

## Easy Living & Trojan

# INSTALLATION INSTRUCTIONS

The information below is provided for anyone fitting an MJS Floorcoverings cushion vinyl floor covering. MJS Floorcoverings suggests that wherever possible the purchaser uses a professional installer in order to obtain the best results. Please read the complete instructions prior to fitting our vinyl floor covering. Failure to follow our instructions may affect your warranty so it is important to fully understand what is required before installation begins.

Cushion vinyl flooring is intended for interior use only. To select the most appropriate product in the MJS Floorcoverings collection you should consider the amount of wear and tear it will receive in the area you are going to use it. Softer vinyl flooring is not suitable for areas which receive heavy foot traffic, like hallways, or where it is likely to be subject to heavy, focused, loads like those from casters or wheels.

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## 1. Storage & handling

MJS Floorcoverings vinyl flooring must be stored indoors and protected from the weather. The storage area must be dry and free from direct sunlight with an ambient temperature between 0°C and 30°C. To avoid the vinyl flooring becoming yellow, ensure that the storage area is free of any contamination or pollution.

Take care to avoid rough handling. If the material is pre-cut and then stored for some time, it must be rolled face out around a cardboard tube before installation, not piled-up or flattened under a heavy weight.

Two metre wide rolls should be stored upright and securely fastened, rolls above two metres should be stored horizontally and not stacked

## Visual inspection

Before installation, always check that the product is the one you ordered in terms of specification, design and colour. At the same time carefully inspect the material for **any visible damages and defects**. Although MJS Floorcoverings rolls are inspected before leaving the factory, it can happen that defects are not detected. In such case, contact your retailer for assistance.

MJS Floorcoverings will not be responsible for labour charges on claims filed for materials installed with obvious visible defects or damage caused by wrong transport, storage and/or handling.

## Acclimatisation

MJS Floorcoverings floorings and adhesives must be kept for conditioning for 24 - 48 hours prior to installation, at a temperature of 18 - 29°C and a relative humidity of 50-60%. They should then be left for a further 24 - 48 hours, after fitting, before use.



It is recommended that the material is pre-cut (accurately) to fit the room 24 hours prior to installation. Roll the material face out again but be careful not to damage the surface while handling the roll (do not roll the material face in, until taking it into the room for installation). Before installation, we recommend that the cushioned floor is laid flat and left for 2 hours at a room temperature of +18°C. If it is not possible to do this then the flooring should be loosely rolled and left in the room where it is to be installed for at least 24 hours. This will make the floor more flexible and easier to handle.

Sheets of four metre wide floor covering should be cut to size and laid flat for acclimatization.

### Pre-cutting

Measure the maximum width and length of the room remembering to include any recess or doorway, adding 15cm to each dimension. To avoid unnecessary joints in your new floor it is important to purchase the widest width available. If more than one piece is required to fit your room you will need to allow for pattern match along the joint. It is also important that each piece is cut from the same mother roll. This will ensure that you have true colour match along the seam.

If pieces are cut from different rolls, please check with your supplier that these have the same batch number. If not, MJS Floorcoverings will not accept responsibility for any colour variation.

Rolls selected from the same batch must be installed in sequence, starting with the roll with the lowest batch number. Pay particular attention if the design needs to be laid in a reverse direction.

## 2. Subfloor

### Underfloor heating

All MJS's floorcoverings are suitable for use over underfloor heating systems, providing the heating system has been installed properly. The heating system should have an automatic cut-off to ensure that the temperature never exceeds 27°C. This applies to both heated water systems and electrical systems. If the heating system exceeds 32°C then there is a danger of some discoloration.

Ensure that the underfloor heating is working correctly prior to fitting the floor covering. The underfloor heating must be switched off for 48 hours prior to and 48 hours after the installation of the vinyl flooring. During this period an alternative form of heating should be provided to maintain a room temperature of 18°C - 30°C. After installation, the temperature of the underfloor heating should be raised gradually, in increments of 5°C per day, until the desired level. The temperature at the subfloor level should never exceed 27°C.

Underfloor heating should never be installed over an existing floor covering. Any existing floor covering should be removed and the subfloor should be prepared in line with the manufacturer's specifications.

