



Thank you for your recent order for flooring. We have pleasure in enclosing your O&M Manual. This document contains important information to help ensure a successful installation, and provides guidance on how to maintain your product. This document should be passed directly to the end user so that the flooring can be correctly maintained in the future.

**This is not an Order Confirmation. Your Order Confirmation will be sent as a separate PDF document.**

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Your O&M Manual contains:

PRODUCT SPECIFICATION

INSTALLATION GUIDE

MAINTENANCE GUIDE

# PURE WOVEN VINYL

## PRODUCT SPECIFICATION

ISSUE 2019-V1



Ranges		Bold   Brave   Fair   Gentle   Noble   Sharp   Wild	
Description		Woven Vinyl Tile & Sheet	
Origin		Manufactured in Belgium	
Pile Fibre		PVC Yarn with Glass Fibre Core	
Method of Manufacture		Woven	
Total Thickness	Tile	3.3 mm	
	Sheet	2.5 mm	
Total Weight	Tile	4,500 g m <sup>2</sup>	
	Sheet	2,500 g m <sup>2</sup>	
Secondary Backing		Phthalate-free PVC	
Wear Class		Class 33   Heavy Commercial Use	EN 1307
Castor Chair Rating		≥ 2.4r   Continuous Use	EN 985
Impact Sound Reduction	Tile	ΔLw 14 dB	EN ISO 10140
	Sheet	ΔLw 12 dB	
Sound Absorption		α <sub>s</sub> 0.05	EN ISO 11654
Thermal Insulation		0.20 m <sup>2</sup> KW   Suitable for Underfloor Heating	ISO 8302
Electrostatic Properties		≤ 2 kV   Antistatic	ISO 6356
Flammability Rating		B <sub>FL</sub> -S1	EN 13501
Colourfastness to Light		≥ 7 (on a scale of 1-8)	ISO 105-B02
Slip Resistance	Dry Slip Potential	DS   Non-slip	EN 13893
Emissions Certifications		Meets BREEAM GN22 V2.3 Exemplary Level Criteria	
Stock Profile	Tile	Selected Colours Stocked in the EU, Other Colours Made-to-Order   Min Qty 50 m <sup>2</sup>	
	Sheet	Made-to-Order   Min Qty 50 m <sup>2</sup>	
Product Sizes	Tile	500 mm x 500 mm	
	Sheet	2 m wide	
Pack Sizes	Tile	16 per Carton (4 m <sup>2</sup> )	
	Sheet	appr 25 1m Rolls (50 m <sup>2</sup> )	
Installation Methods	Tile	Loose Lay (Ashlar or Quarter Turn)	
	Sheet	Direct Stick	
Recommended Adhesives	Tile	Ntgrate Tackifier	
	Sheet	Ntgrate Permanent	
Approximate Lead Times		Ex-stock EU 2 weeks   Ex-production 4-6 weeks	



# WHISPER WOVEN VINYL

PRODUCT SPECIFICATION  
ISSUE 2019-V1



Ranges	Bold   Brave   Fair   Gentle   Noble   Sharp   Wild	
Description	Woven Vinyl Sheet	
Origin	Manufactured in Belgium	
Pile Fibre	PVC Yarn with Glass Fibre Core	
Method of Manufacture	Woven	
Total Thickness	3.5 mm	
Total Weight	2,200 g m <sup>2</sup>	
Secondary Backing	Phthalate-free Blown PVC	
Wear Class	Class 32   Moderate Commercial Use	EN 1307
Castor Chair Rating	≥ 2.4r   Continuous Use	EN 985
Impact Sound Reduction	ΔLw 20 dB	EN ISO 10140
Sound Absorption	α <sub>s</sub> 0.05	EN ISO 11654
Thermal Insulation	≤ 0.15 m <sup>2</sup> KW   Suitable for Underfloor Heating	ISO 8302
Electrostatic Properties	≤ 2 kV   Antistatic	ISO 6356
Flammability Rating	B <sub>FL</sub> -S1	EN 13501
Colourfastness to Light	≥ 7 (on a scale of 1-8)	ISO 105-B02
Slip Resistance	Dry Slip Potential	DS   Non-slip
Emissions Certifications	Meets BREEAM GN22 V2.3 Exemplary Level Criteria	
Stock Profile	Made-to-Order   Minimum Order Quantity 50 m <sup>2</sup>	
Roll Width	2 m wide	
Roll Length	appr 25 1m Rolls (50 m <sup>2</sup> )	
Installation Methods	Direct Stick	
Recommended Adhesives	Ntgrate Permanent	
Approximate Lead Times	Ex-production 4-6 weeks	



These guidelines are for experienced installers. Adherence to these procedures should result in a quality installation. Quadrant will not be responsible for poor workmanship, problems created by improper site conditions or installation, improper subfloors, improper applications, adhesives, varnishes and the use of maintenance products not recommended, or detectable defects verifiable prior to installation. Quadrant will be responsible, within the scope of the product specifications and warranties, for defective materials, but that does not include materials installed with defects identified prior to installation. If these instructions do not cover a particular site condition or if you require further information please contact Customer Services.

