

# Multipanel Chevron flooring

Professional installation, care and  
maintenance guide

This document supercedes all printed and electronic installation and technical guides previously distributed for Multipanel Chevron flooring.

## Introduction

Multipanel<sup>®</sup> Chevron features the revolutionary patented DROLOCK 100™ system. This special locking system works with a fold-down locking system on both the long side and the short side. Multipanel<sup>®</sup> Chevron is a patterned flooring design.

This document provides information and guidance based upon years of collective experience and best industry practices. Multipanel<sup>®</sup> should only be installed by professional flooring installers that have demonstrated successful installations of jobs in similar size and scope. For the most secure warranty protection, Multipanel<sup>®</sup> flooring should be installed in strict accordance with the information and procedures outlined in this document. It is highly recommended that you review this document entirely before starting an Multipanel<sup>®</sup> flooring installation.

It is important to avoid problems from the outset. If you are unsure of any information provided in this document or are having a problem with your installation, please stop your work and contact your local distributor for additional guidance. Multipanel<sup>®</sup> Customer Service can be reached by phone at: 0131 290 2862, from Monday through Friday, 9:00 a.m. to 5:00 p.m or by email: [info@multipanel.com](mailto:info@multipanel.com).

## General Information

The key to a successful and trouble-free installation is thorough preparation. Do not install Multipanel<sup>®</sup> flooring without first performing a thorough on-site evaluation (including jobsite testing), ensuring that subfloor preparations are finished, and that the work of all other trades has been completed. Site conditions must comply with the information provided within this document. When installing Multipanel<sup>®</sup> flooring, always use best practices and follow the applicable standards for the installation of floorcoverings, such as BS 8203 in the UK and VOB, Part C, DIN 18365 in Germany and all other relevant European, national and local standards.

- Multipanel<sup>®</sup> Chevron is intended for interior commercial use only and is suitable for above-grade (suspended) on-grade (in contact with ground) and below grade (basement) applications. However, Multipanel<sup>®</sup> Chevron should not be installed in locations where the substrate beneath the building structure is exposed to the elements.
- Multipanel<sup>®</sup> Chevron is to be installed as a floating floor system and must be free to move as a monolithic unit in response to changes in temperature. It must not be glued, nailed, or fastened to the substrate, walls or fixed to any part of the building structure. Permanent fixtures such as walls, partitions, shelving, cabinets, displays, counters, tracks for transition profiles and similar items should be installed first, then fit Multipanel<sup>®</sup> Chevron around them, leaving a space for expansion and contraction. Fill expansion spaces around potentially wet areas with premium waterproof 100% silicone sealant. Always remove standing water, pet urine and other liquids promptly.
- Direct sunlight may cause Multipanel<sup>®</sup> Chevron to fade or to expand causing the floor to warp or to separate. Protect Multipanel<sup>®</sup> Chevron from direct sunlight using window treatments or UV protection film on windows.
- Multipanel<sup>®</sup> Chevron is a waterproof floating floor, but it should not be used to seal an existing floor from moisture. Multipanel<sup>®</sup> Chevron cannot inhibit the growth of mould or prevent structural problems associated with, or caused by flooding, excessive moisture, alkalis in the subfloor, or conditions arising from hydrostatic pressure. Regardless of location, always remove standing water, urine and other liquids promptly. Jobsite moisture issues must be addressed and corrected prior to installation.

## Pre-installation Essentials

Your job will be smooth, fast and easy when you follow the essentials every time you install Multipanel Chevron flooring.

### Evaluate the Job Site

#### Exterior

Damage caused by water and high humidity should be addressed prior to installing Multipanel Chevron flooring.

- Examine the driveway, parking area's and landscaping surrounding the building. Be sure that they slope and direct water away from the foundation.
- Inspect gutters, down spouts and drains for blockage. Remove clogs caused by leaves, dirt and debris, allowing runoff to flow freely away from the foundation.
- Check crawl spaces for cross-ventilation air vents. Crawl spaces should be insulated according to the latest building code requirements.

#### Interior

Jobsite moisture issues must be addressed and corrected prior to installation.