The thermal resistance of the vinyl flooring will affect the temperature output of the underfloor heating. To ensure optimum performance, you should select a vinyl floor covering with a thermal resistance below 0,10 m<sup>2</sup> K/W. Otherwise the temperature of the underfloor heating would constantly have to be set too high to ensure an adequate transmission of heat.

### Underfloor cooling

Vinyl flooring can also be installed over underfloor cooling systems; however, the temperature of the cooling water supply must never be below 18°C. Temperatures below this will produce condensation and could damage the floor covering. Similarly, room thermostats must never be set to a temperature which is more than 5°C below the room temperature.



### Conditions

Subfloors must be absolutely level, clean and free from grit, dust, grease, oil, polish & old adhesive. Solvent-based products, petroleum, pigmented materials on or in the subfloor can permanently stain vinyl floor covering, that's why the subfloor must be free from paint, varnish, oils, solvents, wax, hardening compounds in mastic, asphalt and other similar materials.

Imperfections in the subfloor will affect the final appearance and performance of cushioned flooring. Any particles that could compromise the quality of bonding with the adhesive must be removed.

It is essential that the subfloor is dry. Dampness can cause discolouration to the flooring. The humidity of the subfloor must meet the standard technical requirements valid in the country where the flooring is to be installed. If in doubt, take a hygrometer reading to check the level of dampness. A maximum hygrometer reading of 75% RH is recommended.

But in any case the moisture levels in the substrate must not exceed the following limits:

SUBSTRATE	METHOD	VALUE
Cement Screed	CM	≤2,0 CM-%
Cement Screed – panel heating	CM	≤1,8 CM-%
Calciumsulfate Screed	CM	≤0,5 CM-%
Calciumsulfate – panel heating	CM	≤0,3 CM-%
Concrete	CM	3,0-3,5 CM-%
Magnesia screed	CM	1-3,5 CM-%
Chipboard	Darr	5-12 wt.% recommended ≤ 9 wt.%
OSB	Darr	5-12 wt.% recommended ≤ 9 wt.%
Wood	Darr	5-12 wt.% recommended ≤ 9 wt.%

CM Method – Calcium Carbide method  
Darr method for determining moisture content

Mineral screeds are hygroscopic. Their moisture content will vary according to the ambient humidity and temperature in the room. If the screed is allowed to dry naturally, the above values should be achieved at a substrate temperature of 20°C and a relative humidity below 65%. If the screed is dried artificially, lower CM values are required. CM measurements should be performed in the area where the highest degree of moisture is expected (taking into account exposure to sunlight, air currents etc). Samples should be taken from the lower third of the screed. For every 100 m<sup>2</sup> of screed surface, at least one measurement should be taken.

MJS Floorcoverings cannot be held responsible:

- For joint or texture show through, ridging over subfloor joints, any raised areas due to an uneven surface (from fasteners such as nails etc) in the subfloor
- For discolouration from a wet subfloor
- For discolouration from fasteners (such as nails, staples etc). Use only non- staining galvanized fasteners.
- For discoloration from stain sources on/in subfloor mentioned above.

After subfloor preparation has been completed, carefully remove all dirt and debris from the subfloor with a vacuum cleaner, a broom or a brush with fine bristles.

## **Preparation**

### **Concrete floors**

Use a levelling compound if the surface is uneven, rough or cracked. It is usual to apply 3-6mm of levelling compound to produce the desired level of smoothness. Concrete floors should be tested for alkalinity. The allowable readings for the installation of MJS Floorcoverings flooring are 5 to 9 on the pH scale.

### **Floor boarded timber floors**

All loose floorboards should be secured with suitable nails or countersunk screws. Any protruding nails must be hammered down flush with the surface. Cover the floorboards with 3-6mm gauge resin bonded plywood panels (normally 1200mm x 600mm). Secure the panels with 25mm ring shanked nails, staples or countersunk flat head screws, at 100mm spacing. If the subfloor is timber on top a solid base (e.g. wood blocks on concrete) remove the timber and treat as concrete. Do not lay the flooring directly on timber treated with wood preservative.

### **Quarry or ceramic tiles**

Follow the basic requirements above for concrete floors. Any loose or broken tiles should be removed and the floor patched with a suitable concrete batch before using a latex levelling compound to fill the joints between the tiles to create a smooth surface. Old quarry tiles were often laid on subfloors without a suitable damp-proof membrane. This should be checked prior to installation of the floor. If there is no integral DPM then a surface DPM must be installed.

