types of treated timbers. All Vinyl can & does react after being installed directly onto these types of subfloors. If the subfloor is in the situation, we recommend installing “Masonite underlay” in a dry area or ‘Vinyl & Cork Cement Sheet” underlay in a wet area. – As per Australian & New Zealand standards.
  - . Senso Hobby, Senso Essential & Senso Lifestyle **cannot** be installed over existing vinyl, cork, rubber, linoleum, textile floorings including carpet or any type of foam underlay.
  - . Check for any visual defects or damage before & during installation & return any damaged product to place of purchase. Gerflor will not be responsible for installation cost claims where flooring was installed with obvious defects.
  - . Installation temperature should be between 15 & 28°C, ideally at 22°C.
  - . Protect your floor from direct sunlight, excessive heat and temperature variation by using curtains, blinds and temperature controls. Temperatures should be maintained between 15 & 28°C.
- Installation should comply with Australian Standard AS1884-2012 & New Zealand Standard NZS/AS 1884:2013 for Floor covering – Resilient sheet and tiles – Installation Practices. For best results assess the site and building conditions carefully. If you are unsure about any aspect of the installation, please contact Gerflor customer service.**

Gerflor’s Senso Lifestyle and Senso Essential sheet vinyl products provide durable solutions for indoor residential applications. Comfortable underfoot, these products are suitable for both wet and dry areas. Senso Hobby is suitable for cubby houses and work benches, work sheds in garages. It is not recommended for residential use and needs to be glued down, it generally can’t be pattern matched or colour matched. Designed for quick and easy do it yourself installation, there are loose laid, semi-loose laid or fully glued vinyl flooring options.

**Senso Lifestyle – may be loose laid or glued. Senso Essential – may be loose laid or glued.**

**Senso Hobby – glued installation is required.**

### BEFORE YOU START

Measure the width and length of the room, include any recesses and also measure from the outside of any door jams. Allow at least 100mm extra for selvage on all sides, and allow extra for pattern matching. Suitable subfloors include concrete, timber subfloor (with appropriate underlayment installed), and ceramic tiles (with appropriate self-levelling compound installed). Check that the subfloor is perfectly dry, smooth, level, sound, clean & dust free. Do not install on asphalt, bituminous surface or over existing floor coverings.

### SITE CONDITIONS

The ambient temperature must be between 15 and 28°C. Temperatures must be maintained 24 hours before, during and at least 24 hours after the installation is complete. The product must be stored flat in these conditions for at least 24 hours prior to installation. The product must not be laid if the temperature of the subfloor is less than 10°C.

### TOOLS AND PRODUCTS

- . Sharp Utility knife (non-retracting blade)
- . Tape measure
- . A straight edge (eg metal ruler)
- . Pencil
- . Double sided tape or sheet vinyl adhesive.
- . Adhesive trowel for glued installation.

### SUBFLOOR PREPARATION

Gerflor sheet vinyl can be installed over any clean, smooth and flat surface that is hard and dry.

### CONCRETE FLOORS

Concrete should be constructed using good building practices and have an intact vapour barrier installed. Concrete should be flat and level to a minimum deviation of 4mm over a 2m length at any point. If repair is required use a suitable levelling compound. Any holes or deviations should be filled with a suitable patching compound. Any lumps or old adhesives should be removed. Concrete should be dry to a minimum of 75% using an in-situ moisture test AST F2170, as specified in Australian Standard, 1884-2012. If the dampness exceeds 75%, a waterproof system is suggested before installation begins.

### TIMBER FLOORS

All timber subfloors should be overlaid with a purpose made wood flooring underlay. “Masonite underlay” in a dry area and “Vinyl & Cork cement sheet” in a wet area. Prior to this the wooden subfloor should be solid and flat with no nails protruding. Cupped or warped boards should be sanded flat. Wooden floors should be flat and level to a deviation of no greater than 4mm in a length of 2m at any point. Wooden floors should be sanded clean and any excessive deviations repaired with a suitable patching compound, before installation of underlayment.

### TILED FLOORS

All tiled surfaces will need some preparation. Fill and smoothen the joints with a suitable self-levelling compound. Ensure surfaces is smooth and dust free before installing sheet vinyl.

### UNDERFLOOR HEATING

Senso sheet vinyl can be installed on heated slabs provided the following precautions taken:

- . The heating must be switched on for at least 48 hours and then turned off again for at least 48 hours prior to installation. This is to remove any residual moisture created when the heating system was installed.
- . The heating should remain off during installation and for at least 72 hours after installation completion.
- . The heating should be turned on again and increased at a maximum of 2 degrees per day from ambient temperature to a maximum of 28°C.
- . At no time should the maximum of 28°C be exceeded.

### EXISTING FLOORING

Ideally, any existing flooring should be removed.

## INSTALLATION

Allow vinyl to relax, unrolled for 24 hours prior to laying. Installation temperature should be between 15 & 28°C, ideally at 22°C. Place the vinyl on the floor, adjusting so the pattern looks straight when you walk into the room. Cut the vinyl to size allowing an extra 50mm selvage on all sides. Where necessary make relief cuts on corners and fixtures to allow the Gerflor vinyl to lay flat. Trim the vinyl beginning at the corners. External corners need a relief cut on the actual corner of the vinyl. Internal corners will need a diagonal cut across the corner (a little at a time) until the vinyl fits snugly into the corner. Once the vinyl is lying flat, move around the perimeter of the room, using a straight edge pressed hard against the bottom corner of the wall. The effect should be the vinyl kicks up at a 45° angle. With your utility knife in a vertical position cut the vinyl between the wall and the straight edge. Sweep the vinyl flat with a soft broom, making any additional cuts so that the vinyl lies perfectly flat. Ideally you should finish with a gap of 1-2 mm to all vertical surfaces. Gerflor vinyl can now be installed either by gluing the vinyl to the subfloor or semi-loose laying using double sided sticky tape around perimeter of room. Glued installation is required for Senso Hobby.

