

Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP)

Installation Guide & Important Notice



1. Important Notice & Disclaimer

This document is a general installation guide only for Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (5 mm LVP, glue-down). It does not cover every possible site condition, subfloor type or installation scenario.

It is intended for experienced, professional flooring installers familiar with:

- Relevant Australian / New Zealand Standards (including AS 1884 – current edition).
- Local building codes and regulations.

The installer and/or owner is solely responsible for:

- Assessing subfloor suitability (concrete slab, timber, existing tiles or other).
- Selecting compatible primers, levelling compounds, moisture barriers and adhesives.
- Ensuring compliance with all relevant standards and building regulations.

We do not represent that this guide is suitable for all situations, or that following it alone guarantees a successful installation.

By proceeding with installation, the installer and/or owner accepts that:

- Installation outcome (including subfloor preparation, product choice, adhesive choice and workmanship) is the responsibility of the installer/owner.
- If there is any doubt about subfloor conditions, product suitability, or installation method, a qualified professional flooring contractor and/or relevant product manufacturers must be consulted before starting.

Once Aquis Comfort Acoustic luxury vinyl planks are installed, the product and its appearance are deemed accepted, including:

- Correct product, colour and pattern.
- Free from visible defects that should reasonably have been noticed before or during installation.

Ownership of installed product

Once installed, the flooring becomes part of the property and is the owner's product. Any removal, re-installation, rectification or repair required due to:

- Improper installation
- Incorrect subfloor preparation
- Wrong product or colour being installed
- Failure to follow applicable standards,

is the responsibility of the installer and/or owner.

Claims for such issues after installation will not be accepted. Once laid, the flooring becomes part of the property and is the owner's product. Any removal, re-installation, rectification or repair due to incorrect installation, wrong product/colour installed, or non-compliance with standards is the responsibility of the installer/owner.

To the maximum extent permitted by law, we are not liable for consequential or indirect loss (including labour, associated trades, relocation, or loss of use). Our obligations, if any, are limited to those set out in our written product warranty.

If you are unsure about any aspect of the installation, do not proceed until professional advice is obtained.



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2. Safety Warning

2.1 Personal safety

- Wear protective eyewear, gloves and suitable footwear (steel-capped recommended).
- Use dust extraction and an appropriate dust mask/respirator when cutting or sanding.
- Ensure good ventilation when using adhesives, primers and levelling compounds.
- Follow the Safety Data Sheets (SDS) for all ancillary products.

2.2 Asbestos warning for old existing flooring.

Resilient floorcoverings, underlays and adhesives installed or imported before 1 January 1984 may contain asbestos. If you cannot positively confirm that existing materials are asbestos-free:

- Do not sand, dry sweep, drill, saw, grind, bead-blast or otherwise create dust.
- Existing flooring should only be removed by a licensed asbestos removal contractor.
- Aquis Comfort Acoustic Luxury Vinyl Plank Flooring does not contain asbestos. The following warning relates only to existing floor coverings, underlays and adhesives that may be present on site, particularly those installed or imported before 1 January 1984.

3. Product Scope & Suitable Applications

Product: Aquis Comfort Acoustic Luxury Vinyl Plank Flooring, 5 mm LVP, glue-down.

3.1 Typical use

- Residential and light commercial when correctly installed on a suitable subfloor.

3.2 Suitable substrates (Subject to appropriate preparation and adhesive compatibility)

- Concrete slabs and cement screeds.
- Timber/wood-based subfloors (plywood, particleboard, strip flooring – with appropriate overlay).
- Existing ceramic / porcelain tiles.
- Certain existing resilient floors (strict conditions – see Section 5.5).

3.3 Not suitable for

- Exterior installations, solariums, seasonal rooms, balconies, caravans, boats.
- Any vertical surface.
- Direct installation over soft, cushioned or heavily embossed vinyl.
- Unregulated or extreme temperature environments.

Check local regulations for use in wet areas (bathrooms, laundries, powder rooms). Compliance and certification are the responsibility of the builder/installer.