## PRE-INSTALLATION

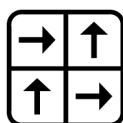
- Care should be taken when handling materials to avoid damage. When stored, materials should be stacked flat & square, with no overhang, and stacks should not be so high that they become unstable or place undue pressure on the bottom boxes. Boxes should never be stacked on their side. Protect the flooring from extreme temperatures.
- Materials are individually labelled with a batch number. Batches should not be mixed unless authorised by the specifier.
- All materials must be conditioned in the area in which they are to be laid for at least 48 hours before installation. The ambient temperature within the area during conditioning and installation should not exceed 23°C or fall below 18°C and Relative Humidity should be maintained between 50% and 75%. These conditions must be maintained throughout the installation and for a minimum of 48 hours after installation.
- Our woven vinyl floors are suitable for use over underfloor heating systems. The heating should be switched off at least 48 hours prior to installation, and remain switched off throughout the installation. After installation the surface temperature should be gradually increased to operating temperature and should never exceed 28°C (82°F).
- The installer is responsible for ensuring that the installation option used complies with our recommendations and the instructions of the specifier (see INSTALLATION OPTIONS below).
- Prior to beginning the installation all other trades should have their work completed and the area should be clear, clean and dust free.
- Only remove outer packaging when ready to install the materials.
- Inspect the materials in daylight for any visible faults or damage and report any visible faults to Quadrant immediately and do not install the affected materials.

## SUBFLOOR

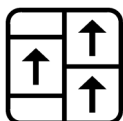
- Subfloors should be prepared in accordance with BS 5325 or corresponding national and European standards.
- All traces of previous floorcoverings and adhesives must be completely removed to reveal the original subfloor. Our woven vinyl floors cannot be laid over old textile or vinyl floorcoverings. Only in limited cases where the existing flooring is solid and non-absorbent (for example ceramic tiles) can our flooring be installed over an existing floorcovering, subject to suitable preparation of the surface.
- The subfloor must be level, clean, dry, smooth and crack-free and free from surface contaminants such as grease. The surface should be moisture-free. Subfloors that do not meet these criteria will require additional surface preparation to ensure a perfect installation.
- Our woven vinyl tiles are suitable for installation directly onto raised access floors providing the panels are clean, smooth and dust free, and the panels are level and horizontally aligned. Any discrepancies in levels and any surface defects are likely to show through the flooring and prevent joints from settling properly. For the best results we recommend the use of a plywood and/or latex underlayment when installing our woven vinyl tiles over a raised access floor.
- Our woven vinyl sheet products are not suitable for installation directly onto raised access floors without the use of a plywood and/or latex underlayment.
- The final appearance of your flooring depends on the quality of the subfloor.

## INSTALLATION OPTIONS

For each product we recommend specific installation options. The specifier should select the preferred option for the installation and advise the installers accordingly. The recommended options for each product are detailed on the product specification sheet which can be viewed or downloaded from [www.quadmod.com/downloads/specifications/](http://www.quadmod.com/downloads/specifications/)



Tile  
QUARTER TURN



Tile  
ASHLAR



Sheet  
DIRECT STICK

## ADHESIVES

We recommend the following adhesives for fixing our woven vinyl flooring to horizontal surfaces. Other adhesives may be used providing they are of a similar specification and quality.

- Ntgrate Tackifier (tiles)
- Ntgrate Permanent (sheet)
- Werner Muller Cold Weld Type A-C (sheet)