- Examine the installation site for leaky plumbing, including leaks from sprinkler heads, toilets, water heaters, water fountains, radiators or any other water-bearing fixtures or pipes.
- Inspect substrates for levelness. They must be sturdy, sound, and flat within 3mm in a 1,8 meter radius, or 5mm within a 3 meter radius. The substrate should not slope more than 25mm per 1,8 meters in any direction.
- Multipanel Chevron flooring requires testing of concrete substrates for moisture and pH before installing Multipanel Chevron flooring.
- Test results should not exceed 85% relative humidity (RH). PH tests for alkalinity levels should register between 7 and 9.
- Multipanel Chevron flooring requires testing of wood substrates for moisture. Obvious signs of moisture issues include warping, peaking, degradation of the integrity of the substrate, rusted fasteners, and rusted floor registers. Even if obvious signs are not present, the material should be tested using a professional moisture meter and moisture levels should not exceed 14%.

**ATTENTION:** Mould and mildew grow only in the presence of moisture. Jobsite moisture issues must be addressed and corrected prior to installation.

## Identify Your Substrate

### Approved Substrates

Multipanel Chevron flooring is suitable for use over a wide variety of substrates.

#### Concrete

All subfloors should be tested and prepared according to the applicable standards for the installation of floorcoverings, such as BS 8203 in the UK and VOB, Part C, DIN 18365 in Germany and all other relevant European, national and local standards.

Multipanel Chevron flooring is waterproof, but jobsite moisture issues must be corrected before installation begins to prevent serious damage to the subfloor and surrounding structure, and to discourage the growth of mould and mildew. Concrete substrates must be sturdy, sound, and flat within 3mm within a 1,8 meter, or 5mm within a 3 meter radius. The substrate should not slope more than 25mm per 1,8 meters in any direction. Moisture and alkalinity tests should be performed on all concrete substrates regardless of grade level or age of slab. Test results should not exceed 85% relative humidity. PH tests for alkalinity levels should register between 7 and 9. All moisture tests should be conducted several days prior to installation to be sure that the substrate is in compliance.

#### Underfloor Heating

Installations where underfloor heating is used, follow current DIN 18365 and EN 1264 Standards. The maximum working temperature on the surface of the substrate is 30°C. Installation over electrical systems is not allowed.

#### Timber Particleboard and Chipboard

Wooden substrates must be sturdy, sound, and flat within 3mm within a 1,8 meter radius, or 5mm within a 3 meter radius. The substrate should not slope more than 25mm in 1,8 meters in any direction. Multipanel Chevron flooring recommends performing moisture tests prior to installation to prevent serious damage to the subfloor and surrounding structure, and to discourage the growth of mould and mildew. Moisture readings should never exceed 14% for plywood, particleboard and chipboard substrates. If moisture readings exceed 14%, it is advisable to correct moisture issues at the jobsite before installing Multipanel Chevron flooring.

#### Tile, Terrazzo, Asbestos Tile, Resilient Tile, Non- Cushion Sheet Vinyl, & Metal

Existing floors must be firmly attached to the structural floor. In order to prevent vertical deflection (movement) and potential damage to the integrity of the Multipanel Chevron flooring, all substrates must be sturdy, sound, and flat within 3mm within a 1,8 meter radius, or 5mm within a 3 meter radius. The substrate should not slope more than 25mm per 1,8 meters in any direction. Fill in grout lines on ceramic tiles, terrazzo, quarry tiles and similar floors with cementitious levelling and patching compound.

**ATTENTION:** Read the specific guidelines for installation of Multipanel Chevron flooring over existing ceramic tile flooring, in the "Key Installation Considerations" on page 7 of this manual!

## Unacceptable Substrates

Remove the floors noted below and remove old adhesive before installing Multipanel Chevron flooring. Encapsulate adhesive and cutback residue by covering with a suitable smoothing compound to create a barrier.

- Parquet Over Concrete
- Hardwood Over Concrete
- Cushion Back Sheet Vinyl
- Engineered Hardwood Over Concrete
- Carpeting/Carpet Pad
- Floating Floors
- Sleeper Substrates

## Prepare the Jobsite

Careful preparation is the key to outstanding results. All Trades Must Finish Before Installing Multipanel Chevron flooring.