4. Environmental Conditions & Acclimatisation

4.1 Ambient conditions. Maintain the following before, during and for at least 24–48 hours after installation:

- Room temperature: 18–25°C (acceptable operating range approx. 15–28°C).
- Relative humidity (RH): ideally 45–65% (never consistently below ~30% or above ~65%).
- Run HVAC systems where available to stabilise conditions.
- Windows and sliding doors must be covered to prevent direct sunlight from heating the floor surface above 28°C during the adhesive curing phase. (Sunlight through glass is the #1 cause of LVP failure). Use blinds or temporary coverings to avoid intense direct sunlight on the floor during acclimatisation and installation.



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4.2 Storage & acclimatisation of planks

- Transport and store cartons flat on a firm, level surface.
- Keep product dry and out of direct sunlight, away from heaters.
- Do not store cartons upright or stack them excessively high.
- Acclimatise unopened cartons in the installation area for at least 48 hours at 18–25°C.
- In colder weather, allow additional time until the product is fully at room temperature.

On the day of installation:

- Open cartons and mix planks from several boxes to blend colour and pattern.
- For colour consistency across a project, order all planks for that project at the same time where possible.

5. Subfloor Requirements & Preparation

All subfloors must comply with AS 1884 (current edition) and adhesive manufacturer requirements.

5.1 General requirements (all substrates). Subfloors must be:

- Flat: variations must not exceed 3 mm over any 3 m radius.
- Dry: moisture content and relative humidity within AS 1884 criteria and the specific adhesive manufacturer's limits.
- Clean: free from dust, dirt, oil, grease, paint, curing compounds, sealers, waxes, polishes and any loose residues.
- Sound and stable: no loose areas, delamination or deflection under load.

Additional notes:

Remove all soft floorcoverings such as carpet, cork, cushioned vinyl and associated adhesives if they compromise flatness or bond.

Use mechanical preparation (grinding, sanding, scraping, shot-blasting) where necessary.

5.2 Concrete slabs & screeds

- Ensure concrete/screed is fully cured.
- Check moisture using a method complying with AS 1884 (e.g. in-situ RH testing).
- Moisture must be within adhesive manufacturer's allowances. Where multiple criteria (AS 1884, adhesive TDS) apply, installers are strongly encouraged to review and consider the most stringent requirement when determining suitability and installation method.
- If above moisture limits:
 - (a) Carry out moisture testing as per AS 1884 and record results.
 - (b) Install a compatible moisture/vapour control system following the product instructions.

Remove weak or loose surface layers; grind high spots, fill low spots and cracks with suitable repair compounds.

Prime as required, then apply an appropriate smoothing/levelling compound (typically 3–5 mm) over the area.

Use correct trowel and de-air with a spike roller.

Allow full cure and dry time.

Sand as needed, then vacuum thoroughly.

5.3 Timber & wood-based substrates (plywood, particleboard, strip flooring)

- Subfloor must be structurally sound, rigid and dry (typical timber moisture $\leq 14\%$).
- Fix all loose boards or sheets with screws/nails to eliminate movement and squeaks.
- Flatten by sanding and/or overlay with appropriate materials (e.g. Masonite, fibre cement or plywood) fixed to manufacturer recommendations.
- Ensure secure fixing; sand joints and edges and apply sealer/primer as specified by the adhesive manufacturer.
- Confirm correct thickness and fixing pattern to minimise movement.
- Use levelling compound where necessary to achieve 3 mm over 3 m flatness.

5.4 Ceramic / porcelain tiles

- Tiles and grout must be well bonded with no drummy or loose tiles.
- Clean and degrease the surface.
- Fill grout lines and depressions with a compatible patching or levelling compound.
- A full skim coat (3–5 mm levelling layer) is recommended for best appearance and to prevent telegraphing.