### INSTALLATION—Woven Vinyl Tiles

- We recommend that our woven vinyl tiles are installed Quarter Turn or Ashlar. All tiles are clearly marked on the back with an arrow denoting the pile direction. Installers should check which method of installation is required prior to commencement. Quadrant make specific recommendations and it is the installer's responsibility to ensure that the method used complies with our recommendations.
- There can be a significant variation in appearance of tiles depending on the installed pile direction in relation to the main natural light source. Specifiers and installers should take into account incoming light when deciding which installation method to choose.
- Measure the area to find the best setting out point that would utilise a maximum size perimeter tile. In some cases, due to doorways or partitions, the "starting point" is not the centre of the room. After selecting the starting point, snap chalk lines to bisect this point at right angles. In order to check the right angle mark a point exactly 3 metres from the starting point along one of the chalk lines and 4 metres on the bisecting line. The measurement between the two should be exactly 5 metres.
- Adhesive should be applied strictly in accordance with the manufacturer's recommendations to the whole floor area to receive tiles. It is advisable to restrict the application to an area that can be completed without long interruption. Particular care should be taken when applying adhesive to raised floor modules to avoid surplus adhesive collecting in the joints between the panels.
- After the adhesive has dried begin the installation at the intersection of the chalk lines. Complete the installation one quarter area at a time laying the tiles firmly and accurately along the anchor lines. Remaining tiles in the quadrant should be installed using the stair step method.
- A tight installation without compression is required, however care should be taken to avoid exerting excessive pressure when butting one tile against another. This can result in peaked or buckled joints. As each tile is installed ensure that the installation remains "square" and conforms to the chalk lines.
- Perimeter tiles should be cut using a straight edge and a sharp blade. With the tile face side down, accurately measure and mark the tile on the backing. Using a carpet knife and straight edge, cut through the backing.

### INSTALLATION—Woven Vinyl Sheet

- There can be a significant variation in appearance of material depending on the installed pile direction in relation to the main natural light source. Specifiers and installers should take into account incoming light when deciding which installation method to choose. When planning your installation limit the number of seams to a minimum. In high traffic areas install the sheet flooring with the pile direction in the direction of the main traffic flow.
- During the installation process white fibre glass fibres may appear. These will spontaneously break off in use, but they can be removed by gently rubbing with a damp cloth.
- Once acclimatised dry cut the woven vinyl sheet flooring to size, ensuring at all times that you have sufficient overlap on the joints between adjacent sheets (5cm)
- Fold back half the sheet of flooring and apply the recommended adhesive to the floor following the manufacturers recommendations. Once the adhesive has cured sufficiently fold the sheet flooring back into place.
- Fold back the unglued half of the sheet flooring and apply adhesive to the remaining area. Once cured fold the sheet flooring back into place.
- Before double cutting the seams roll the entire surface with a cork beam or pressure roller (minimum 50kg) to increase the contact between the adhesive and the floorcovering and to remove air bubbles. Rub from the centre of each sheet to the edges.
- Place a straight edge along the seam and using a sharp blade cut through both sheets.
- If a watertight installation is required seams should be cold-welded. Cold weld melts the floorcovering at room temperature, so incorrect application could cause irreparable damage to the floorcovering. We strongly advise that you familiarise yourself with the manufacturers application recommendations and also that you test the welding liquid before beginning the main installation. We recommend that seams are cut after the adhesive has dried completely.
- Apply masking tape to the length of the seam to protect the sheet flooring and then, using a circular blade cut a groove down the length of the seam, apply the cold weld over the masking tape into the groove. Once dry, remove the masking tape.
- Once installed it is advised not to use the floor until the adhesive has fully cured. As a guide foot traffic should be avoided for 24 hours after completion, and furniture movement should be avoided for 48 hours. Do not drag heavy objects across your floor and always place some kind of protection between an object and the floor when performing movements.

### BEFORE USE

- Once installed it is advised not to use the floor until the adhesive has fully cured. As a guide foot traffic should be avoided for 6 hours after completion, and furniture movement should be avoided for 48 hours. Do not drag heavy objects across your floor and always place some kind of protection between an object and the floor when performing movements.
- Before using your flooring we recommend you vacuum the entire area thoroughly to remove dust and dirt, and mop the floor with a lukewarm neutral soap solution.
- Some white fibres (glass fibre) may remain visible at the seams. These will spontaneously break off during use, or they can be removed by hand by rubbing the tile edge with a clean, damp cloth.
- When using castor chairs, hard wheels are recommended, and plastic chair mats should be considered.
- Protect your flooring immediately after installation to avoid unnecessary damage by other trades.
- Contact rubber materials (eg. Tyres and rubber floor mats) should be avoided as prolonged contact with woven vinyl flooring will stain permanently.

These guidelines are designed to provide you with the basic information needed to create an effective maintenance programme, however for detailed advice and implementation please consult our national aftercare service provider Traffik UK Ltd ([www.traffik.uk.com](http://www.traffik.uk.com) T:0800 298 5012). Quadrant cannot accept responsibility for claims arising from product that has not been specified, installed or maintained in accordance with our guidelines. A consistent, proactive maintenance programme can significantly improve appearance retention throughout the life of the flooring and defer the need for premature replacement. Planned maintenance not only maximises your return on investment but also represents sound environmental stewardship as lifecycle analysis shows that the overall environmental footprint of flooring is reduced by increasing the amount of time a floorcovering remains on the floor.

