



I. ABOUT PIY FLOORING

How durable is PIY floor with pets?

While no similar flooring is guaranteed against scratching or loss of gloss, PIY is textured with a medium graining and a tough wear layer for durability. We warrant that PIY will not stain from pet (domestic cat or dog) stains, including urine, feces and vomit, providing it is cleaned within 24 hours!

How well does PIY floors hold up against bangs/drops, for example if a hammer was dropped?

Rarely do we see indentation issues with PIY. Most indentations can be avoided by ensuring there are no heavy rolling loads over the floor, and using traditional installation methods when moving heavy items (e.g. use a smooth plywood panel when rolling in refrigerators, etc.). Also common-sense use of floor protectors under furniture legs, mats under rolling chairs, etc. are also recommended.

Is PIY safe?

PIY is safe for you and your loved ones. All PIY floors are subjected to rigorous tests by Third Party Laboratories that are designed to ensure all PIY products meet the highest standards and do not harm interior air quality. This means our products do not release harmful amounts of VOCs (Volatile Organic Compounds) into living environments. PIY is also 100% free of harmful plasticizers, such as ortho-phthalates. These rigorous control has resulted in the The Floorscore Institute to certify all PIY floors with their highest certification Floorscore

FloorScore® is the most recognized certification standard for hard surface flooring. It is developed and administered by the Scientific Certification System (SCS) with the Resilient Floor Covering Institute (RFCI) which tests and certifies flooring and associated products for compliance with criteria for indoor air emissions of Volatile Organic Compounds (VOCs) with potential health effects. This certification qualifies for many green building schemes including LEED v4, WELL, BREAM, CHPS, and Green Globes. It also ensures that Audacity Flooring products can be used not only in homes but also in other environments such as schools and healthcare facilities.

How much will PIY move with humidity changes?

PIY is extremely stable. The planks are not affected by humidity or other types of moisture, to provide you with superior stability.

Are PIY floors suitable for wheel chairs or motorized chairs?

PIY floors can be used in homes where wheel chairs are needed, but PIY should not be applied to ramps. We recommend that you glue the joints when motorized chairs will be used.

Can PIY be installed over existing flooring?

Yes, PIY can be installed over most existing hard surface flooring. The exceptions are laminate, floating floors (not glued down) of any type, loose lay, and perimeter fastened sheet vinyl. These types of flooring should be removed prior to installing PIY. You can also install over tiles, as long as it is not a floating installation. The existing floors still have to meet the level requirements, which is no more than a 5mm (3/16") difference in a 3m (10 foot) span. Please check PIY installation instructions for further details.

Important: Never install PIY over carpet.



2. ABOUT INSTALLATION

Where can I install my PIY Floor?

PIY can be installed on all levels of the home including wet rooms and directly over most existing hard surface subfloors.

Are there rooms that are inappropriate for my PIY floor?

Very few: a room with a floor drain, sump pump or one that is exposed to the elements (like outdoors or in saunas). Although it is 100% waterproof, PIY should also not be installed in areas prone to flooding as water might seep through the bevels.

Can PIY be installed in 3 season homes, where the home will not be climate controlled in the winter?

PIY can be installed in homes without climate control when proper installation precautions are taken and under the following conditions:

1. PIY installation requirements must be met.
2. The crawl spaces must be enclosed and vented and meet all requirements and the job site conditions must be correct.
3. Insulation of the floor in the crawl space is recommended.
4. Temperatures must stay above -15°C (0°F) and below 60°C (140°F).

Can I install my PIY floor over floor heating?

Yes, PIY is compatible with embedded radiant floor heating systems. You should ensure the radiant heat surface temperature doesn't exceed 30°C (85°F). For more details, please refer to the installation manual.

How large is the area that PIY can be installed over before having to use transition strips?

PIY installation allows up to 25m (80ft), in either direction, or over an area of 620m² (6400 sq. ft.) with no unsightly transition moldings needed as long as the flooring can freely move. Make sure to respect the 6mm (1/4") expansion space around the perimeters of the room.

Do I need to install a molding for each door opening?

As long as you are within the limit that does not require transition strips, unsightly door transitions are fortunately not required either! PIY installation allows up to 25m (80ft.) in either direction, or over an area of 620m² (6400 sq.ft.) with no transition moldings needed. Make sure to respect the 6mm (1/4") expansion space around the perimeters of the room.

Does the subfloor need to be leveled prior to installing PIY?

Although PIY, thanks to its rigidity, hides minor subfloor imperfections, the subfloor must be clean and level to 5mm (3/16") within a 3m (10 foot) span.

Do the grout lines on my existing flooring need to be leveled before installing PIY?