### **Existing smooth Flooring**

Remove all existing cushioned vinyl, linoleum, cork flooring.

### **Hard Flooring**

Existing hard flooring such as PVC Composition tiles may be left in place. All polish must be removed from the tiles with a solution of 2% household ammonia, the floor must then be thoroughly rinsed with clean water. Any damaged or loose fitting tiles must be removed and the floor patched flush to the remaining tiles with levelling compound. To prevent staining to the new floor, the tiles must then be covered with a MINIMUM 6mm thickness of levelling compound.

**WARNING:** Do not sand any existing flooring material, it may contain asbestos fibres, which can be hazardous to health. (MJS Floorcoverings residential vinyl floors do not contain asbestos).

### **For OSB plates**

All loose floorboards should be secured with suitable nails or countersunk screws. Any protruding nails must be hammered down flush with the surface. Do not lay the flooring directly on timber treated with wood preservative. After subfloor preparation has been completed, carefully remove all dirt and debris from the subfloor with a vacuum cleaner, a broom or a brush with fine bristles.

### 3. Plaatsing

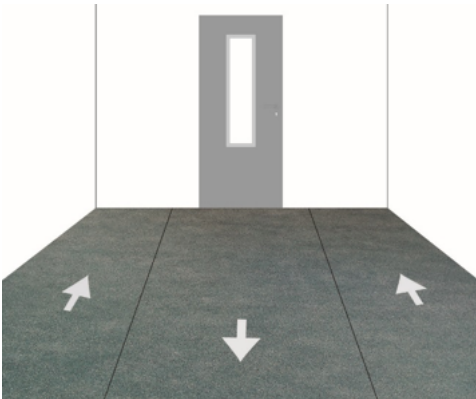
#### Recommended tools

- A sharp knife with a straight blade for long cuts.
- A soft brush
- A long metal ruler or straight edge
- A tape measure
- A tube of suitable seam bond (this is only necessary if there are joints)
- A roll of double-sided tape suitable for use with cushioned vinyl floor coverings (plasticizer-resistant)
- Hair-dryer (optional)
- Pencil
- Adhesive trowel
- Damp cloth
- Roller (minimum 50kg)

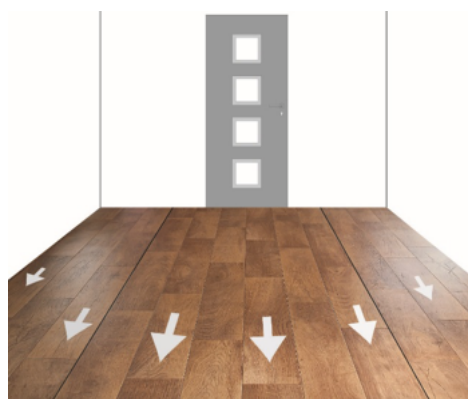
#### Pattern matching

Do not crease or fold the vinyl sheets as this can lead to permanent damage. Do not write on the back of the vinyl sheets with a pen or felt tipped marker. If necessary use a soft graphite pencil. Ensure that all the sheets are installed in the direction they have been printed (this should be the direction in which the rolls have been unrolled).

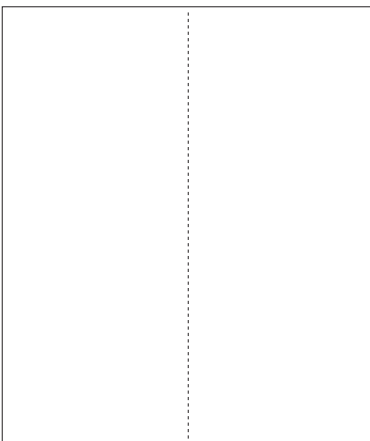
When cutting to size, take into account the nature of the design and pattern. In the case of plank and tile designs, we recommend that every sheet should be installed in the same direction, for all-over designs, we recommend that every other sheet is rotated through 180°. If in doubt, check with your local professional installer.



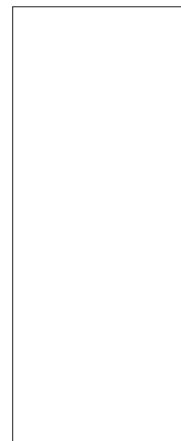
For all-over designs, alternate sheets should be installed in opposite directions.



