

Collection:	CushionTech
Type:	STONE PRODUCT COMPOSITE (SPC) COMFORT CORE FLOORING
System installation:	Uniclic®

PLEASE READ THIS ENTIRE DOCUMENT BEFORE PROCEEDING WITH INSTALLATION

Thank you for selecting our SPC Comfort Core flooring for your project. SPC Comfort Core flooring is known for its exceptional durability and contemporary design. While it offers reliable performance, we recommend careful inspection before installation to ensure quality and suitability for your needs. Our SPC Comfort Core flooring is manufactured to meet industry standards, ensuring a consistent appearance and reliable performance.

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SECTION 1 – PREPARATION



IMPORTANT : CONDUCT A VISUAL INSPECTION OF THE BOARDS BEFORE INSTALLATION. ONCE INSTALLED, THE BOARDS ARE CONSIDERED ACCEPTED BY BOTH THE INSTALLER AND THE OWNER.

Product Order

When ordering our SPC Comfort Core flooring, it's advisable to include a 5% allowance factor for the actual square footage required. Diagonal installations may require up to a 10% allowance factor.

Product Inspection

The installer is responsible for the final inspection of the entire flooring to judge its quality. This inspection should be done before installation.

The fabrication, surface quality, colour and finish must be carefully examined. With reasonable judgement, put aside or trim boards with small defects, whatever the cause.

If the installer doubts the manufacturing or finishing quality and cannot install the board in a

more inconspicuous place, or eliminate the imperfection, they should not install it. Once the board is installed, it shall be considered as having been accepted by the installer and the owner, even if the latter is absent at the time of installation.

If you consider that the flooring is not acceptable, contact your dealer immediately.

Environment

Before beginning installation, the installer must determine whether the environment of the job site and the condition and type of subfloor are acceptable, ensuring that they meet or exceed all the requirements of the following Goodfellow installation instructions.

Goodfellow accepts no responsibility for job failure resulting from, or associated with, deficiencies in the job site environment or inappropriate or poorly prepared subfloors.

Stone product composite (SPC) Comfort Core flooring must be installed in a greater than 15°C (60°F) temperature-controlled environment to prevent certain problems not covered by the warranty (e.g. swelling, delamination). Installing a humidifier or dehumidifier may be necessary, especially if you have a subfloor with a radiant heating system.

Job Site

In a new construction, flooring must be one of the last steps before the work is completed. Flooring should not be **delivered** until the building has been closed in and cement work, plastering, painting and other materials are completely dry. Concrete and plaster should be cured for at least 60 days.

Store flooring in a dry area and not in direct contact with concrete or near exterior walls. Ensure at least 4" of ventilation space under and around boxes.

Handle with care. Do not stand upright on ends.

Inspect basements and crawl spaces to be sure that they are dry and well-ventilated to avoid moisture damage.


All work involving water or moisture, such as plumbing, acoustical ceilings and dry wall taping, should be completed prior to flooring being installed.

This SPC Comfort Core flooring can be installed below, at or above ground level. However, follow the applicable regional building codes for installations in bathrooms or other areas as they may not be permitted. SPC Comfort Core is a very dense product. This results in durability, but the product is heavy. Use care and proper lifting methods when handling SPC Comfort Core planks.

Acclimation

SPC Comfort Core is required to acclimate to the environment in which it will be used prior to installation. During acclimation heat and air conditioning should be functional to maintain a temperature between 15°C (60°F) and 30°C (86°F).

The flooring must be acclimated and installed in a temperature-controlled environment, only allowing temperature changes after install is fully completed. A maximum increase or decrease of 2°C per day must be ensured.



IMPORTANT : CUSHIONTECH CAN BE INSTALLED OVER A SUBFLOOR EQUIPPED WITH A RADIANT HEATING SYSTEMS. HOWEVER, RADIANT HEATING SYSTEMS GENERALLY PRODUCE DRY HEAT THAT CAN REDUCE AMBIENT HUMIDITY. SINCE IT IS CRUCIAL TO MAINTAIN A HUMIDITY LEVEL BETWEEN 35% AND 55% AT ALL TIMES, IT IS NECESSARY TO USE A HUMIDIFIER WHEN THE RADIANT HEATING SYSTEM IS IN OPERATION.

