



Frequently Asked Questions

Q: What is the difference between traditional or Flexible LVT and the new ProCore® or ProCore® Plus Rigid Core LVT?

A: The main difference is that PROCORE includes an extruded rigid polymer-based core layer in the construction that gives it better dimensional stability and has a more rigid characteristic. That helps the ProCore® Plus hide minor subfloor imperfections that could transfer or "telegraph" up to the floor's surface, which is familiar with traditional flexible LVT. ProCore® Plus also has a pre-attached acoustic backing, which also helps absorb small substrate imperfections.

Q: What are the advantages ProCore® Plus?

A: ProCore® Plus has an IXPE backing along with the rigid core that allows installations over minor substrate imperfections, which reduces the subfloor preparation time and cost. The installation method does not require any messy adhesive application with trowels and rolling, making it a fantastic do-it-yourself product. The simple (angle, drop, lock) installation method is simple, fast, and yet provides superior joints to a floor covering that will last for many years. Procore® Plus is waterproof, so it is unaffected in water-prone indoor areas, such as bathrooms, kitchens, laundry rooms, and entryways. The pre-attached acoustic backing absorbs excessive noise, exceeding both the International Building Code (IBC) requirements for multi-family and luxury multi-family (required in some states).

Q: Does ProCore® Plus require acclimation?

A: Yes, store the boxes flat (not stacked) on the prepared substrate at between 65°F and 85°F (18°C - 29°C) for a minimum of 8 hours or overnight.

Q: If ProCore® Plus is waterproof, can I use it outside?

A: ProCore® Plus is not harmed by water when exposed to spills and routine cleaning, hence the term waterproof. However, using the floor coverings outside exposes it to other elements, including excessive UV, which damages any vinyl floor covering, and is not covered by the warranty.

Q: Can I use grout with ProCore® Plus?

A: ProCore® Plus is a fully floating floor system, and the designed movement does not facilitate the application of grout.

Q: Are matching transition moldings available for PROCORE?

A: Yes, color-coordinated transition and moldings are available at Lowe's Home Improvement. Please see a flooring associate for assistance.

INSTALLATION

Q: Is ProCore® Plus harder to cut than Flexible LVT?

A: Not much, it can still be scored and snapped in the same way, using a utility knife and framer or speed square, but it may take a couple of passes with a utility knife to score, due to the thicker construction. The backing is then easily cut from underneath. For complicated cuts, like around door frames, it is easier to use a jigsaw with a blade suitable for cutting plastic.

Q: Does ProCore® Plus need special handling?

A: Careful handling is necessary with all floating floor coverings to avoid damaging the locking mechanism before engaging it. Do not stand boxes on end or drop them, carefully lay them flat on the substrate and follow the ProCore® Plus installation instructions. Other products on the market may have similar locking mechanisms (angle/angle), but following those instructions breaks the locking mechanism.





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Q: Should or can I use an underlayment with ProCore® Plus?

A: The answer is no, save your money, and avoid the risk of failure. ProCore® Plus already has a pre-attached IXPE acoustic backing. By adding another, it will increase the amount of flexing place on the locking mechanism under heavy loads. That risks cracking the joints, creating an installation failure that is not covered by the warranty

Q: Does ProCore® Plus expand and contract like Flexible LVT and what do I need to know about using transitions and spacers?

A: Not as much, but yes, this product does expand and contract with temperature changes. Therefore, an expansion gap of at least 5/16" (8mm) is required, around the entire perimeter of the ProCore® Plus. Transitions are not usually necessary except to separate areas like 3-season rooms or for areas over 85-foot in length or width.

Q: What are acceptable substrate imperfections?

A: Acceptable substrate imperfections include minor cracks, pock/spalling marks in concrete, certain grout joints, and small deviations in the flatness of the subfloor. The complete subfloor preparation requirements must be followed and are found within the installation instructions.

Q: Can ProCore® Plus be installed on stairs?

A: Yes, the specific installation instructions will be available soon. For an advanced copy, please contact the technical department at 1.888.509.3438 or techsupport@novalis-intl.com.

MAINTENANCE:

Q: How do I clean ProCore® Plus?

A: Dust-mop or vacuum (without a beater bar) the floor surface to remove any dirt or grit. Damp-mop as often as required using a flat microfiber mop and water or a suitable diluted vinyl floor cleaning solution (neutral pH). Change the pad as often as needed.

Q: What shouldn't I use on ProCore® Plus to clean it?

A: Do not use any abrasive cleaners or powders, chemical-based cleaners, citrus cleaners, vinegar solutions, wood floor cleaners, oil-based cleaners, detergent-based cleaners, multi-surface cleaners, or bleaches.

Q: What can I use to bring a shine to my ProCore® Plus?

A: The use of floor finishes is optional and may enhance the sheen of ProCore® Plus. However, under normal circumstances, they are not needed. If desired, contact the technical department at 1-888-509-3438 or techsupport@novalis-intl.com for the latest available options. Note: By using a floor finish, you then need to maintain it according to the manufacturer's written instructions.

Q: Can I use a Swiffer?

A: Yes. Swiffer's work well for daily maintenance of ProCore® Plus.

Q: Can I use a steam mop?

A: Steam mops can be used as they work very well, but only in the lowest setting and it must not be stationary for more than five seconds. Vinyl floor coverings can be negatively affected by excessive heat.





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MISCELLANEOUS

Q: How can I prevent scuff marks, scratches, or gouging?

A: Use non-pigmented hard plastic, nylon, or felt glides (replaced > 3-times a year), keeping them clean and grit-free. They should be $\geq 1\text{-inch}^2$ (645-mm²) on all slidable furniture. Do not move heavy or sharp objects directly across the floor covering. Use hard surface "Sliders" (from Lowes) and, of course, keep the surface of the ProCore® Plus clean following the maintenance instructions.

Q: Do I need to apply after-market floor finish, once installed?

A: Although additional floor finish is not needed, providing the ProCore® Plus is maintained and used correctly. It is possible to repair minor scratches by applying a floor finish. If required, contact the technical department at 1-888-509-3438 or techsupport@novalis-intl.com for the latest options.

Q: Will my pets damage my ProCore® Plus?

A: Cats and dogs are acceptable; however, keep in mind that some dogs have hard and sharp nails used to gain traction on hard floors causing them to grip with their claws more. Keeping your pet's nails trimmed and filed helps prevent scratches by keeping them on the pads instead.

Q: What type of rugs should I use?

A: Area rugs, walk-off mats and throw rugs must not have a rubber backing as they can permanently discolor the ProCore® Plus, or any vinyl floor covering.

Thank you for your purchase, and we hope you love your new floor!

CLAIM PROCESS:

Novalis US, LLC. strives to manufacture the highest quality of luxury vinyl flooring available today, however, in the unlikely event that you need to file a claim the process is as follows:

1. Call 888.509.3436, ext 2 or email lowesclaim@novalis-intl.com to obtain a claim form.
2. Fill out the claim form to its entirety with as much detailed information as possible
 - a. Include photographs showing the overall area and the specific issue you are having.
 - b. Include a copy of your purchase receipt as no claim can be processed without it.
3. Please refer to the ProCore® Plus Statement of Warranty for details of coverage (available from www.lowes.com).
4. Once information is received back, please allow 7-14 business days to process the claim. The customer will be notified using the contact information provided on the claim form.

Note: Novalis US, LLC. reserve the right to request samples or perform a site inspection on all claims.

It is required to read all documentation regarding installation and your warranty thoroughly before installing ProCore® Plus. If you have any questions, please contact the technical department at 1-888-509-3438 or techsupport@novalis-intl.com immediately for assistance.