5.5 Existing resilient floorcoverings (vinyl, linoleum, etc.) Only suitable if all of the following are met:

- Single layer only, well-bonded and smooth.
- Free from waxes, polishes, loose edges or bubbles.
- Not cushioned or heavily embossed. Cushioned or embossed vinyl is not a suitable subfloor. If these conditions are not met, remove the existing resilient floor and prepare the underlying substrate.
- Clean thoroughly and, if required by the adhesive manufacturer, strip wax/polish and prime before levelling.
- Moisture testing should be carried out using methods compliant with AS 1884, and results should be measured and recorded before installation.
- Structural and movement/expansion joints in the subfloor must not be bridged with Aquis Comfort Acoustic LVP; they must be carried through to the finished surface using suitable movement profiles.
- Where uncertainty exists regarding the condition or composition of an existing resilient floor, installers are encouraged to carefully assess suitability and consider removal of the existing flooring prior to installation.

5.6 Subfloor Documentation – Best Practice: Aquis Comfort Acoustic Luxury Vinyl Plank Flooring is designed and tested for reliable long-term performance when correctly installed. As a matter of best practice, we recommend that the installer:

- Carries out subfloor moisture testing in accordance with AS 1884 and records the method, locations, readings and date.
- Takes clear photographs of the subfloor before, during and after preparation, including any moisture barrier, levelling compound, grinding or patching works.
- Records the brands, product names and/or numbers of all primers, levelling compounds, moisture barriers and adhesives used. These records will provide valuable information to help us in the assessment process in the unlikely event of an issue and warranty claim.

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6. Underfloor Heating

Aquis Comfort Acoustic luxury vinyl plank flooring may be installed over low-temperature, fully embedded systems only, such as:

- Hydronic (water-based) in-slab heating, or
- Other fully embedded systems where the heating elements are within the screed and the system is approved for use under resilient flooring.

Not suitable over:

- Surface heating films/foils.
- Loose cable systems not fully embedded.
- Any system not explicitly approved for use under vinyl planks.

Requirements:

- Follow the heating installer's commissioning protocol (especially for new screeds).
- For new concrete/screeds, observe required curing and initial heating cycle (often ≥ 21 days before first heating) as per AS 1884 and heating supplier.
- Turn the heating off 24 hours before installation.
- After installation, wait at least 48 hours before turning heating back on.
- Increase temperature gradually, no more than 5°C per day.
- Maximum permitted surface temperature at the floor covering interface: 27°C.
- Avoid rapid and large temperature swings or sudden surface temperature changes, as these can cause gapping or peaking at joints and are not covered by warranty.

7. Layout Planning

7.1 Inspection & Acceptance

- Confirm the product, colour, pattern and quantity match the order and owner's expectations before starting.
- Inspect every plank for visible defects or damage.
- Do not install defective planks. If any issues are found or you are unsure, stop and contact your supplier.

Consistency

Before installation, check for consistency

- Slight differences in tone, shade or gloss may be visible. This is regarded as aesthetic outcome of the installation choice, not a product fault and is not covered by warranty.

If the installer / owner chooses to proceed with installation the visual outcome is deemed to be accepted.

7.2 Mixing Planks

- Open several cartons and mix planks for a natural, balanced pattern.
- Any visible variation is an aesthetic matter and is not covered by warranty.

7.3 Direction

- Aquis Comfort Acoustic LVP planks are manufactured with a subtle 'production direction' that influences how light reflects from their surface. For visual consistency, directional arrows are provided on the back of each plank. To ensure the most uniform appearance, consistent light reflection, and premium visual flow across your floor, all planks should be installed with these arrows aligned in the same direction. This approach helps minimise perceived differences in gloss or subtle colour variations. For optimal aesthetic results, it is generally recommended to lay planks parallel to the primary light source or along the longest wall/hallway, while ensuring this consistent production direction is maintained throughout the installation.



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7.4 Reference lines

- Measure the room and establish a straight starting or centre line with a chalk line.
- Do not assume existing walls are straight.

7.5 Stagger pattern

- Stagger end joints in adjacent rows by at least 300 mm where possible (absolute minimum 150 mm).
- Avoid "H" patterns or clustered short off-cuts.

