



UNDERLAYMENT INSTALLATION INSTRUCTIONS

SureStart™

INTRODUCTION

These instructions are written as a guide to be used by professional installers when installing Tarkett products. These instructions, combined with our adhesives and flooring products, create a system. Utilizing this system will ease the installation process and provide the customer with a completed product that will perform to its intended purpose. Always visit www.tarkettna.com for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-899-8916 with any questions.

HANDLING AND STORAGE

1. All Tarkett products must be stored in an indoor, climate controlled space and be protected from the elements. Temperature must be maintained between 65°F (18.3°C) and 85°F (29.4°C) with a relative humidity between 40% and 60%.
2. Rolls must be stored and secured vertically, tightly rolled face-out on an appropriate sturdy cardboard tube.
3. Tarkett flooring and adhesives must be site conditioned at room temperature for 48 hours prior to, during, and after installation. Room temperature must be maintained between 65°F (18.3°C) and 85°F (29.4°C) and the ambient relative humidity must be between 40% and 60%. We strongly recommend the permanent HVAC system be fully operating. **NOTE:** If a system other than the permanent HVAC source is utilized, it must provide proper control of both temperature and humidity to recommended or specific levels for the appropriate time duration as stated above.
4. Once the installation is completed, the service temperature of the space must never fall below 55°F (12.8°C).
5. In areas that are exposed to intense or direct sunlight, the product must be protected during the conditioning, installation, and adhesive curing periods, by covering the light source.
6. Tarkett products are not recommended for exterior use. Exposure to excessive UV rays can result in fading, degradation, and/or color variation.
7. The highest quality of materials and workmanship is employed in the manufacturing of Tarkett flooring and careful inspection is made before shipment. A quality installation is the responsibility of the installer. It is the installer's responsibility to verify the accuracy of the order and to ensure the materials are checked for damage, defects, and satisfactory color match. An authorized Tarkett distributor or Tarkett representative must be notified of any defects before installation proceeds. **Tarkett will not pay for labor or material costs claimed on installed materials with visual defects.**
8. Tarkett cannot accept responsibility for any loss or damage that may result due to processing or working conditions and/or workmanship outside our control.
9. Users are advised to confirm the suitability of this product by their own tests.

GENERAL SUBFLOOR PREPARATION

1. **All subfloors** must be permanently dry, clean, smooth, and structurally sound. The surface must be free of all dust, loose particles, solvents, paint, grease, oil, wax, alkali, sealing/curing compounds, old adhesive, and any other foreign material, which could affect the installation and adhesive bond to the substrate. Permanent and non-permanent markers, pens, crayons, paint, or similar marking tools used to mark the substrate or the back of the resilient flooring material will cause migratory staining. Subfloor contamination or markings that bleed through the flooring material causing discoloration or staining are excluded from the Tarkett Limited Warranty. All substrate contaminants must be mechanically removed prior to the installation of the flooring material. **NOTE: Do not use liquid solvents or adhesive removers.**

Minimum temperature of the substrate must be 60°F (15.6 °C). Substrate temperature should be a minimum of 5°F higher than the dew point temperature.

Caution: Do not use oil-based sweeping compounds.

Fill all depressions, cracks, and other surface irregularities with a good quality Portland cement based underlayment patching compound appropriate for this purpose.

Tarkett does not recommend installing over existing resilient floors. All existing flooring and adhesives must be mechanically removed prior to installing the new flooring material – **Do not use chemical adhesive removers or solvents.** Refer to the Resilient Floor Covering Institute's (RFCI), *Recommended Work Practices for Removal of Existing Resilient Flooring* for best work practices.

Caution: Some resilient flooring products and adhesives contain "asbestos fibers" and special handling of this material is required.

2. **Concrete subfloors** must be constructed as recommended by the American Concrete Institute's ACI 302.2 *Guide for Concrete Slabs that Receive Moisture-Sensitive Flooring Materials* and prepared in accordance with ASTM F 710 *Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring*.

Do not install Tarkett flooring over expansion joints or other moving joints in the substrate. These joints must be respected and should not be filled with products that are not intended for that purpose. Contact an expansion joint cover manufacturer to meet specific flooring conditions.

All concrete subfloors must be tested for moisture and pH (alkalinity):

Moisture testing must be conducted in accordance with ASTM F 2170 *Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes* or ASTM F 1869 *Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride*. Following ASTM F 2659 *Preliminary Evaluation of Comparative Moisture Condition of Concrete, Gypsum Cement and Other Floor Slabs and Screeds Using a Non-destructive Electronic Moisture Meter* can provide qualitative information prior to performing ASTM F 2170 or ASTM F 1869.

Acceptable moisture limits can be found in the adhesive section below, on the adhesive label, and in the adhesive specifications online. Test results must not exceed the limits of the adhesive.

If the tests results exceed the limitations, the installation must not proceed until the problem has been corrected. Tarkett does not recommend or warrant any particular product or procedure for the remediation of high moisture in concrete substrates. There are several companies that manufacture products suitable for moisture remediation. We suggest you refer to the current ASTM F 710 *Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring* and ASTM F 3010 *Standard Practice for Two Component Resin Based Membrane-Forming Moisture Mitigation Systems for Use Under Resilient Flooring Systems*.