- Building constructions should be fully enclosed with windows and exterior doors permanently installed.
- Turn on Central Heating Ventilation and/or Air-Conditioning at least one Week Prior to Installation.
- Room temperature should be maintained between 18°C and 29°C at least 48 hours prior to installation and continuously between 12°C – 35°C for the life of the floor.
- Multipanel Chevron flooring is more dimensionally stable than typical floating wood or vinyl based flooring products, however 48 hour acclimation is required. Multipanel Chevron flooring subjected to extreme hot or cold conditions can cause the material to become too flexible or rigid, making the material difficult to install and potentially causing damage to the locking system. Optimum material and building temperature range for installation is 18°C – 29°C.
- Allow all other construction work to Finish.
- Perform Recommended Moisture and pH Tests - See the "Identify Your Substrate" section of this manual for further information about suggested tests.
- Level Uneven Substrates- All subfloors must meet all minimum standard building codes. Fill large cracks and voids with cementitious levelling and patching compound. In order to prevent vertical deflection (movement) and potential damage to the integrity of the Multipanel Chevron flooring, all substrates must be sturdy, sound, and flat within 3mm within a 1,8 meter radius, or 5mm within a 3 meter radius. The substrate should not slope more than 25mm per 1,8 meters in any direction.
- Remove Skirting Mouldings- Remove wall skirtings prior to installation. Leave appropriate expansion space between the edge of the flooring and walls or vertical surfaces.
- Fill Grout Lines - When installing over existing ceramic tile or stone floors fill the grout joints to obtain a smooth surface. Follow floor flatness requirements.
- Remove Unapproved Substrates.
- Remove or Encapsulate old Adhesive- old adhesives must be scraped up and left so that no ridges or puddles are evident and what remains is a thin, smooth film. Then encapsulate residue to prevent the new flooring from attaching itself to the substrate.
- Undercut Wood Door Casings- Wood door casings should be undercut so that Multipanel Chevron flooring will fit neatly beneath them, concealing the expansion space.
- Cut Around Metal Door Casings- Do not cut metal door casings. Cut Multipanel Chevron flooring around them, leaving the appropriate expansion space. After installation, fill the space with a coordinating premium waterproof 100% silicone sealant.
- Clean Up the Job Site- Remove all debris, sweep and vacuum the subfloor. Smooth, non-porous floors should be damp- mopped after vacuuming and allowed to dry thoroughly before installing
- All dust must be removed prior to installation.

## Check Batch Numbers and Manufacture Date

Locate the batch number on the short end of each carton and verify that all of the material for your job is from the same batch. Minor shade variations within the same batch number contribute to the natural look of Multipanel Chevron flooring. To avoid noticeable shade variations, do not install material from different batch numbers across large expanses.

To determine manufacture date, locate the batch number on the short end of the carton. It is the eightdigit number separated by decimal points beginning with the twodigit day, then the twodigit month, and finally the fourdigit year.