## PREVENTING PROBLEMS

- Outside maintenance helps minimise the immediate sources of soil. The cleaner you keep the areas around the perimeter of your building, the less dirt that will be tracked inside.
- Walk-off mats, grates and removable mats help collect soil before it can be tracked throughout the building. Be sure soil barriers are large enough to allow for at least 5 steps across. Vacuum daily, clean frequently and change often for best results.
- Use strong plastic sheeting with taped joints to protect the flooring during any building or enabling works as damage caused by contamination by products such as paint and varnish may prove difficult to remove.
- To avoid damaging the floorcovering, protect sharp edges of furniture and avoid dragging items across the flooring.
- Manage your HVAC system to remove any airborne particles before they are re-circulated, regularly replace or clean filters on air-handling equipment. Airborne soil includes industrial wastes, auto emissions, tobacco smoke and pollen.
- Maintain your vacuum cleaners to ensure effective regular cleaning of your facility your vacuum cleaners must retain extracted dry particulate within the vacuum cleaner and not push it back into the area as fine dust.
- Newly installed floors should be vacuumed, swept or mopped thoroughly to remove any residual construction dust. Mop the floor with lukewarm water and a neutral detergent.

## MANAGING SPILLS AND STAINS

- Promptly remove spills & stains because although spills are inevitable, permanent stains do not have to be. Most stains can be avoided or removed by immediate, or at least same day, treatment. It is good practice to have spot and stain removal products and equipment on hand for immediate use and to follow the manufacturer's detailed instructions carefully.
- Use a dry mop/cloth to absorb the wet spill and work from the perimeter to the centre of the affected area so as not to spread the problem.
- Using a clean mop/cloth dab the stain with warm water mixed with a neutral detergent until the stain is removed.
- Once the stain is removed rinse the surface thoroughly with a damp mop/cloth and dry the area with a dry mop/cloth.
- Avoid allowing excess water to penetrate between the joints of the flooring.

## VACUUMING

- Heavy to moderate traffic areas such as entrances, receptions, lift lobbies, lift cars, busy corridors and walkways, funnel points, cafeterias, vending areas, should be vacuumed daily. Light traffic areas such as offices and conference rooms should be vacuumed at least two to three times per week.
- Vacuum to remove dry soil using an upright vacuum. When using an upright vacuum with rotating brush head the brushing head should be kept moving at all times as the brushes rotating at 1,000 rpm may scorch the woven vinyl. Dual motor vacuums are very effective machines for thoroughly cleaning all areas of flooring. This vacuum uses two motors to clean. One motor drives a beater-brush bar that knocks dirt loose, while the second motor provides suction that pulls dirt into the vacuum bag.
- Vacuums must be capable of removing the dry soil without producing unacceptable pile distortion and without distribution of the particulate or volatile organic chemicals into the air.
- Consideration should be given to the use of vacuums equipped with High Efficiency Particulate Air Filters (HEPA). These filters are capable of filtering particles down to 0.3 microns, which includes bacteria and spores but not viruses. The HEPA-filtered vacuums have a very healthy impact upon indoor air quality.
- Vacuum bags should be emptied frequently, and never allowed to become more than one-quarter full. As bags fill up, vacuum efficiency decreases. When vacuuming heavy traffic areas, bags should be checked and emptied often. Change filters and brushes before they become clogged or worn.

## CLEANING

- Cleaning should be carried out by professionals with experience cleaning your particular floor. There is a significant risk of permanently damaging flooring if cleaning is not carried out using the correct methods, equipment, chemicals and procedures. We strongly recommend you implement a planned carpet maintenance programme using a reputable and experienced carpet cleaning expert. For detailed advice and quotes please consult our national aftercare service provider Traffik UK Ltd ([www.traffik.uk.com](http://www.traffik.uk.com) T:0800 298 5012).
- The goal of planned maintenance is to keep the woven vinyl clean and maintain a consistent appearance level at the lowest possible cost, without sacrificing safety. Therefore a planned maintenance programme will consider...
  - Prompt removal of spills and stains (see above)
  - A properly executed vacuuming plan (see above)
  - An interim cleaning programme
  - A supplementary deep cleaning programme
- Interim cleaning of carpets involves frequent low-moisture removal of soil.
- Where an effective and consistent planned cleaning programme has been adopted, periodic deep cleaning should only be performed occasionally, and less often in light traffic areas, except in special cases such as poor scheduling of emergency maintenance, flooding or otherwise extraordinary conditions. The most effective form of deep cleaning is Hot Water Extraction.