For plank designs and tiles, sheets should be installed in the same direction.



Cut sheets





If more than one roll of the same colour is required, all the rolls must be from the same batch and installed in the same order as they are numbered. MJS Floorcoverings cannot guarantee a colour match between different batches.

### **LAYING DIRECTION**

Plan the direction and order of the sheets before installation, to ensure that if any joints are required they do not coincide with doorways or main traffic areas. In large, well lit rooms, sheets should run parallel to the incoming light. In long narrow rooms (like corridors) sheets can be installed along the length of the room.

In square rooms, it is best to lay the rolls parallel to the entrance light, while in long and narrow rooms it is better to have them installed lengthwise.

**IMPORTANT:** Floors cannot be loose laid if a seam is required. If a seam is required the whole floor must be laid using the appropriate adhesive (see below).

### **Fitting your floor**

1. Rough cut the material to size leaving about 5cm all round for final trimming in. If more than one piece of flooring is needed, cut the pieces to length but add an amount equal to the pattern match to each piece, plus the 5cm trimming allowance.
2. Line up the cut piece to your selected starting wall. The material is laid with the 5cm over-cut running up the walls, ensuring that the pattern runs parallel to the wall.
3. It is important to cut the floor in gradually. Several small trimming cuts are better than attempting one cut and will result in a better finish. Always hold the knife perpendicular to the floor to keep a straight cut finish.
  - **Internal corners**  
Make small diagonal cuts across the material's corner very gradually until the material fits neatly into the corner.
  - **External corners**  
Push the material firmly down into the joint between the floor and wall. Cut down the material, following the corner and trim flat to the floor. It can be helpful to gently warm the floor with a domestic hair dryer to make it more flexible.
  - **Irregular fittings (radiator pipes etc)**  
Push the material into the joint between the floor and fitting and cut down almost to the floor. A small cross-cut will then stop the material tearing. Gently ease the material down around the fitting by cutting to the floor at all pressure points and cutting flat to the floor.
4. With the material now lying flat around the fittings and corners, the final cutting along the wall lengths can be carried out. Push the flooring into the joint between the wall and floor with a straight edge and cut off small strips at a time, gradually working the material down to the floor keeping the blade tight against the skirting board and held as near the vertical position as possible.
5. Avoid trimming in too tightly as this will prevent the material lying flat (as a general rule leave a gap of 2 - 3mm between the edge of the floor and the skirting board to allow for normal movement, this will avoid any buckling due to room expansion/contraction).
6. Release any trapped air by sweeping with a soft broom.
7. To allow for the movement of heavy appliances (fridges/washing machines/cookers) it is important to fully adhere the vinyl to the floor in the area behind where the appliance will stand. This band should be at least 5cm deep and run beyond the full width of the appliance, where the floor meets the wall. This minimizes the risk of pulling up the flooring during movement. If heavy appliances are to be regularly moved placing them on an off cut of vinyl or on a piece of hardboard should be considered. This will further reduce the risk of damage to the flooring.





### Seam cutting

**Additional items required:**

- Low-tack masking or clear adhesive tape.
- Acrylic adhesive and fine notched trowel or a double-sided adhesive tape suitable for vinyl flooring.
- Chemical vinyl seam bond (Cold welding fluid Type A).

**Follow these steps:**

1. Fit the largest of the rough-cut pieces in accordance with above guidelines.
2. Lay the next largest rough-cut piece so that it overlaps the first by 35-50mm, ensuring that the pattern (4m width only): adjacent sheet widths should be reversed to minimize apparent shade variation.
3. Fit this second piece as described above.
4. To cut the seam place your steel rule or straight edge so that the guiding edge lies over both edges of the overlapping material. Hold firmly and cut through both thicknesses simultaneously keeping the knife as vertical as possible to the flooring to create a closely butting seam (This will require gradual cutting - do not attempt to accomplish in one stroke.)

### Adhering vinyl to subfloor

Generally, installations requiring only one sheet of flooring material, which is less than 20m<sup>2</sup>, do not require full adhesion. Installations over 20m<sup>2</sup> are better fully adhered especially if they involve more than one piece of flooring.