Subfloors

APPROVED SUBFLOORS FOR CUSHIONTECH

- Plywood 5/8" – OSB 23/32" (joists of 16" c/c or less)
- Plywood 3/4" – OSB T&G 23/32" (joists of 19.2" c/c or less)
- Below grade Concrete with a polyethylene film with a minimum 6 mil (0.15 mm) thickness. The polyethylene edges must be overlapped by a minimum of 8" (20 cm) and the junction sealed with a moisture-proof self-adhesive tape to prevent moisture from seeping through and excessive PH levels to affect the product.

RADIANT SUBFLOOR HEATING SYSTEM

The radiant heating system must be fully installed and working for at least 7 days prior to installing the floor.

Before laying the flooring, switch off the system and allow the floor to cool to room temperature for approximately 3 to 4 hours. After the floor is laid, switch the system back on immediately and gradually increase the temperature over a period of 6 to 8 hours to the desired level.

The temperature of the flooring surface must never go over 27°C (80°F) for the life of the floor.

When changing temperatures, a maximum increase or decrease of 2°C per day must be ensured.

SUBFLOOR CONDITIONS

CLEAN: The CushionTech collection requires a clean and structurally sound surface for installation. Ensure the subfloor is free from any pre-existing floors. Remove all traces of debris, such as wax, paint, oil, caulking, sealant, adhesive residues from prior flooring installations, and any other contaminants. When preparing the surface, do not use products containing citrus oils, solvents, or petroleum, as these can damage or stain the SPC Comfort Core flooring.

HORIZONTAL/FLAT: The floor must be level with a maximum horizontal tolerance of 4.7 mm over a 3 m radius (3/16" over 10-foot radius). Sand down high areas and joints to achieve this levelness. Maximum deflection should not exceed 1.1 mm (3/64").

INSTALLATION ON CONCRETE: For concrete subfloors, ensure they have been finished at least 60 days before installation. The internal relative humidity must be less than 80%, and the pH level must be between 7 and 9. Additionally, lay down a polyethylene film with a minimum thickness of 6 mil (0.15 mm), ensuring edges overlap by a minimum of 8" (20 cm) and sealing junctions with a moisture-proof self-adhesive tape to prevent moisture seepage and excessive pH levels.

SPC COMFORT CORE FLOORING SPECIFICATIONS: Goodfellow's SPC Comfort Core flooring is waterproof but should not be used as a moisture barrier. It should never be glued during installation.

RADIANT-HEATED SUBFLOOR: Goodfellow's SPC Comfort Core can be installed over radiant heat systems, both electric and water. Adhere to the manufacturer's recommendations, ensuring heating levels do not exceed 27°C post-installation. Temperature changes should not exceed a 2°C increase or decrease per day.

WOOD SUBFLOOR: Before installation, repair loose plywood boards and address any squeaking. Secure with screws or nails every 15 cm (6") on joists. Ensure the surface is clean, structurally sound, and level with a maximum deflection of 1.1 mm (3/64"). Level and smooth out any indents from fasteners and joints using a suitable compound.

OTHER SUBFLOORS/UNDERLAYMENTS: Do not use any additional underlayment other than Goodfellow UHD Red Underlayment. Heavy objects like kitchen cabinets or islands should not be placed directly on the Goodfellow SPC Comfort Core flooring. When removing old residues, avoid using solvents or citrus-based removers as they may damage or stain the new flooring.

DO NOT INSTALL OVER EXISTING FLOORING INCLUDING:

- Any hardwood flooring
- Products resting directly on plywood or concrete
- Carpet
- Pre-existing vinyl floors
- Floating floor types, loose lay, and perimeter-fastened vinyl sheets.

Installation tools

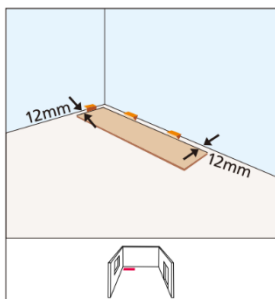
POWER TOOLS: Table saw, electric miter saw, band saw, circular saw, or jig saw.