## SEMI LOOSE LAYING

The perimeter can be fixed with double-sided tape, we recommend to use double-sided tape in doorways and under heavy movable objects such as washing machines or fridges.

## FULLY GLUEING

We recommend using Dunlop vinyl adhesive or Cemix vinyl adhesive. Follow manufacturer's guidelines.

## MAINTENANCE

For everyday cleaning use a vacuum cleaner or broom. For general cleaning we recommend a damp mop using a mild neutral detergent such as Versadet or Long Life vinyl floor cleaner or similar. For best results apply Versadet or Long Life vinyl floor polish or similar, this will protect your vinyl flooring and help maintain an 'as new' appearance. Never use abrasive pads or cleaner, strong alkaline detergents, ammonia, chlorine detergents or undiluted bleaches. Do not use acetone or chlorinated solvents (E.g. trichloroethylene). Never use waxes or varnish coating. Always wipe spills away immediately with a damp cloth or sponge. Use a non-rubber backed mat in the doorways and entrances to inhibit any excess dirt, grit etc. Protect the flooring with MDF or Masonite boards when moving furniture or heavy objects. Ensure the proper use of floor protector pads under the legs of furniture etc, to limit any scratching. Be aware that

bitumen and rubber can permanently mark your floor, leaving a yellowish stain. This includes rubber used in rubber-backed mats, rubber wheels on trolleys, rubber feet on stools and other furniture, rubber soles on low cost shoes or slippers. Rubber used on wheelchairs and the like are made from medical grade rubber, so can be used. Protect planks from heat sources and possible blasts of heat.

## MANUFACTURER'S WARRANTY AGAINST DEFECTS

Gerflor Australasia Pty Ltd ("Gerflor") warrants that for the applicable warranty periods shown below, the residential product you have purchased will be free from defects in materials and workmanship and will be fit for all domestic purposes for which the product is commonly supplied.

Warranty Periods Product Warranty period (From date of purchase)  
Senso Lifestyle - 10 years  
Senso Essential - 5 years  
Senso Hobby - 1 year

If product fault/s become apparent during the applicable warranty period, Gerflor will repair or replace the product (at its election) at no cost to you, provided you can satisfy Gerflor that: (i) the product has been installed, used and maintained in accordance with Gerflor's instructions and (ii) the defect is not due to inappropriate sub-floors or failure of sub-floors.

## EXCLUSIONS

The warranty offered by Gerflor does not cover:

- Normal fair wear and tear such as uneven wear or gloss reduction due to use;
- Abuse, misuse, neglect or accident such as scratches, gouges, punctures, burns or tears;
- Failure to adequately protect against high point loading of furniture;
- Discolouration due to age or from rubber articles (such as mats or shoes), chemicals, scuffing residue or tracking residue such as asphalt;
- Product that has been repaired, altered or modified by someone other than us or our nominee;
- Product that has been subject to abnormal or severe conditions such as flooding, extreme temperatures, exposure to excessive direct sunlight, or exposure to harsh chemicals.

## MAKING A WARRANTY CLAIM

Please send your claim to:

Customer Service  
Gerflor Australasia Pty Ltd.  
17 Cato Street, Hawthorn East  
Victoria 3123 Australia

Or via email to:

custorders@gerflor.com.au  
Customer service phone numbers:  
Australia: 1800 060 785  
New Zealand: 0800 630 119

Please include the following details to help Gerflor process your claim:

(i) Date on which defect appeared;  
(ii) A sample of the product or a photograph clearly showing the alleged defect;  
(iii) Evidence of purchase (invoice and receipt, showing date and place of purchase); (iv) Confirmation of your

compliance with Gerflor's installation and maintenance instructions; (v) Costs incurred to return the product.

## Resolving Your Claim

Gerflor will assess your claim in accordance with the terms of this warranty. This may include inspection of the product in situ by a Gerflor representative. If Gerflor assesses the product to be faulty, Gerflor will:

(i) Determine whether to repair or replace the product, (ii) Reimburse you for the reasonable costs incurred by you in making your claim, including return of product to Gerflor or other agreed product disposal, provided you notify Gerflor of such costs and provide documentary evidence to Gerflor within 30 days of Gerflor notifying you of your successful claim.

## STATUTORY CONSUMER GUARANTEES

The Australian Competition and Consumer Act 2010 (Australian Consumer Law) and the New Zealand Consumer Guarantees Act 1993 (New Zealand Act), as well as other laws in each of those jurisdictions, guarantee or imply certain conditions, warranties and undertakings, and give you other legal rights in relation to the quality and fitness for purpose of products sold in Australia and New Zealand respectively.

For products sold in New Zealand, these conditions, warranties and undertakings cannot be modified or excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Act. For products sold in Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits under this warranty are in addition to other rights and remedies available to you under the law. However, except to the extent that the exclusion, restriction or modification of such rights and remedies is prohibited in the context of this warranty by the Australian Consumer Law, the New Zealand Act or other legislation as the same may apply to the supply of this product, the warranties expressed herein are in lieu and to the exclusion of and you waive all other warranties, rights and remedies whatsoever related to the product, express or implied, statutory or otherwise.

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## CONTACT US:

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