The maximum room size for loose laying MJS Floorcoverings flooring is 20 m<sup>2</sup> for PVC backed products; for Tex Bac products loose lay up to 45m<sup>2</sup>. Please revert to the table below for loose lay guidelines.

COLLECTION	SUBFLOOR PREPARATION	LOOSE LAY** (without glue or adhesive)	SEMI-LOOSE LAY** With double sided adhesive or velcro at the periphery of the part and at the joints
Trojan	Minimal subfloor preparation	< 35 m <sup>2</sup>	> 35 m <sup>2</sup>
Easy Living	Minimal subfloor preparation	< 25 m <sup>2</sup>	> 25 m <sup>2</sup>

#### Perimeter adhesion

We do not recommend perimeter adhesion of MJS Floorcoverings Vinyl floor coverings. However double-sided tape (suitable for resilient residential vinyl) can be used in doorways to ensure the vinyl lies flat. Alternatively the floor can be held in place under a sui-table threshold strip.

#### Full adhesion

Installations requiring full adhesion are best carried out by a professional installer. However, as a general guideline : After applying a suitable adhesive in accordance with the manufacturer’s instructions, allow the adhesive to cure until it reaches its initial bonding strength, before putting the floor covering in place.

Ensure that the sheet is flat, smoothing out bubbles, compressions and tensions. Check that the seams are joined tightly together. Do not try to compress seams that are curling. If the sheets are curling it is an indication that the sheets are not joined together correctly.





### Additional tools/items needed:

5. An acrylic flooring adhesive (rubber/neoprene adhesives must not be used)
6. A fine notched spreader
7. An old blanket

### Single piece installation

After fitting, turn back the flooring to expose about half of the subfloor. Apply the adhesive to the subfloor in accordance with the adhesive manufacturer's instructions. Replace the flooring material slowly and carefully over the prepared subfloor without trapping air bubbles. Turn back the other half and follow the same procedure. Roll the flooring with a 50kg flooring roller to push out any trapped air bubbles.

### Two piece installation

1. Where more than one piece is being fully adhered, complete fitting as described above and pattern-match both pieces, but do not cut the seam. Refer to the section - "Pattern-matching, seam cutting" before you begin
2. Carefully fold back the flooring and put down a piece of double-sided tape on the floor directly under the middle of the seam. Alternatively apply a 15cm/6" band of acrylic adhesive to the floor directly under the seam.
3. Carefully replace the flooring onto the tape or into the adhesive making sure that the pattern match is correct.
4. Cover the seam with a low-tack masking or clear adhesive tape (do not use a strong adhesive tape as this may damage the floor surface when you remove it).
5. Cut through the tape along the seam so it is ready to take a cold-welding vinyl sealant fluid. Allow 24 hours after adhesion of the floor before finishing the joint. (Refer to the section "welding")
6. Fold back the material from the side walls parallel to the seam, exposing about half the subfloor under each piece.
7. Spread the adhesive in accordance with the manufacturer's instructions, replace the material over the prepared subfloor.
8. Allow the recommended drying time and then carefully reposition the material.
9. Roll the flooring with a 50 kg flooring roller to push out any trapped air bubbles. Take care not to force adhesive up into the seam. For Tex Bac products : Press the material onto the adhesive with a broom wrapped in a blanket, taking care not to force adhesive up into the seam.

## Welding

### Cold welding

Cold welding is used in low-traffic and residential areas, and can be started 24 hours after the installation of vinyl sheet flooring.

Seam welding should only be undertaken after the drying process is complete, this will take a minimum of 24 hours.

1. Cover the seam between two sheets of vinyl flooring with lightly removable adhesive tape to prevent the sealant fluid from sticking to the surface of the vinyl flooring.
2. Using a sharp blade (e.g., a utility knife), cut through the tape along the seam
3. Insert the applicator needle well into the seam until it touches the subfloor. Pull it slowly along the seam whilst gently squeezing the tube (follow the instructions of the seam bond manufacturer).
4. The needle will allow fluid to flow into the seam and, at the same time, a bead of fluid about 2-4mm wide will be left on the tape.
5. After approximately 10 minutes, the sealant starts drying and the adhesive tape can be removed.

The seam will be dry enough to walk on after 20 minutes and fully cured in 2-3 hours, by which time it will be a water-tight, dirt-resistant seam.