A pH test for alkalinity must be conducted. Acceptable pH range of the adhesive can be found in the adhesive section below, on the adhesive label, and in the adhesive specifications online. Results must not exceed the limits of the adhesive. If the test results are not within the acceptable range, the installation must not proceed until the problem has been corrected.

- 3. Wood subfloors** must have a minimum 18" (47 cm) of cross-ventilated space between the bottom of the joist and ground. Exposed earth crawl spaces must be sealed with a polyethylene moisture barrier.

Subfloors must meet local and national building codes. Trade associations, such as the APA -The Engineered Wood Association, offer structural guidelines for meeting various code requirements. Refer to ASTM F 1482 *Standard Practice for Installation and Preparation of Panel Type Underlayments to receive Resilient Flooring* for additional information.

Single Floor Wood Construction and Tongue and Groove subfloors must be covered with 1/4" (6.4 mm) or 1/2" (13 mm) APA approved underlayment plywood. Use 1/4" (6.4 mm) thick underlayment panels for boards with a face width of 3" (76 mm) or less. For boards wider than 3" (76 mm) face width use 1/2" (13 mm) underlayment panels.

Countersink nail heads and fill depressions, joints, cracks, gouges, and chipped edges with a good quality Portland cement based patching compound designed for this purpose.

Do not install over OSB (Oriented Strand Board), particle board, chipboard, lauan or composite type underlayments.

- 4. Terrazzo and Ceramic floor** surface must be thoroughly sanded to remove all glaze and waxes. Remove or replace all loose tiles and clean the grout lines. Use a good quality Portland cement based leveling compound to fill all grout lines and other depressions.
- 5. Steel floor** surface must be mechanically abraded to assist with the adhesive bond. The floor must be cleaned to remove all dirt, rust and other contaminants that could affect the adhesive or the bond of the flooring material to the substrate. Surface must be primed with a rust inhibitor. It is important to follow the non-porous installation instructions when installing over metal.
- 6. Concrete floors equipped with a radiant heating system:** Turn the heat down to 65°F (18.3°C) for at least 48 hours before installation. Heat may be gradually returned to operating temperature 48 hours after installation. Surface temperature must not exceed 85°F (29.4°).
- 7. An adhesive bond test** must be performed using the actual flooring materials and adhesive to be installed. The test areas must be a minimum of 36" x 36" and remain in place for at least 72 hours and then evaluated for bond strength to the concrete.

INSTALLATION

NOTE:

- **SureStart is ONLY recommended for use with Tarkett Access, Adaptt, Aloft Click, Aloft Glue Down, Contour, Event, ID Latitude, ID Inspiration 70, ID Inspiration 55, Transcend Click, and Transcend SureSet. SureStart is not recommended for use with GroutFill Products.**
- **Tarkett does not recommend installing SureStart over existing cushion back resilient flooring or carpet materials.**
- **In some cases SureStart can be installed over existing floorcoverings, see Special Instructions below.**
- **Do not use in areas that are subject to commercial traffic, heavy rolling loads or heavy point loads.**

1. Installation Procedure:

- Unroll the SureStart so the seams are running perpendicular to the plank flooring material and at a 45 degree angle to tiled products.
- Butt factory seams together to achieve a net fit. If a net fit cannot be achieved because of edge damage or undulations in the substrate overlap the material and doublecut the SureStart.
- Trim SureStart to fit area, leaving a 1/4" (6.4 mm) space at all walls and vertical obstructions.
- SureStart is not adhered to the substrate.
- All seams, cuts and breaks must be secured with Dupont Tyvek tape.
- Remove all dust, dirt, grit, debris, and scrap material from the surface of the SureStart prior to installing the flooring material.

2. Installation of Flooring Material:

- Follow the installation instructions for the material being installed.
- When trimming flooring material, leave a 1/4" (6.4 mm) space at all walls and vertical obstructions.
- Apply the 959 Vinyl Tile and Plank Adhesive to the SureStart by following the instructions for non-porous applications. Proper trowel selection and adhesive open time are critical. **NOTE: Adaptt, Transcend SureSet, Aloft Click and Transcend Click do not require adhesive.**
- Install the flooring material into the adhesive.
- Roll floor in both directions with a 100 pound three-section roller. Use a small hand roller in areas that cannot be reached with a large roller.

3. Post Installation procedures:

We recommend that the installation of new flooring material not be performed until all the other trades have completed their work. Proper precautions must be taken during and after the installation process to avoid damage to the newly installed flooring system.

a. Immediately after installation:

- Follow flooring material installation instruction for post installation protection.
- The floor must be swept or vacuumed prior to the placement of the floor protection panels. (Lightly damp mop if necessary)

b. 72 hours after installation:

- Per the flooring materials maintenance instructions, use minimal water and do not flood the flooring.
- During furniture or appliance placement flooring must be protected with ¼" thick Masonite or similar wood panels.

NOTE: Do not use plastic or other non-porous materials to protect the newly installed flooring that could prevent the adhesive from drying properly.

SPECIAL INSTRUCTIONS

In some cases, SureStart can be installed over existing floorcoverings. Prior to proceeding with the installation, for clarification and additional information on these matters, please contact Tarkett Technical Services at 1-800-899-8916.

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