### **BATCH NUMBERS / MANUFACTURE DATE**

21.08.2024

DAY.MONTH.YEAR

## Key Installation Considerations

<b>Subfloor Flatness Tolerances</b>	5 mm in 3 meters or 3 mm in 1,8 meters Slope no more than 25mm in 1,8 meters
<b>Damp Proof Membrane – 0,20mm</b>	Not Required
<b>Is underlayment (underlay) required</b>	Multipanel Chevron flooring
<b>Acclimation Requirements</b>	48 hours* (Optimum material and building temperature before installation is 18°C – 29°C.)
<b>Maximum Installation area without expansion joints in the middle of the floor</b>	Can be installed in areas/rooms up to a maximum of 1000 m2 (33m x 33m) without the need of expansion joints in the middle of the floor! T-Mold Transition requirements for larger areas/rooms: Are required in rooms greater than 33 meters in either direction! NOTE: always respect that expansion joints of 10mm are required around perimeter walls, pipes and heavy fixed objects.**
<b>Maximum Installation area in houses with corridors, connected to multiple rooms</b>	Can be installed in residential houses/apartments up to an area of maximum of 125m <sup>2</sup> without the need of expansions joints between doors and rooms. NOTE: always respect that expansion joints of 10 mm are required around perimeter walls, pipes and heavy fixed objects.
<b>Transition Requirements (T-Mould) Doorways/Thresholds</b>	Required
<b>Glue Down Installation</b>	Not Required/Not Recommended
<b>Internal Subfloor Relative Humidity (RH) Recommendations</b>	Maximum 85% RH when tested with a hygrometer, in accordance with BS 8203: 2001. Appendix A
<b>Underfloor/Subfloor Heating</b>	Approved: Substrate surface temperature must not exceed 30°C! Installation over electrical systems is not allowed
<b>Installation over existing ceramic, stone, terazzo and resilient tiles</b>	Can be installed on top of existing ceramic or stone tile floors, respecting a maximum grout-line-width of 4 mm and a maximum grout-line-depth of 2mm! The maximum accepted height difference between adjacent tiles is 1 mm. NOTE: In all other situations then explained; Fill in grout lines with cementitious levelling and patching compound and follow instructions as described in "Identify your Substrate" in this manual!
<b>4-Season/Non-Climate Controlled Environments</b>	Installation on floors is not recommended in living rooms or other areas, including closed areas without windows, that cannot be ventilated (in which no ventilation or air conditioning can take place) all year round.
<b>Expansion Requirements</b>	10 mm around perimeter walls, pipes and heavy fixed objects such as kitchens and cabinetry.
<b>Optimal Interior Environmental Conditions</b>	During installation: between 18°C and 29°C During life of flooring: between 12°C – 35°C and 40% – 60% RH (Relative humidity)
<b>Definition of "Waterproof"</b>	Structural integrity of flooring will not degrade due to contact with moisture/water***
<b>Installation in Glass houses and Winter garden</b>	Can be installed in Glasshouses / Winter gardens taking into consideration the following important criteria; (1) Room/building temperature before or during installation must be between 18°C and 29°C. (2) Normal room temperature after installation (when floor is in use) must be between >12°C and 35°C. (3) Maximum floor surface temperature allowed (caused by direct sunlight) is 60°C. (4) Room air ventilation is required in both winter and summer season! NOTE: Direct Sunlight may cause fading of your floor! Always protect your floor from direct sunlight using window treatments or UV protection foil on windows! *Multipanel Chevron flooring flooring is more dimensionally stable than typical floating wood or vinyl based flooring products, however acclimation is required.

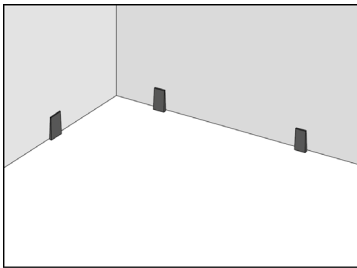
Multipanel Chevron flooring flooring subjected to extreme hot or cold conditions can cause the material to become too flexible or rigid, making the material difficult to install and potentially causing damage to the locking system. Optimum material and building temperature range for installation is 18°C – 29°C.

\*\*If installing Multipanel Chevron flooring in an environment that has a length or width greater than 33 meters, a T-Moulding should be utilized to separate the floor into two (2) separate sections.

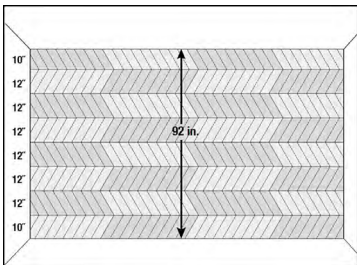
\*\*\*While Multipanel Chevron flooring is waterproof, it is not intended for use as a moisture mitigation system.

ATTENTION: Only installation techniques described in this installation guide are warranted. Multipanel does not warrant Multipanel Chevron flooring installations involving custom cutting, such as 45-degree mitered corners and serpentine edges. Please refer to the Multipanel Flooring warranty for complete warranty details and exclusions.

