



# Aurora

## TECHNICAL MANUAL

Installation · Maintenance · Warranty

Revised on 01Dec2021  
Supersedes all previous versions.  
Check website for updates and  
current version.

### Installation

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## I. JOB SITE CONDITIONS

1. Installation should not begin until after all other trades are finished in the area. If the job requires other trades to work in the area after the installation of the floor, the floor should be protected with an appropriate cover, such as Kraft paper and then plywood.
2. Areas to receive flooring should be weather tight and maintained at a minimum uniform temperature of 65°F (18°C) for 48 hours before, during, and after the installation.

## II. SUBFLOORS

1. Flooring may be installed over concrete, approved Portland- based patching and leveling materials, and wood.

**NOTE: The selected Portland-based patching and self-leveling materials must be moisture resistant and rated to withstand the RH moisture levels on the project.**

**NOTE: Gypsum-based patching and leveling compounds are not acceptable.**

2. Wood Subfloors – Wood subfloors should be double construction with a minimum thickness of one inch. The floor must be rigid and free from movement with a minimum of 18 inches of well-ventilated air space below.
3. Underlayments – The preferred underlayment panel is American Plywood Association (APA) underlayment grade plywood, minimum thickness of 1/4-inch, with a fully sanded face.  
**NOTE: Particleboard, chipboard, Masonite and lauan are not considered to be suitable underlayments.**
4. Concrete Floors – Concrete shall have a minimum compressive strength of 3000 psi. New concrete slabs should cure for a minimum of 28 days before installing flooring. Concrete must be fully cured and permanently dry.

## III. SUBFLOOR REQUIREMENTS AND PREPARATION

1. Subfloors shall be dry, clean, smooth, level, and structurally sound. They should be free of dust, solvent, paint, wax, oil, grease, asphalt, sealers, curing and hardening compounds, alkaline salts, old adhesive residue, and other extraneous materials, according to ASTM F710.
2. Subfloors should be smooth to prevent irregularities, roughness, or other defects from telegraphing through the new flooring. The surface should be flat to the equivalent of 3/16" (4.8 mm) in 10' (3.0 m).
3. Mechanically remove all traces of old adhesives, paint, or other debris by scraping, sanding, or scarifying the substrate. Do not use solvents. All high spots shall be ground level and low spots filled with a Portland-based patching compound.
4. All saw cuts (control joints), cracks, indentations, and other non-moving joints in the concrete must be filled with a Portland-based patching compound.
5. Expansion joints in the concrete are designed to allow for expansion and contraction of the concrete. If a floor covering is installed over an expansion joint, it will likely fail in that area. Use expansion joint covers designed for resilient flooring.
6. Always allow patching materials to dry thoroughly and install according to the manufacturer's instructions. Excessive moisture in patching material may cause bonding problems or a bubbling reaction with the E-Grip III adhesive.

**HAZARDS:**

**SILICA WARNING** – Concrete, floor patching compounds, toppings, and leveling compounds can contain free crystalline silica. Cutting, sawing, grinding, or drilling can produce respirable crystalline silica (particles 1-10 micrometers). Classified by OSHA as an IA carcinogen, respirable silica is known to cause silicosis and other respiratory diseases. Avoid actions that may cause dust to become airborne. Use local or general ventilation or provide protective equipment to reduce exposure to below the applicable exposure limits.

**ASBESTOS WARNING** – Resilient flooring, backing, lining felt, paint, or asphaltic “cutback” adhesives can contain asbestos fibers. Avoid actions that cause dust to become airborne. Do not sand, dry sweep, dry scrape, drill, saw, beadblast, or mechanically chip or pulverize. Regulations may require that the material be tested to determine the asbestos content. Consult the document “Recommended Work Practices for Removal of Existing Resilient Floor Coverings” available from the Resilient Floor Covering Institute.

**LEAD WARNING** – Certain paints can contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Refer to applicable federal, state, and local laws and the publication “Lead Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing” available from the United States Department of Housing and Urban Development.

7. Moisture must be measured using the RH Relative Humidity test method per the ASTM F2170 test standard. Moisture content should not exceed the allowable limit of the selected adhesive.