HAND TOOLS: Broom and dustpan, or vacuum cleaner, tape measure, moisture meter (for wood, concrete, or both), chalk line and chalk, utility Knife, 3M blue tape, hand saw, hammer, rubber mallet, tapping block, pry bar, filler stick and touch-up marker, floor cleaner.

SECTION 2 – STEP-BY-STEP INSTALLATION INSTRUCTIONS

Goodfellow cannot be held responsible and will not assume any labour or installation costs associated with improper installation of its products or poor judgment by the installer.

STEP 1 – PREPARE AND SET UP STARTING ROWS AND ROWS AROUND OBSTACLES



These floors require freedom to expand and contract without binding or rubbing on vertical surfaces. It is very important that there be enough expansion gaps between the flooring and all the walls.

Bedrooms and hallways must be isolated from other rooms using transitional mouldings (e.g. bedrooms or living room adjacent to the hallway).

Start at the end wall of the room. This is done by placing 1/2" (12 mm) spacers every 8" (20 cm) apart around all vertical walls.

Heavy objects such as, but not limited to kitchen cabinets or islands must not be installed on top of the finished floors as this will create pinch points and void the warranty. Leave 1.5 cm (5/8") around **any** obstacle, including fireplaces. Do not exceed 29' 6" (9 m) spans without an expansion joint and transition moulding (see Fig. 1 below).

IMPORTANT: Lack of expansion may cause squeaking and sections to pull apart when there is humidity variation due to contact with vertical surfaces.

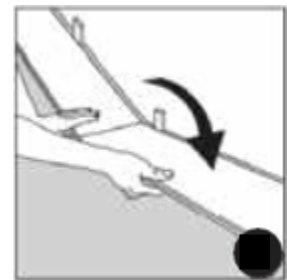
Measure the width of the room perpendicular to the direction you intend to install the flooring. The last row of flooring should be 1.5" (4 cm) or wider. If it is less, you should use a rip saw to make the starter row narrower. Leave 1/2" (12 mm) between the wall and the end of each strip in each row.

STEP 2 – INSTALLATION

1. Begin laying planks from the left side of the starting wall and work to the right side. The tongue of the plank should face the starting wall. Place 1/4" (6.35 mm) spacers between the short and long side of the planks and the wall. Always position one spacer when the wall and where the planks join.



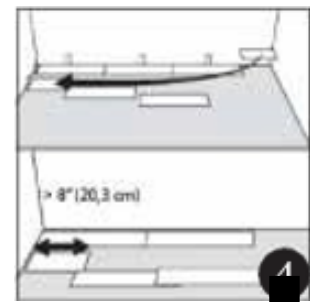
2. Assemble the end joints of the planks in the first row by inserting the tongue side into the groove side of the previous plank at a low angle. Gradually lower the plank down flat until the end joint closes, ensuring that the planks are perfectly aligned. Install remaining full planks in the first row.



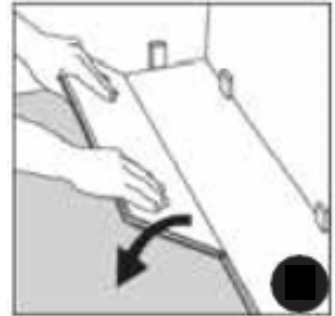
3. To cut the last board in the row, measure the distance between the wall and the surface of the last full plank. Subtract 1/4" (6.35 mm) from this measurement to allow for the spacer. If this measurement is less than 8" (20 cm), the first plank in the row should be cut. The first and last plank in each row should be at least 8" (20 cm) in length. Planks are cut using a sharp utility knife and a square. Score the surface of the plank with the knife and apply pressure to split the plank at the score line.



4. Use the remaining piece cut off from the last plank in the first row as the first plank in the second row, provided it is at least 8" (20 cm) long. Always stagger end joints from row to row a minimum of 8" (20 cm) apart.