For installation over existing tile, you would need a self-leveling compound to fill in low grouted joint areas.



Does PIY require an underlayment?

When installing PIY, underlayment is not required because PIY Sound Insulation Class is already very good with an IIC rating of 66dB (ASTM E492-09). However, some PIY collections come with a hypoallergenic cork underlay or a sound absorbing pad, which provides a natural sound barrier and extra joint support.

Does PIY require a moisture barrier?

Moisture barrier is recommended; however, it is not required. Although this floor is waterproof, it is not aimed to be used as a moisture barrier. The subfloor must be dry (the maximum moisture content of the screed is 1.5% (CM method) or Concrete moisture vapor emissions should not exceed 8lbs ASTM F1869 or 90%RH (ASTM F2170) with a PH limit of 9. / max 2.5 % moisture content (CM method). For floors outside of this range a 6 mil poly-film is required. This product is also not to be installed in areas that have a risk of flooding, such as saunas or outdoor areas.

For bathroom installations, how should PIY be installed around the toilet? Are there any caulking specifications for areas you can't cover with a trim piece, like around showers and tubs?

Depending on the project, you can allow the toilet to be placed directly on top of PIY. Otherwise, you could trim/cut it tight to the toilet as well. For caulking, please use a silicone caulk.

Do I need to acclimate my PIY floor before installation?

PIY is extremely stable to temperature variations and it is in general not necessary to acclimate, unlike standard laminate or LVT which usually requires leaving your floor in open boxes 24 to 48h in the room you will install before installation.

Can I install kitchen cabinets directly over my PIY floor?

Do not install your kitchen cabinets directly over your PIY floor. PIY quality can be guaranteed as long as the floor can move freely.



3. AFTER INSTALLATION

Can I use rugs or mats on my PIY floor?

Yes. We recommend non-staining vinyl-backed mats or woven rugs. We do not recommend the use of rubber- or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor.

If water sips through the bevels, can it damage the subfloor?

It depends on the subfloor - generally speaking, standing water between the floor and the subfloor can only have negative consequence such as development of mold, release of odor, it can spread to the surrounding wall and damage the wall paint, etc.

The planks themselves are waterproof, but once installed they do not provide a fully airtight surface. Water can still sip through the bevels if left over 24 hours. Water spillage as is the case in bathrooms and kitchens won't damage the floor but standing water must be avoided at all times. We recommend cleaning up water spillage as soon as possible, before 24 hours pass.

Do I need to wax my PIY floor?

No, it resists staining, is easy to clean and requires no waxing. Waxing is not compatible with this product and using wax will void warranty.

How do I replace a damaged flooring panel?

We recommend ensuring that your initial flooring purchase includes several extra PIY planks in case you have one that needs replacement. Follow these steps to remove and replace a damaged plank:

- Use a circular saw to make several cuts in the plank to be removed. Make sure to use the correct depth of the saw blade and protect the surrounding planks.
- Use a chisel to carefully break and remove the part of the plank to be removed. Clean all the debris and dust.
- Cut off the groove on the long side and short side of the new plank to be installed.
- Apply one beam of adhesive on the long side and short side tongue of the existing planks that will receive the new planks.
- Carefully place the new planks in position and remove the excess of glue immediately with a damp cloth.

What type of chair protectors can I use on a PIY floor?

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented, hard plastic and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 20mm (3/4") flat surface width or floor protectors are recommended for all moveable furniture. Make sure any metal protectors are rustproof. Replace your narrow-dome furniture rests with wide-bearing ones.



How do I remove challenging stains?

For chocolate, grease, juice and wine stains, use lukewarm water and a non-abrasive cleaner. Nail polish, tar, markers, crayon, lipstick, ink and cigarette burns can be removed using nail polish remover or denatured alcohol.

Can I use a steam mop on my PIY floor?

The use of residential steam mops on this product is allowed. Use at lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 5 minutes). Refer to the steam mop's manufacturer instructions for proper usage.

In the event of a flood, will the PIY floor dry?

Yes, we recommend that PIY floor is promptly uninstalled, sorted separately, and placed in a dry environment. Please allow 48-72 hours to dry. Once both your subfloor and PIY planks have dried completely you may re-install.

I'm not happy with the product. How do I make a claim?

If you feel that you have a warranty related problem, you should take your original purchase receipt, back to the retailer where you purchased the product and file a warranty claim with that store. The store will then contact us to begin the warranty process. An inspector may come to your home to evaluate the conditions and determine what caused the problem. Once an evaluation is complete you will be contacted with the results. The whole process could take up to 30 business days, depending on the circumstances, although most issues are resolved much faster.