With time, as a consequence of cleaning and normal wear, the joint between two sheets of vinyl flooring disappears.





### Hot welding

Where there is a risk of water occasionally pooling on the surface of vinyl flooring, hot welding is used. This will prevent the penetration of water and humidity through the seams. It is also recommended for areas with underfloor heating systems. In order to achieve the best results, it is necessary to wait 48 hours after the installation of the vinyl, to allow the adhesive to completely dry - only then can you begin hot welding. Hot welding ensures a homogeneous joint between two sheets of vinyl flooring, guaranteeing a permanent seal and a longer life span for the floor. Hot seam welding is appropriate for commercial floors which do not have a foam backing and should have a wear layer of 0.40mm or more.

MJS Floorcoverings suggests that wherever possible the purchaser uses a professional installer in order to achieve the best results.

Recommended tools:

- Standard welding gun
- Speed weld nozzle – type 1
- Speed weld nozzle – type 2
- Grooving tool
- Trimming sledge
- Half-moon trimming knife

1. Install the floor covering as described in the installation section leaving a gap of max. 1mm at the seam. Allow the adhesive to dry for a minimum of 48 hours before hot-welding the seams.
2. When the adhesive has fully cured, cut a groove along the seam using a standard grooving tool. The depth of the groove must be 50-60% of the thickness of the floor covering and must be a maximum of 3mm wide at the surface.
3. Once the flooring has been grooved the seam must be cleaned free from dust. This can be done using a soft brush or by blowing the seam clean using a standard hot-welding gun on its lowest available heat setting.
4. The seam is welded using standard 4mm welding cable.
5. It is always best to do a trial weld on a piece of waste flooring in order to set the correct temperature and welding speed. This is because all floor coverings and welding cables have different compositions and react differently under heat. As a guide the weld gun should be set to a temperature between 425°C and 450°C. The speed of welding varies between floor coverings. The speed must be slow enough to ensure a good weld between the cable and the floor covering but not too slow that the surface of the floor covering is discolored in any way.
6. In order to reduce the risk of burning the surface we recommend the use of a special speed weld nozzle. This type of nozzle concentrates the heat into the groove and reduces the risk of scorching.
7. Once the seam has been welded the first trim can be done. This must be done using a half-moon knife and a sledge. This allows most of the excess welding cable to be trimmed away whilst still warm.
8. The remaining welding cable must be allowed to cool to room temperature before further trimming. Failure to do this will mean that the welding cable may contract as it cools creating a dished surface which is unsightly and can trap dirt.
9. Once the weld is completely cool the final trimming can be done. This is done using the half-moon knife this time without the sledge. Care must be taken with the angle of attack and the sharpness of the blade to ensure a clean cut without digging into the surface of the product.
10. Once the weld has been trimmed flush to the surface the job is complete.

After the vinyl flooring has been installed, protect the sealed seams for at least 16 hours after seam sealer application to ensure a proper seam bond.

There is sometimes a difference in gloss between the weld cable and the floor covering. This can be reduced by “glazing” the weld using the heat gun. Again this is best tested on a waste sample before use on the full job to judge the correct temperature and heating time required.



## **4. After installation**

Once the installation is complete we recommend that you allow at least twenty-four hours drying time before moving heavy objects back into place.

Keep traffic to a minimum during the first 48 hours, to allow the adhesive to harden at consistent temperatures between 18 – 29°C.

Furniture should not be placed on the floor until the adhesive has had adequate time to dry (at least 24 hours/after 72 hours). Always move heavy furniture and appliances with care to avoid gouging or tearing the floor. First, lay strips of plywood or hardboard panels on the floor. Then roll, “walk” or slide these items on the strips. Make sure furniture legs have non-staining floor protectors. Replace small, narrow metal or dome-shaped glides with smooth, flat glides that are in flat contact with the floor. Glides should be equipped with self-adhesive felt pads to avoid scratching the surface of the floor. The pads should be checked periodically for grit and wear and replaced when necessary. Always place mats at outside entrances to prevent dirt, grit and soil from being tracked onto your floor.

Do not use:

- Rubber-backed mats or other rubber objects as they may permanently stain your floor.
- Heat-producing appliances (refrigerators, hot air emitting devices etc) or cigarettes and matches can scorch, burn or discolour your floor.
- Spiked heels on floor coverings, they can leave permanent damage.
- When overexposed to the sun, vinyl flooring may discolour or fade, it should be protected from strong sunlight by drawing curtains or blinds.