- a. E-Grip III – RH limit of 85% – normally selected
- b. E-Grip 95 – RH limit of 95% – higher RH applications
- c. E-Grip 99 – RH limit of 99% – highest RH applications

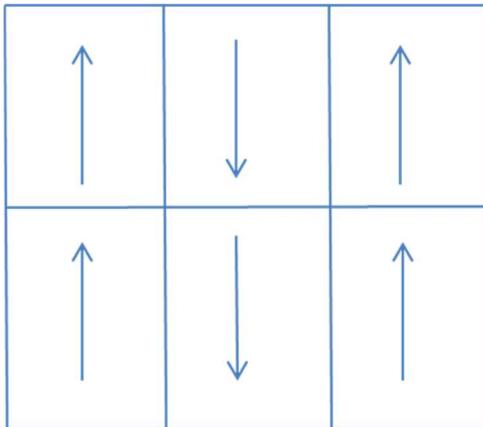
If RH levels exceed the selected adhesive’s RH limit, stop and correct situation.

- 8. In the event that a moisture mitigation system is required, it must conform to the ASTM F3010 Standard Practice for Two-Component Resin Based Membrane Forming Moisture Mitigation Systems for use Under Resilient Floor Coverings.
- 9. Perform pH tests on all concrete floors. If greater than the allowable limit of the selected adhesive, neutralize prior to installation.
- 10. Adhesive bond tests should be conducted in several locations throughout the area. Glue down 3’ x 3’ test pieces of the flooring with the recommended adhesive and trowel. Allow to set for 72 hours before attempting to remove. A sufficient amount of force should be required to remove the flooring and, when removed, there should be adhesive residue on the subfloor and on the back of the test pieces.

**IV. MATERIAL STORAGE AND HANDLING**

- 1. Material should be delivered to the job site in its original, unopened packaging with all labels intact.
- 2. Material must be stored in a climate-controlled environment not to exceed 85°F (30°C)
- 3. The material and adhesive must be acclimated at room temperature for a minimum of 48 hours before starting installation.
- 4. Note: Shipping pallets, cradles, banding, etc. are not intended for storage. After 7 days, remove material from shipping pallets, cradles, etc. Rolls of Aurora should be stored standing up. Storing Aurora rolls on their side will result in wetting.
- 5. **Inspect all materials for visual defects before beginning the installation. No labor claim will be honored on material installed with visual defects. Verify the material delivered is the correct style, color, and amount. Any discrepancies must be reported immediately before beginning installation.**

6. **Adjacent Aurora rows must be laid in the opposite direction** to avoid shade variations between the rolls. Laying rolls in the same direction can cause visual variations between the rolls. See drawing below:



7. Lay the rolls to provide as few seams as possible with economical use of materials. All rolls being installed on a given day must be unrolled the day before and allowed to relax overnight.

#### IV. INSTALLATION

1. Assume that the walls you are butting against are not straight or square. Using a chalk line, make a starting point for an edge of the flooring to follow. The chalk line should be set where the first seam will be located.
2. Remove the flooring from the shrink wrap and unroll it onto the floor. Lay the material on the floor in a way that will use your cuts efficiently. Cut all rolls at the required length, including enough to run up the wall a couple inches.
3. If end seams are necessary, they should be staggered on the floor and overlapped approximately 2". End seams will be trimmed after acclimation period using a square to ensure they fit tightly without gaps.
4. After allowing proper acclimation and rough cuts are made you may begin the installation.
5. Align the first edge to the chalk line.  
Note: it is very important that the first seam is perfectly straight.
6. Position the second roll so it is snug with the adjacent roll, but not compressed. After seams are trimmed, if necessary, the edges should fit snug with no visual gaps. Care should be taken to not over compress the seam. Over compressed seams will cause peaking.
7. Repeat for each consecutive sheet necessary to complete the area or those rolls that will be installed that day.

#### V. INSTALLATION – Adhesive Application

1. After performing the above procedures, begin the application of the adhesive. We recommend E-Grip III, a one-component moisture-cured polyurethane adhesive. E-Grip III should not be mixed. It is specially formulated for use right out of the pail. Apply E-Grip III to the substrate using a 1/16" square-notched trowel.
2. Fold over the first drop along the wall (half the width of the roll). Rolls are 6 feet wide. When roll is folded over, this will leave an exposed area of substrate that is 3 feet wide.
3. Spread the adhesive using the proper size square-notched trowel. Take care not to spread more E-Grip III than can be covered with flooring within 30 minutes. The open time of the adhesive is 30–40 minutes at 70°F and 50% relative humidity.