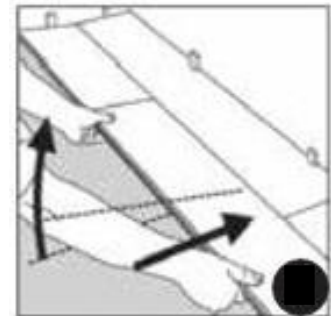
5. Install the long side of the first plank of the final row. Place a 1/4" (6.35 mm) spacer between the wall and the short side of the plank. Insert the tongue side into the groove side of the plank from the previous row at a low angle and lower flat to the substrate.



6. Install the second plank of the second row. Position the long side of the plank with the tongue side overlapping the groove side of the planks in the previous row approximately 1/8" (3.2 mm). Angle the end joint into the previous plank.

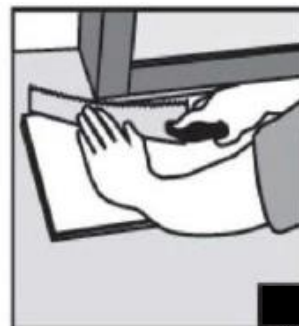
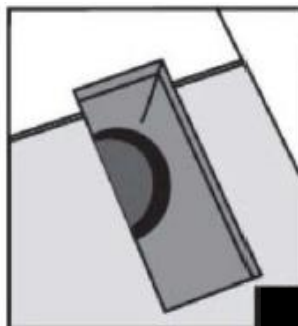


7. Angle the plank up and gently push forward until the plank locks into the plank of the previous row. Continue installing planks in the second row. After installing 2 or 3 rows, check for straightness using a string line, and adjust the first row if necessary due to unevenness in the starting wall.



8. Install the next rows.

9. For the final row, lay a plank of SPC Comfort Core directly on top of last completed row. Place another board on top, touching the tongued side of the plank against the final wall. Trace a line along the edge of this piece marking the first board. Then cut along the edge of this piece to mark the first board. Cut using this line to get required width of board. Insert this cut board against the final wall. The final row should be a minimum of 5 cm (2") in width. Spacers can then be removed.



10. Install the transition pieces, baseboards, and quarter round mouldings.

To achieve optimum results, make sure that the colours of the mouldings are similar to the colours of the boards that will be installed. Variations in boards and mouldings colours are normal.

11. Inspect the final floor for nicks or minor gaps and fill with appropriate wood putty of similar colour.

DISMANTLING YOUR FLOOR

Your floor can be easily disassembled, allowing replacement during installation and during use.

1. Separate the whole row you wish to remove by carefully lifting and tapping lightly just above the joint. Fold up and release the whole row.
2. Disassemble the individual floor panels of the removed row by sliding horizontally WITHOUT lifting them.

SECTION 3 – MAINTENANCE

CLEANING

- Regularly vacuum (using the hard floor attachment and not the beater bar), dust mop or sweep the floor to prevent sand or abrasive dust from accumulating and scratching the finish.
- Periodically clean the floor with a cleaner specially formulated for SPC Comfort Core flooring. Do not use oil-based cleaners, wax, polish, strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.
- Do not use any type of polisher.
- Do not wash floors with oil soap or powder detergents. This could cause swelling, warping, delamination and joint-line separation, and void the warranty.
- When washing your floors, don't use too much water or too much cleaner, as an excess could cause swelling, warping or delamination of your floor over the long term and void the warranty.
- Use a damp cloth to blot up spills and spots as soon as they happen. Always avoid allowing liquids to stand on your floor.
- For tough stains from oil, tar, paint, markers, ink, lipstick, cigarettes or other, do a test in an inconspicuous area using acetone or nail polish remover. Wipe immediately with a damp cloth. If the test does not damage the floor, try the treatment on the stain.

PROTECTING

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor.
- Use floor protectors and wide load-bearing leg bases under your furniture or appliances to minimize indentations and scratches caused by heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be. Ensure that furniture with wheels, including but not limited to office chairs, use only soft roller wheels suitable for PVC flooring.
- Do not use rubber or foam-backed plastic mats to prevent slippage as they may discolour the floor.
- Don't walk on your floor with stiletto-style heels, spiked golf shoes or cleats; they may cause imperfections in your floor.
- Mild indentations may occur under heavy objects but should recover over time once the object is moved. Use wider protective pads to prevent permanent marks.
- Rearrange area rugs and furniture periodically so the floor can age evenly. Sun exposure can lighten or darken the colour of different floors.
- Use a dolly, plywood > ¼" thick, or hardboard when moving heavy furniture or appliances. Never try to slide or roll heavy objects across the floor.
- Keep pet nails trimmed or consider booties available from pet stores.