Prevent the floor from coming into contact with water for the first 72 hours after installation, or until such time as all seams are welded. Hereafter the adhesive is sufficiently resistant to water so that the bonding strength will not be affected.

During the service life of the floor, the temperature should never fall below 13°C. The performance of the flooring material and adhesives can be adversely affected below this minimum temperature.



## 5. Maintenance

### General maintenance

The amount of daily usage will determine how often cleaning is required. Sweep as necessary with a soft broom. Care must be taken if you use a vacuum cleaner, do not use vacuum cleaners with “beater bars”. Wipe over with a clean damp mop or cloth, which should be rinsed frequently in clean water. CAUTION: Remember that all floors can be slippery when wet.

When necessary wash with a solution of clean water and mild detergent or domestic floor cleaning emulsion. Rinse thoroughly and soak up residual water. For additional lustre buff with a dry cloth. Spots, marks and spillages should be wiped up as soon as possible.

Do not use:

- Wire or nylon wool scouring pads
- Furniture polish
- Spirit based polish
- Powder or liquid abrasive cleaners
- Bleach or strong detergents

Always follow the manufacturer’s instructions. Check that the cleaner/polish is suitable for use with cushioned vinyl floor coverings.

### Periodic maintenance

The floor should be cleaned periodically by using a floor machine equipped with a scrubbing brush, wet vacuuming or dry buffing.

Vinyl floors with a protective PU lacquer do not normally require polish. Other floors will require polishing to protect the floor’s surface from staining agents and to give a surface shine. For such floors apply a liquid emulsion floor polish after installation and thereafter at 6 – 12 monthly intervals as required. Always follow the manufacturer’s instructions when using a floor polish or cleaner. To avoid build-up, it is important to remove the previous layer of polish prior to re-polishing. The old polish can be removed by using an appropriate stripping solution and a wet/dry vacuum cleaner. Once the new polish has been applied, buff to a gloss finish using a dry buffing machine.

### Maintenance in case of stubborn stains

In the case of extremely stubborn stains, such as acids, alkalis, shoe-polish, blood, mustard, food, candy, fruit and fruit juices, grass, urine, excrement, vomit etc, MJS Floorcoverings recommends using a suitable cloth or a towel soaked with a neutral floor cleaner and water, or a cloth soaked with methylated spirit (Note : this process is not suitable for Safety flooring).

For stains which won’t wipe up easily, such as chewing gum, iodine, wax, oil, asphalt, tar etc. the sooner you act the better. Carefully remove the excess with a dull kitchen knife, then rub the area lightly with mineral spirits, isopropyl alcohol or lighter fluid. Repeat as necessary until the stain has been removed.

After removing any stubborn stains always rinse well with clean water.

## Protecting your floor from physical damage

Avoid the following:

- Rubber backing on doormats may result in yellow discolouration of the floor immediately beneath. Choose a natural fibre mat in preference.
- Rubber feet on furniture may cause staining. Remove them altogether or replace with coasters or felt pads between them and the floor.
- Spirit-based products such as shoe polish, solvents, hair dye and permanent marker pens. Wipe up spots and marks as quickly as possible. Also applies to turmeric, mustard and strongly coloured foodstuffs.
- Corrosive substances such as acid and alkaline solutions can damage the surface of the floor, clean up any spills quickly and carefully avoiding direct with the substance. Wear protective clothing (gloves etc. when doing so).
- Bitumen/tar from freshly resurfaced or melted roads and pathways. Some inexpensive rubber shoe (and slipper) soles can also cause stains.

The above list is indicative of materials likely to cause damage but is not to be considered restrictive.

## 6. Warranty info and conditions

MJS Floorcoverings resilient vinyl flooring is guaranteed to give you peace of mind through the warranties that we offer. While all of our floors are manufactured to the highest standards, MJS Floorcoverings offers a wide range of performance qualities. In short, the higher the grade of product, the better the performance. This is reflected in the warranty we offer: the type and duration of warranty depends on which floor covering you have purchased. If you are uncertain about which applies to your floor, consult your retailer.