7.6 Dry-lay

- Dry-lay 2–3 rows to:
 - (a) Confirm staggering and pattern, and
 - (b) Ensure that edge cuts will not be too narrow.
- Adjust the starting line if needed.

7.7 Continuous Areas & Movement Breaks

- For large continuous areas, long corridors or complex layouts, installers should review whether transitions or movement breaks may be appropriate, taking into account AS 1884, site conditions and substrate characteristics.

8. Adhesive Selection & Application

Aquis Comfort Acoustic luxury vinyl plank flooring 5 mm is designed for installation using a high-quality, moisture-resistant hard-set vinyl adhesive only.

8.1 Adhesive specification

- Specifically formulated for vinyl plank / LVT, and
- Installed in accordance with AS 1884 and the adhesive manufacturer's instructions. Pressure-sensitive or releasable adhesives are not permitted.

8.2 Suggested adhesive brands (examples only)

Suitable hard-set vinyl adhesives include (but are not limited to):

- ARDEX AF 180
- Mapei Ultrabond hard-set vinyl/LVT adhesive
- Roberts hard-set vinyl adhesive suitable for LVT/LVP (e.g. Roberts 603X)
- Bostik hard-set vinyl/LVT adhesive
- SikaBond hard-set vinyl/LVT adhesive

The above adhesive brands and products are suggestions only. UB Trading cannot assess or predict the specific site or site conditions. It is the sole responsibility of the installer/owner to:

- Assess the substrate, environmental and service conditions.
- Select an appropriate adhesive compatible with the subfloor, moisture conditions, primers/levelling compounds and intended use.
- Strictly follow the adhesive manufacturer's instructions.

The installer/owner must be satisfied that both the adhesive selected and its method of application are suitable for:

- Aquis Comfort Acoustic LVP, and
- The specific product and site conditions.



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8.3 Application guidance.

Use a reputable hard-set vinyl adhesive suitable for:

- LVP (vinyl plank) installation,
- The specific substrate (concrete, timber overlay, tiles, existing resilient, etc.), and
- Any moisture barrier or primer in use.
- In areas subject to intense direct sunlight or elevated surface temperatures, installers should consider the use of a durable, permanent hard set vinyl adhesive and appropriate window protection measures where necessary (e.g., blinds, curtains, films).

Generally, apply adhesive full spread with a 1.6 mm V-notched trowel (or as per adhesive data sheet). Always follow the adhesive manufacturer's instructions for:

- Priming/sealing requirements.
- Minimum and maximum open time / tack-off.
- Working time.
- Recommended trowel notch.
- Rolling requirements.
- Clean-up and cure time.

9. Installation Procedure (Glue-Down)

9.1 Tools

- Chalk line and straight edge (approx. 3m).
- Sharp utility knife with solid blades (avoid snap-off blades).
- Metal/wooden square, tape measure, pencil.
- Notched trowel (e.g. 1.6 mm V-notch) as specified by adhesive supplier.
- Small hand roller.
- Heavy floor roller 35–50 kg.
- Vacuum and broom.

Cutting tip: Score from the decor face, deepen the score if required, then flex and snap. For complex cuts around frames/pipes, power tools may be used following safety guidelines.

9.2 Laying

Final subfloor check:

- Confirm flatness (≤ 3 mm over 3 m), dryness and cleanliness.
- To start the row, lay the first row along the reference line, using full-width planks where possible.

Adhesive application:

- Work in manageable sections.
- Apply adhesive evenly with the recommended trowel.
- Allow adhesive to "tack off" as specified (often 5–10 minutes) until it is tacky but not wet.

Plank placement:

- Place planks into the adhesive along the line, then progress row by row.
- Butt planks tightly without forcing them together or stretching them.
- Maintain the planned stagger (≥ 300 mm) and check alignment frequently.