**NOTE:** Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.

**NOTE:** Do not allow E-Grip III to cure on your hands or the flooring. Immediately wipe off excess adhesive with a rag dampened with mineral spirits! Cured adhesive is very difficult to remove from hands. We strongly suggest wearing gloves while using E-Grip III.

4. Lay the flooring into the wet adhesive. Do not allow the material to “flop” into place; this may cause air entrapment and bubbles beneath the flooring.
5. Immediately roll the floor with a 75–100 lb. roller to ensure proper adhesive transfer. Overlap each pass of the roller by 50% of the previous pass to ensure the floor is properly rolled. Roll the width first and then the length. Roll again within the first 60 minutes.
6. Fold over the second half of the first roll and half the width of the second roll. Taking roll sizes into account, this will provide an exposed area of substrate of 6 feet wide. Spread the adhesive, roll the flooring, and repeat for each consecutive drop.
7. Continue the process for each consecutive drop. Work at a pace so that you are always folding material back into wet adhesive bed.

Note: Never leave adhesive ridges or puddles. They will telegraph through the material.

8. Hand roll all seams after the entire floor has been rolled.
9. In some instances, it may be necessary to weigh down the seams, especially the end seams, until the adhesive develops a firm set.
10. Keep traffic off the floor for a minimum of 24 hours. Floor should be free from rolling loads for a minimum of 72 hours.

## VI. INSTALLATION – Heat Welding

1. Groove seams as required. Groove only to 2/3 depth of the wear (top) layer. **DO NOT GROOVE THROUGH TO THE RUBBER UNDERLAYMENT**
2. Heat weld all seams with manufacturer’s welding rod.
3. Apply solution of 1-part mild dish soap to 10-parts water to a 2” wide area of the welded seam.
4. **Immediately Skive first pass** with Mozart Skive Knife
5. **Immediately** reapply soapy liquid and **final skive** with Mozart Skive Knife.

## VII. INSTALLATION – Flash Cove (use 5mm Underlayment)

1. Remove the Aurora from the shrink wrap and unroll it onto the floor. Lay the material on the floor in a way that will use your cuts efficiently. Cut all rolls at the required length.
2. If end seams are necessary, they should be staggered on the floor and overlapped approximately 2”. End seams will be trimmed after acclimation period using a square to ensure they fit tightly without gaps.
3. After allowing proper acclimation and rough cuts are made you may begin the installation.
4. Note: it is very important that the first seam is perfectly straight.
5. Position the second roll so it is snug with the adjacent roll, but not compressed. After seams are trimmed, if necessary, the edges should fit snug with no visual gaps. Care should be taken to not over compress the seam. Over compressed seams will cause peaking.
6. Repeat for each consecutive sheet necessary to complete the area or those rolls that will be installed that day.
7. After the rolls are rough fitted for the room, strike chalk lines 4” from the walls for flash coving.
8. Where the outline for the seam is marked, make square cut with a fixed straight blade utility knife to prepare the edge for the picture frame flash cove installation.

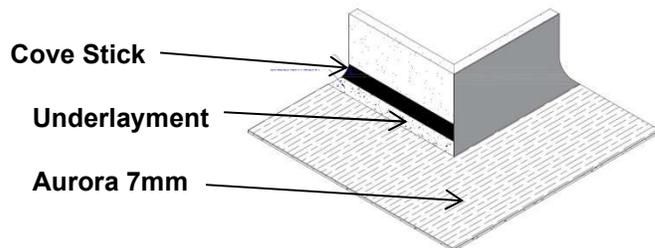
9. Prepare the **5mm** rubber underlayment 4" wide strip to be installed between the wall and the prepared edge of the backed Aurora.
10. After performing the above procedures, begin the application of the adhesive. We recommend E-Grip III, a one-component moisture-cured polyurethane adhesive. E-Grip III should not be mixed. It is specially formulated for use right out of the pail. Apply E-Grip III to the substrate using a 1/16" square-notched trowel.

**NOTE:** Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.

**NOTE:** Do not allow E-Grip III to cure on your hands or the flooring. We strongly suggest wearing gloves while using E-Grip III. Immediately wipe off excess adhesive with a rag dampened with mineral spirits! Cured adhesive is very difficult to remove from hands.