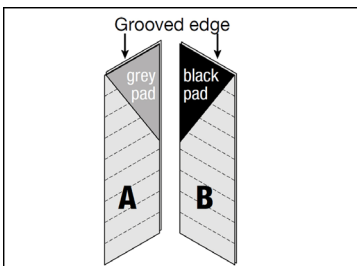
## Step-by-step Installation Instructions for Multipanel Chevron flooring



**1.** Create the required expansion space between the perimeter planks and the wall using spacers. Place spacers equaling the thickness of the required expansion between plank and wall on short and long ends of plank. Do not remove the spacers until the installation is complete.

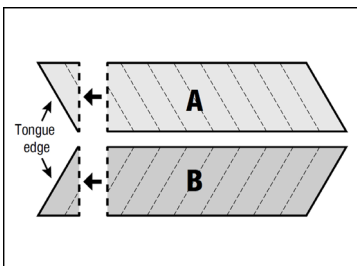


**2.** Identify the direction the chevron planks are to be installed lengthwise. Divide the width of the room by the width of one plank (302 mm). This gives you the number of rows of planks. If one row is less than a full plank (302 mm), you may need to trim the first and last row to balance out the room.



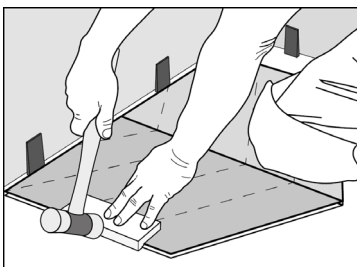
**3.** There are "A" Planks (with a pre-attached grey padding) and "B" planks (with a pre-attached black padding). Separate the A and B planks from the carton. Continually blend the planks from 3 to 4 cartons at one time to ensure a mix of pattern and shade.

The starting planks should have the angled edge trimmed off and be cut to the appropriate size so the pieces on all sides of the room have a balanced

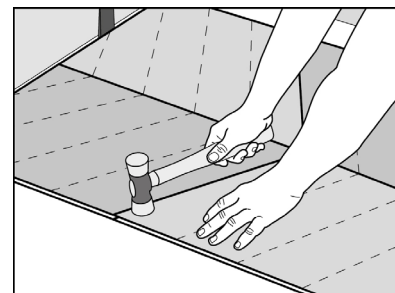
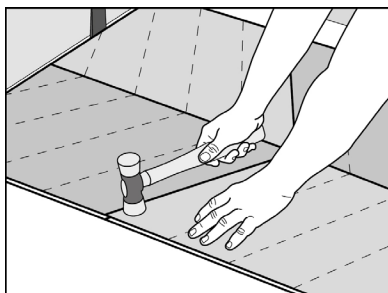
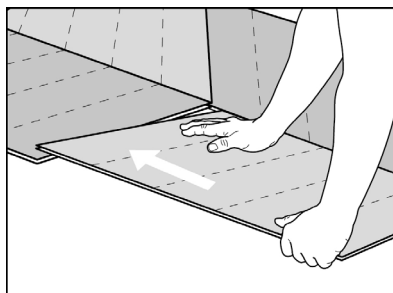


**4.** Starting in the left corner of the room, take a full "A" and "B" plank and remove the angle from the tongue edge of both planks (Figure 4A). Position the "A" plank with long tongue edge against the spacers previously placed along the starting wall (Figure 4B). Interlock plank "B" by inserting the tongue into the groove of plank "A".

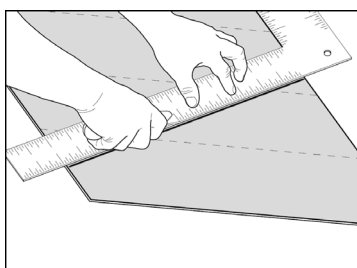
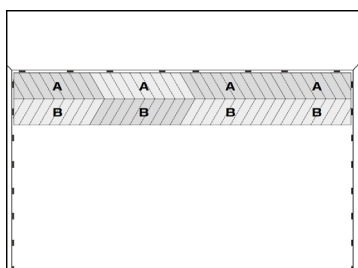
Pay close attention when lining up the chevron pattern alignment (point to point). Make sure there are no gaps and the points line up perfectly. Tap along the long-groove edge using a profiled tapping block and soft-faced hammer to ensure the joint is closed fully (Figure 4B). **NOTE:** Always square long side joints **BEFORE** tapping down short joints.