Rolling:

- Use a small hand roller as you go to press planks firmly into the adhesive.
- Wipe up adhesive on the surface immediately with a damp cloth, using cleaners approved by the adhesive manufacturer if required.
- After each section is laid (while adhesive is in working time), roll with a 35–50 kg roller in both directions to ensure full adhesive transfer. As a matter of best practice, a second rolling pass may be considered later within the adhesive working time, especially where advised by the adhesive manufacturer or where site conditions warrant.

Perimeter and details:

- Cut planks at walls and fixed objects for a neat fit.
- For pipes, drill a hole slightly larger (approx. 10 mm extra) than the pipe, cut and fit carefully, then glue any off-cut in place as needed.
- For fully bonded glue-down installations, a formal expansion gap is generally not required. However, installers should consider providing sufficient relief at walls, columns and fixed objects to avoid unnecessary stress or compression of the planks, with trims or skirtings used as appropriate.

10. Wet Areas & High-Moisture Zones (Where Permitted)

Where vinyl planks are permitted by local building codes (e.g. some bathrooms, laundries, powder rooms):

- Wet area detailing should be reviewed carefully to ensure compliance with local building codes, and care should be taken to avoid creating moisture traps beneath the flooring.
- Confirm suitability with the relevant authority/building certifier before installation.
- Use a durable, water-resistant hard-set vinyl adhesive approved for wet areas.
- Ensure that the underlying waterproofing system complies with code and manufacturer instructions.
- Seal the perimeter and penetrations (e.g. pipes) with a mould-resistant, sanitary-grade silicone compatible with vinyl and waterproofing.
- Typically, do not run a continuous glued floor from wet areas into adjoining rooms if this compromises the wet-area detailing. Treat wet areas as separate installations when required by code.

11. Post-Installation & Initial Use

- Prevent all traffic for at least 24 hours after installation.
- Avoid heavy furniture, appliances and wheeled traffic for 48 hours or as recommended by the adhesive manufacturer.
- Maintain room temperature in the 18–25°C range and avoid strong direct sunlight during adhesive cure.
- If other trades will work in the area, protect the floor with a breathable, non-staining floor protection (not waterproof plastic sheeting that traps moisture).

Initial cleaning:

- After cure, sweep or vacuum using a hard-floor head without metal or sharp edges.
- Damp mop with clean water and a pH-neutral cleaner suitable for vinyl.
- Do not flood-wash or allow standing water.

12. Ongoing Care & Maintenance

- Maintain indoor climate where practical at 21–25°C and 45–60% RH.
- Sweep, vacuum or dust-mop regularly to remove grit.
- Clean with a damp mop as required using a pH-neutral vinyl floor cleaner.

Do not use:

- Steam mops.
- Abrasive pads/cleaners.
- Wax-, oil- or solvent-based products.
- Strong alkalis or bleach.

Spills:

- Wipe spills promptly to minimise risk of staining.

Furniture & protection:

- Fit non-staining felt pads or glides under furniture legs.
- Use protective mats under castor chairs; choose soft, free-turning castors.
- Use entrance mats to trap dirt (avoid rubber, latex or coco-fibre backs that may stain vinyl).
- Avoid prolonged direct contact with rubber items (feet, tyres, some mats) as they can cause permanent staining.
- Do not drag heavy objects across the floor; lift and carry or use suitable moving aids.

Pets:

- Keep pet nails trimmed to reduce scratching risk.

Repairs:

- Individual damaged planks can usually be lifted and replaced by a professional.
- Keep at least one spare carton of planks from the original order for future repairs.

13. Warranty & Documentation

Correct installation in accordance with:

- This guide,
- AS 1884 (current edition), and
- The relevant adhesive/ancillary product instructions

is a condition for maintaining warranty coverage.

Retain:

- Product purchase invoice details.
- Adhesive brand and type.
- Installation date and installer details.

Limitations of liability. To the maximum extent permitted by law, we are not liable for:

- Consequential or indirect losses, including labour, associated trades, accommodation, or business interruption costs.
- Damage arising from misuse, neglect, accident, improper maintenance, abnormal environmental conditions, or use outside the scope described for Aquis Comfort Acoustic LVP.

Our obligations, if any, are limited to those expressly stated.