11. Fold over the first drop along the wall (half the width of the roll). Remove the 5mm rubber underlayment and set aside. Rolls are 6 feet wide and 30 feet long. When roll is folded over this will leave an exposed area of substrate that is 3 feet wide and 30 feet long.
12. Spread the adhesive using the proper size square-notched trowel. Take care not to spread more E-Grip III than can be covered with flooring within 30 minutes. The open time of the adhesive is 30–40 minutes at 70°F and 50% relative humidity. **NOTE:** Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.
13. Lay the flooring and 4" wide rubber underlayment into the wet adhesive. Do not allow the sheet material to "flop" into place; this may cause air entrapment and bubbles beneath the flooring.
14. Immediately roll the floor with a 75–100 lb. roller to ensure proper adhesive transfer. Overlap each pass of the roller by 50% of the previous pass to ensure the floor is properly rolled. Roll the width first and then the length.
15. Fold over the second half of the first roll and half the width of the second roll. Taking roll sizes into account, this will provide an exposed area of substrate of 6 feet wide and 30 feet in length per roll. Spread the adhesive, roll the flooring, and repeat for each consecutive drop.
16. In some instances, it may be necessary to weigh down the seams, especially the end seams, until the adhesive develops a firm set.
17. Roll the **5mm** rubber underlayment into the adhesive and thoroughly roll with a hand roller
18. Continue the process for each consecutive drop and 4" rubber underlayment. Work at a pace so that you are always folding material back into wet adhesive bed.
- 19. Let the adhesive cure for several hours before flash coving.**
20. Install cap strip.
21. Vacuum the wall surface with the brush attachment and then tack-mop the surface using a damp mop to remove any remaining fines. Allow the surface to dry completely before installing E-Flash Tape.
22. Apply 3-3/4" E-Flash Tape to the top of the **5mm** Rubber underlayment filler strip and roll with a hand roller.
  - a. **Do not overlap the tape.**
  - b. Avoid trapping air during placement.
  - c. Trim off excess tape with utility knife
23. Apply 3-3/4" E-Flash Tape on the wall / vertical surface, from the **5mm** Rubber underlayment edge to where the finished cap edge will stop.
  - a. **Do not overlap the tape.**
  - b. Avoid trapping air during placement.
  - c. Trim off excess tape with utility knife

24. Using a 1-1/4" cove stick for the radius, cut the miter for the outside and inside corners. Using the cove strip, score and remove release liner from the wall and floor, and place and adhere the cove stick.
25. Measure from the 7mm Aurora cut edge to the top of the cap strip following the radius for the picture frame 2mm flash cove area. Strip a length of 2mm material as needed, the width of the fill piece for the perimeter coved areas, making mitered inside and outside corners.



26. Try-fit the 2mm unbacked Aurora material.
27. Peel back enough of the release liner on the wall and floor to install the 2mm unbacked Aurora material.
28. Begin to place the 2mm material and press into place. Take care to place flooring in proper position because of extreme difficulty of repositioning flooring materials once bonded to the E-Flash Tape.
29. Pull back additional release liner as you go and continue to place flooring.
30. Heat-weld all seams and inside and outside corners with manufacturer's welding rod.
31. Apply solution of 1-part mild dish soap to 10-parts water to a 2" wide area of the welded seam.
32. Immediately skive first pass with Mozart Skive Knife
33. Immediately reapply soapy liquid and final skive with Mozart Skive Knife.
34. Hand roll all seams after the entire floor has been rolled.
35. Keep traffic off the floor for a minimum of 24 hours. Floor should be free from rolling loads for a minimum of 72 hours.