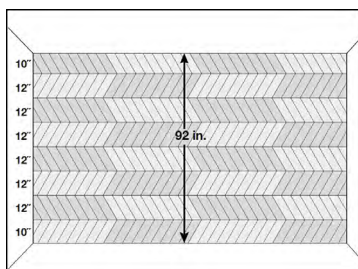




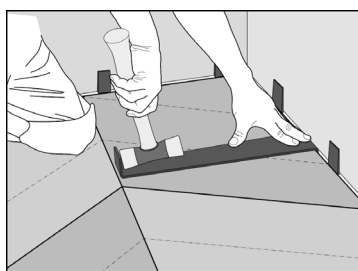
**5.** Create the required expansion by placing 3/8" (10mm) spacers between the flooring assembly and the walls. Do not remove the spacers until the installation is complete



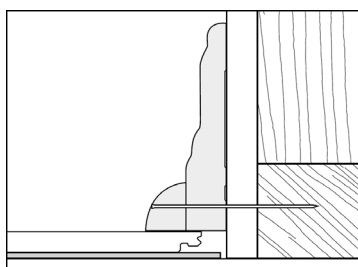
**6.** Install the last two pieces of rows 1 and 2 by cutting to fit. Maintain the expansion gap and install as before.



**7.** Install the remaining material, in alternating rows of "A" and "B" planks. Drop and lock the end joints together and keep square throughout the install.



**8.** Cut the final row of planks to fit along the wall. Use a pull bar to lock the long edges together. Do not use the pull bar on the short edges.



**9.** Remove spacers. Cover expansion space with quarter round or other trim, being sure not to trap or pin down the floor.

## General Care & Maintenance

Multipanel<sup>®</sup> Chevron flooring is manufactured with a high-performance coating, which provides improved maintenance characteristics and options. All floor coverings require some care to look their best, and many problems can be prevented before they occur. The area of usage, type of traffic, and frequency of traffic on the floor will determine the type and frequency of maintenance needed. Proper care and maintenance are an essential part of keeping your Multipanel<sup>®</sup> flooring attractive and safe. These guidelines will help to maintain the appearance of and extend the life of your flooring.

### Routine Care & Maintenance

- Sweep, dust mop or vacuum daily. Do not use vacuums with any type of beater bar assembly.
- Lightly damp mop with a neutral PH cleaner. Remove excess soil by carefully scrubbing with a soft nylon brush, micro fibre mop or sponge with a neutral PH cleaner.
- Remove scuffs using a neutral PH cleaner and a soft nylon brush or sponge.
- Heavily soiled floors may require an occasional deep cleaning using a neutral PH cleaner, spray bottle and a low speed buffer not exceeding 300 RPM. Fit the buffer with a red or white scrubbing pad, spray the cleaner solution onto a manageable area of the floor and scrub. Remove the dirty residue by damp mopping with clear water. Caution: Do not flood the floor.
- Remove standing water, urine and other liquids promptly. Follow with a neutral PH cleaner.

### Preventitive Care

- Use walk-off mats at all outside entrances.
- Use only flat felt or soft plastic glides at least 50mm in diameter under furniture legs or freestanding displays and fixtures to prevent indentations and scratches.
- Use broad surface non-staining casters at least 50mm in diameter on rolling fixtures or furniture.
- Do not use vinegar, polishes, waxes, oil soaps, abrasive cleaners, harsh detergents or solvents.
- Use non-staining mats.
- Do not expose to direct sunlight for prolonged periods.
- Do not use steam cleaners.
- Do not flood floor or subject to standing liquids including urine.

**Disclaimer:** This document represents the current state of knowledge at the time of its publication and instantly supersedes all previous editions. It may be replaced, supplemented or amended at any time and without special notice. Please be sure to check the validity, relevance and content for topicality before issuing a warranty claim.