### The MJS Floorcoverings Durability Warranty

As undue or abnormal wear is often due to poor installation MJS Floorcoverings recommends that all their floor coverings are professionally installed. All floors can be damaged by abrasive grit and debris carried in from outside on footwear; prevent such wear by using doormats at all entrances (avoid using mats with rubber backs as these can cause discolouration). The MJS Floorcoverings Durability Warranty guarantees the following:

- That the wear layer (the solid-vinyl top layer) of your vinyl floor will not wear through within the applicable warranty duration (see above - the number of years covered begins at the date of purchase).
- That the floor covering's structure (which is made up of layers) will not noticeably de-laminate (come apart) within the applicable warranty duration.
- That the floor's surface is not spoiled by manufacturing defects such as printing errors, blemishes, cracks, blisters or foreign matter (these are normally noticeable immediately after installation).

We hope this wear warranty will give you all the confidence you need to install your floor with complete peace of mind; so as not to mislead you we also make clear what is not covered by the warranty - see MJS Floorcoverings Warranty Limitations below.



## **Warranty limitations**

This warranty essentially guarantees that the floor will not wear out in normal domestic use, however other forms of physical damage are not covered; more specifically the warranty does not cover the following:

- Use of the floor covering in a commercial interior (e.g. A commercial office, or shop); this applies to all qualities except those achieving class EN 32 or higher.
- Use of the floor covering in an outside location.
- Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); visible trowel marks; discoloration caused by 'bottom up' staining (this is staining caused by the sub floor which may have contained excessive moisture, residual old adhesive or other staining agent - a competent professional installer should prevent such damage.
- Cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
- Minor scratching and loss of gloss or sheen; scuffing.
- Damage caused by battery acid or other corrosives.
- Floors damaged by water from flooding, appliance leakage or fire prevention equipment.
- Small differences in colour and or texture between the actual material or photographic images of the material and the actual flooring purchased.
- Damage caused by intentional abuse of the flooring.

For other legal conditions of this guarantee see below.

## **Warranty Conditions**

- This warranty does not extend to products sold or described as second-hand or grade 2 in quality, or as irregulars, off-goods, remnants, seconds, or any similar description, at time of sale, and excludes minor deviations from samples and printed illustrations.
- Damage arising out of installation, improper use and /or maintenance contrary to MJS Floorcoverings' current recommendations as explained above.
- The floor must be available for inspection by MJS Floorcoverings and/or the retailer if requested.
- Refunds will be of the original cost of the material excluding inflationary increases.
- MJS Floorcoverings reserve the right of final judgment of any claim and may disallow claims in certain circumstances.
- Claims must be received within the stated duration of the relevant warranty period.
- Only MJS Floorcoverings material costs are covered by this warranty; fitting, labour, delivery and other ancillary costs are excluded.
- MJS Floorcoverings reserves the right to alter or withdraw the warranty at any time.
- All warranties described herein are non-transferable.
- All warranties described are as far as the law permits in lieu of and exclude all other conditions, warranties and terms whether expressed or implied in respect of the condition of the product, its merchantability or fitness for any particular purpose.
- The warranties described are in addition to and do not affect your statutory rights.
- MJS Floorcoverings expressly excludes any liability for consequential losses or damages.

## How to claim

If you do experience a problem with your MJS Floorcoverings cushioned floor that you believe is covered by the MJS Floorcoverings Wear Warranty please do the following:

Under normal circumstances refer in the first instance to the retailer from whom you purchased it. The retailer will in turn pass on this claim on your behalf to MJS Floorcoverings.

In either event MJS Floorcoverings will evaluate your claim and, subject to all of the conditions stated below, will arrange for you to receive one of the following options:

- I. Replacement of the defective material with material of a similar quality (subject to availability). This material will normally be supplied by your original retailer.
- II. Alternatively, a refund of up to 60% 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: within 1 year - 60%; within 3 years - 40%; within 5 years - 30%; within 7 years - 20% and within 10 years - 10% of the original cost is taken at face value and excludes inflationary increases).

Please note that due to the extremely variable nature of the costs involved, MJS Floorcoverings cannot accept liability for installation costs, including labour and ancillary costs such as adhesives.

The above instructions should be sufficient to enable the successful installation of all MJS Floorcoverings residential resilient floors. If you have questions which are not covered by the above guidelines please call our Customer Service Team where our team of specialists will be pleased to provide you with further information.