### **VIII. INSTALLATION – Sanitary Base (Use 4mm underlayment)**

1. Remove the 7mm Aurora from the shrink wrap and unroll it onto the floor. Lay the material on the floor in a way that will use your cuts efficiently. Cut all rolls at the required length.
2. If end seams are necessary, they should be staggered on the floor and overlapped approximately 2". End seams will be trimmed after acclimation period using a square to ensure they fit tightly without gaps.
3. After allowing proper acclimation and rough cuts are made you may begin the installation.
4. Note: it is very important that the first seam is perfectly straight.
5. Position the second roll so it is snug with the adjacent roll, but not compressed. After seams are trimmed, if necessary, the edges should fit snug with no visual gaps. Care should be taken to not over compress the seam. Over compressed seams will cause peaking.
6. Repeat for each consecutive sheet necessary to complete the area or those rolls that will be installed that day.
7. After the rolls are rough fitted for the room, strike chalk lines 2" from the walls for Sanitary Base.
8. Where the chalk outline for the seam is marked, make square cut with a fixed, straight blade utility knife to prepare the 7mm Aurora edge for the picture frame Sanitary Base installation. This allows the 2" space needed for the Sanitary Base to fit between the 7mm Aurora material and the walls.
9. Prepare the **4mm** x 2" rubber underlayment strip to be installed between the wall and the prepared edge of the 7mm Aurora.
10. After performing the above procedures, begin the application of the adhesive. We recommend E-Grip III, a one-component moisture-cured polyurethane adhesive. Do not mix the E-Grip III; use it right out of the pail and apply to the substrate using a 1/16" square notched trowel.

11. Remove the **4mm** x 2" rubber underlayment and set aside. Fold over the first 7mm Aurora drop along the wall (half the width of the roll). Rolls are 6 feet wide and 30 feet long. When roll is folded over, this will leave an exposed area of substrate that is 3 feet wide and 30 feet long.
12. Spread the adhesive using the proper size square-notched trowel. Take care not to spread more E-Grip III than can be covered with flooring within 30 minutes. The open time of the adhesive is 30–40 minutes at 70°F and 50% relative humidity.

**NOTE:** Temperature and humidity affect the open time of the adhesive. Temperatures above 70°F and/or relative humidity above 50% will cause the adhesive to set up more quickly. Temperatures below 70°F and/or relative humidity below 50% will cause the adhesive to set up more slowly. The installer should monitor the on-site conditions and adjust the open time accordingly.

**Note:** Do not allow E-Grip III to cure on your hands or the flooring. Immediately wipe off excess adhesive with a rag dampened with mineral spirits! Cured adhesive is very difficult to remove from hands. We strongly suggest wearing gloves while using E-Grip III.

13. Lay the flooring and rubber underlayment into the wet adhesive. Do not allow the sheet material to “flop” into place; this may cause air entrapment and bubbles beneath the flooring.
14. Immediately roll the floor with a 75–100 lb. roller to ensure proper adhesive transfer. Overlap each pass of the roller by 50% of the previous pass to ensure the floor is properly rolled. Roll the width first and then the length. Hand roll all seams after the entire floor has been rolled.
15. Fold over the second half of the first roll and half the width of the second roll. Taking roll sizes into account, this will provide an exposed area of substrate of 6 feet wide and 30 feet in length per roll. Spread the adhesive, roll the flooring, and repeat for each consecutive drop.
16. In some instances, it may be necessary to weigh down the seams, especially the end seams, until the adhesive develops a firm set.
17. Roll the **4mm** x 2" rubber underlayment into the adhesive and thoroughly roll with a hand roller
18. Continue the process for each consecutive drop and 2" rubber underlayment. Work at a pace so that you are always folding material back into wet adhesive bed.
19. Let the adhesive cure for several hours before installing Sanitary Base.
20. Sanitary base should be used for the entire area (except at the doorway) or as specified. Gaps between the wall and subfloor must not be larger than 1/8 inch. Gaps larger than 1/8 inch must be filled and smoothed, using a suitable product before Sanitary Base installation.
21. Ensure the wall is dry, smooth and clean. If dusty, use a water-based primer diluted 1:1 with clean, potable water. Apply using a small paint brush.
22. Leaving the release liner on the sides of the roll, apply 3-3/4" E-Flash Tape directly to the wall (1/8 inch up from the floor), pressing firmly into place.
23. **Cut the 3-3/4" E-Flash Tape down to 2"** and install 2" of E-Flash Tape to the top of the underlayment, tight to the intersection between the wall and floor, pressing firmly into place. Roll all tape with a hand roller before removing release liner and before installing the Sanitary Base.
24. Dry cut the Sanitary Base to size, mitering as required, and ensure a tight fit at all seams. Remove the release liner from the 2-inch E-Flash Tape and firmly press the sanitary base into the tape, keeping it tight to the flooring.
25. Remove the release liner from the E-Flash Tape and firmly press Sanitary Base against wall.
26. Roll Sanitary Base with a hand roller to ensure a good bond.
27. Groove all seams with a hand groover; **DO NOT GROOVE THROUGH TO THE UNDERLAYMENT**
28. **Heat weld the flat seams** and **cold weld the vertical seams**.
29. Heat welding the horizontal seams: Apply solution of 1-part mild dish soap to 10-parts water to a 2" wide area of the welded seam.
30. Immediately skive first pass with Mozart Skive Knife
31. Immediately reapply soapy liquid and final skive with Mozart Skive Knife.
32. Cold-welding the vertical seams: Apply masking tape 1/8" away from each vertical seam on both sides of the seam. Apply a bead of cold weld and smooth the cold weld with a rounded spatula. Remove the tape and smooth the edges where the tape ended. Let cold weld dry 8 hours before initial cleaning.