SECTION 4 – LIMITED WARRANTY ON FLOORING

DURATION AND SCOPE OF WARRANTY

Subject to the terms and conditions of this warranty, Goodfellow Inc. ("Goodfellow") warrants these SPC Comfort Core flooring products in their original manufactured condition to be free from defects in manufacturing and workmanship including assembly dimension and grading.

By purchasing the product, the purchaser accepts the warranty and hereby acknowledges that this warranty is in lieu of all other representations, warranties, or conditions, express or implied, statutory or otherwise.

Goodfellow does not grant to any person or entity the authority to create for it any obligation or liability in connection with Goodfellow flooring.

Goodfellow shall not be liable to the customer or any other person for any incidental, special or consequential damages, arising out of a breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, which may vary depending on the state or province.

TERMS AND CONDITIONS OF THIS WARRANTY

- This limited warranty is conditional upon compliance with the installation instructions set out in this document, including instructions for protecting the floor against subfloor moisture, and upon compliance with maintenance standards. Failure to comply with these instructions and standards will invalidate the warranty.
- This limited warranty is valid only in North America and the United Kingdom.
- The warranty is not transferable. It extends only to the original retail consumer.
- This limited warranty is conditional upon written notice and supporting documentation being submitted to Goodfellow in accordance with the claims procedure detailed below prior to any repair being made in order to confirm that the product has one of the covered defects. Failure to comply with these requirements will invalidate the warranty.

EXCLUSIONS

- If the product is found to be unsatisfactory before installation, for whatever reason, it must not be installed and the building owner must notify their dealer immediately. Installation or use of the product constitutes acceptance of the product by the customer. Goodfellow can in no way be held responsible for any costs or defects arising from the installation or use of a defective or nonconforming product.
- Goodfellow shall not be liable for any consequential or special damages or expenses (material, labour or other) arising from the application of this warranty.
- Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor. Any product deformity that is visible only at a certain angle or certain lighting is not considered a defect and is therefore specifically excluded from this warranty.
- This warranty does not cover any other damage caused by:
 - a. Mishandling, faulty installation, improper storage or faulty building design
 - b. Movement or settling of the structure or subfloor on which the product is installed
 - c. Repairs or modifications to the product
 - d. Excessive or inadequate humidity in the area of use
 - e. Full or partial exposure to sunlight and weather
 - f. Indentation, scratches or damage caused by negligence, moisture, insects, animals, and high-heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture not having floor protectors
 - g. Man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.
- This warranty specifically excludes all other compensation whatsoever, including labour costs, if necessary, installation or reinstallation costs and other direct or indirect, actual or foreseeable, present or future damage.

CLAIMS PROCEDURE

- This procedure constitutes the only way to make a claim in regards to this limited warranty.
- Before making a claim, please ensure that you have read, understood, and followed the installation and maintenance procedures to ensure the validity of your warranty. Any failure covered by this warranty must be reported to the authorized dealer within 30 days of discovery.
- Any claim under this warranty by the purchaser of the product must be made in writing during the warranty period and must include the original purchase invoice or other proof of purchase from the authorized dealer, as well as a description of the problem and a photo or sample clearly showing the warranty problem.
- Following prior written agreement between Goodfellow, the dealer and the product claimant for the resolution of a claim, corrective actions may include:
 - a. A refund equal to the purchase price of the defective product.
 - b. Product replacement, free of charge, equal to the quantity of product to be replaced.
- In the event of a claim, the owner assumes all other costs including, but not limited to, labour; installation; removal or replacement of cabinets, appliances, furniture, or other fixtures; transportation; and any other costs related to the performance of the work.
- Any agreement between Goodfellow, the dealer and the product claimant to refund, replace or otherwise remedy the product shall constitute a final and complete resolution of all claims under this warranty.