33. Hand roll all seams after the entire floor has been rolled.
34. Keep traffic off the floor for a minimum of 24 hours. Floor should be free from rolling loads for a minimum of 72 hours.

## Maintenance

**Note:** Use a neutral disinfectant for infection control. Some infection control products used in healthcare facilities (bleach etc.) could damage the floor. Aurora Approved Maintenance Product Options in table on next page.

**Note:** Do not use “magic eraser”-type pads to remove marks; doing so may degrade surface coating.

### Initial Cleaning & Lightly Soiled Areas:

1. Thoroughly sweep or vacuum to remove dirt and grit.
2. Use damp **microfiber mop** or auto scrubber with E-Cleaner diluted per table below.

### Heavily Soiled Areas:

1. Thoroughly sweep or vacuum dirt and grit.
2. Use a mix of E-Cleaner diluted per table below.
3. Mop solution evenly over floor. **Never flood floor with water or cleaning solutions.**
4. Wait 5 to 10 minutes (but with cleaning solution still wet) and scrub floor with a 175 - 350 rpm low speed rotary scrubber / swing machine and **red pad** or **soft nylon brush**.
5. Wet vacuum / mop up residue.
6. Rinse with cold water and remove water with mop.
7. Let the floor dry completely before allowing traffic.
8. No wax or sealer is required; floor can now be used.

### Regular Maintenance

1. Thoroughly sweep or vacuum daily to remove dust and dirt. If necessary, clean with a **microfiber mop** and E-Cleaner diluted per table below.
2. Let floor dry completely before allowing traffic.
3. For heavily soiled areas see “Heavily Soiled Areas” section above.
4. For periodic maintenance, see “Initial Cleaning” section above.

### Enhanced Protection

**Apply 2 coats of E-Finish for a unique and enhanced protective layer to reduce scuffing and marking. Use microfiber mop. Allow to dry 1-2 hours between coats**

Steps	Green Products	Dilution	Diluted Coverage	Pads & Brushes
Initial Cleaning	E-Cleaner	10 oz./gal. water	2,000 sq. ft./gal.	Microfiber mop, Soft Nylon Brush or 3M 5100 Red Pad or equal
Daily Cleaning	E-Cleaner	3 oz./gal. Water	6,000 sq. ft./gal.	Microfiber mop, Soft Nylon Brush or 3M 5100 Red Pad or equal
Heavy Soiled Areas	E-Cleaner	10 oz./gal. water	2,000 sq. ft./ gal.	Soft Nylon Brush or 3M 5100 Red Pad or equal
Enhanced Protection	E-Finish	Do not dilute	1,500 sq. ft./ gal.	Microfiber mop

**Aurora Approved Maintenance Product Options**

<b>PRODUCT</b>	<b>ECOsurfaces</b> <a href="http://www.ecosurfaces.com">www.ecosurfaces.com</a>	<b>Johnson Diversey</b> <a href="http://www.johnsondiversey.com">www.johnsondiversey.com</a>	<b>Rochester Midland</b> <a href="http://www.rochestermidland.com">www.rochestermidland.com</a>
<b>Neutral Cleaner</b>	<b>E-Cleaner</b>	<b>Diversey Stride or Profi</b>	-----
<b>Acrylic Sealer</b>	<b>E-Finish</b>	<b>Diversey Carefree Matte</b>	-----
<b>Neutral Disinfectant</b>	----	-----	<b>Enviro Care Neutral Disinfectant</b>

The data presented is correct at the time of printing. However, ECOsurfaces reserves the right to update this information as and when necessary. Technical web site documents prevail. Providing this information does not imply any equivalence between each of the different manufacturers' products, or that other products would prove unsatisfactory.

**General Precautions**

1. Protect the flooring from damage by using good quality protective feet and casters for chairs, tables, and other furniture. Use products designed for resilient floors. Caster or wheel damage can be avoided with the use of chair pads.
2. Floor protection: floors must be protected against excessive static loads and abrasion when moving furniture. We recommend the removal of small metal glides from furniture legs. Plastic casters and glides of adequate size should be used to protect the floor surface. They should be cleaned periodically to prevent damage when dirt and grit accumulate from being dragged on floors.
3. Direct sunlight: flooring constantly exposed to direct sunlight at temperatures over 100 °F (38 °C) may result in alteration of dimension, indentation and possible color fading. Protect with drapes or blinds drawn over windows during peak sunlight hours.
4. An effective barrier matting system should be installed at all entrances to reduce cleaning costs and extend the life of the floor.
5. Walk-off mats and throw rugs used in entrance ways: some types of walk-off mats and throw rugs are backed with a type of latex that may discolor the resilient flooring. Always make certain that the mat/rug supplier confirms they have a non-staining backing.
6. Stains: certain materials will stain any resilient flooring. They include lipstick, solvent-type fluid and paste waxes, fresh asphalt paving, rubber matting, rug padding and paint pigmentation used on exterior concrete steps and porches. Dark-colored asphalt tile located adjacent to or near the flooring may cause tracking of color onto it. Flooring must be adequately protected from contact with such materials since in many cases the stains are difficult or impossible to remove (suitable walk-off mats are recommended).
7. Stiletto or high-heeled footwear traffic may visibly damage resilient flooring.

## Warranty

ECOsurfaces warrants that the Aurora rubber flooring will be free from manufacturing defects on both material and workmanship. If such a defect is discovered, the customer must notify ECOsurfaces either through the contracting installer, distributor, or directly. If found to be defective within five years under normal non-abusive conditions, at the discretion of ECOsurfaces, the sole remedy against the seller will be to repair, to replace, or to issue a credit not exceeding the selling price of the defective goods.

Warranty shall not cover dissatisfaction due to improper installation, normal wear or quality of installation expected from the use or environment of installation, damage from improper maintenance or usage, or general misuse, including and without limitation: burns, cuts, tears, scratches, scuffs, damage from rolling loads, damage from cleaning products not recommended by ECOsurfaces, slight shade variations or shade variations due to exposure to direct sunlight, or differences in color between samples or photographs and actual flooring.

**Excluded from Warranty** – Warranty does not apply to the following.

1. The exact matching of shade, color, or mottling.
2. Any express or implied promise made by any salesperson or representative.
3. Tears, burns, cuts, or damage due to improper installation, improper use, or improper cleaning agents or maintenance methods.
4. Wear from chairs, tables, or other furniture without proper floor protectors. Chair mats may be required under chairs with casters/wheels.
5. Labor costs for installation of original or replacement material.
6. “Remnants”, “seconds”, “sub standards”, “irregulars”, or “off goods” which are sold by ECOsurfaces strictly on an “as is” basis.
7. Problems caused by moisture, hydrostatic pressure, or alkali in the sub-floor.
8. Problems caused by uses, maintenance, and installation that are contrary to ECOsurfaces specifications, recommendations or instructions.
9. Material installed with obvious defects.
10. Damage to flooring products from high heels or spike heels.
11. Damage to flooring products from rubber mats, rubber backed mats, or car tires.
12. Installation of products with adhesives other than those recommended by ECOsurfaces.
13. Fading and/or discoloration resulting from heavy sunlight penetration and ultraviolet ray exposure from direct or glass-filtered sunlight.
14. Material that is not installed and maintained as recommended by ECOsurfaces.
15. Damage from pallet jack and tow-motor traffic.
16. Exposure to animal fats, vegetable oils, grease, or petroleum-based materials. (i.e.: commercial kitchens or auto repair facilities)
17. Premature wear and deterioration from spikes or skate blade exposure.
18. Differences in color between products and photography.
19. Embossing/density deviations between product and samples, photography.

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