

# Frequently Asked Questions



INTERLOCKING FLOATING PORCELAIN



Click a link below to be taken to that portion of the document with answers to your most frequently asked questions about the Avaire tiling System

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**CARE & MAINTENANCE**

**REPAIR & REPLACE TILE**

## LAYOUTS

### ***Q. What is the best way to layout my Avaire floor?***

A. Typically, it is best to start in the center or at a perimeter of the room. It is also important to determine where your cuts will be in order to avoid using small pieces along the perimeter. Once your layout is determined, it may be helpful to snap a chalk line to ensure the pattern does not shift.

### ***Q. I want something different! What pattern options do I have?***

A. Avaire can easily be installed using a straight, staggered, or diagonal pattern.

### ***Q. Does installing a diagonal pattern require more work than a straight pattern?***

A. Installing a diagonal pattern does require a little extra work to plan the layout and make additional cuts. Also, due to the additional cuts, there will be a slightly higher amount of wasted tile.

### ***Q. Where is the best place to start installing my Avaire floor?***

A. Avaire can be installed in the center of the room or at a wall. You may consider starting at the area with the most undercuts. Installing the last tiles at an undercut can be more difficult.

### ***Q. I would like to install Avaire in a large area flowing through my kitchen, laundry room, and bathroom. Can this be done?***

A. Yes. Avaire works very well in large, high-traffic residential areas as long as the sub-floor is flat and stable.

# FLOOR PREPARATION

## **Q. How thick is Avaire?**

A. An Avaire Tile has a total thickness of 9/16".

## **Q. How much does Avaire weigh?**

A. Each 12"x12" Avaire Tile has a weight of 5 lbs. Each 12"x12" carton has a weight of 25 lbs.

## **Q. How many square feet are included in each Avaire package?**

A. A carton of Avaire Tile contains five 12"x12" tiles equaling 5 square feet.

## **Q. How thick are the grout joints?**

A. The Avaire System utilizes a 1/4" grout line.

## **Q. How thick must a sub-floor be in order to install the Avaire System?**

A. While traditional tile typically requires a 1 1/8" sub-floor, Avaire can be installed over a 3/4" T&G plywood sub-floor.

## **Q. How flat does a sub-floor need to be in order to install Avaire?**

A. The sub-floor must be flat within a tolerance of 1/4" in 10'. High and low spots of the sub-floor can be identified using a straight edge. High spots should be sanded, and low spots should be filled using a cement based leveling compound.

## **Q. Over what types of sub-floors can Avaire Tile be installed?**

A. Avaire can be installed on a flat, solid surface. This list includes vinyl, plywood, OSB, particle board, concrete, and tile. Avoid non-solid, uneven surfaces such as carpet.

## **Q. What do I do if there is a dip in the middle of the sub-floor?**

A. Use a straight edge to determine the depth of the low spot. If it's more than 1/4" in 10' or 1/8" in 6' then it will need to be filled.

## **Q. What do I do if there is a high spot in the middle of my floor?**

A. If the high spot is over 1/4" in 10' or 1/8" in 6', it could be a problem. In many cases, the high spot will need to be removed.

## **Q. How do I prep a high spot in my wood floor?**

A. First, determine how much of the high spot needs to be removed. Once this is done, there are a few options. 1) Less severe high spots (1/8"-3/16") can be sanded with a belt sander or edger or by using a planer. Remember: never sand existing resilient floor covering as it may contain asbestos. 2) More severe high spots may require inspection from a carpenter to ensure the floor remains structurally sound.

## **Q. How do I fill a dip in my sub-floor?**

A. Cement based patching compounds works best. Avoid gypsum patching compounds in wet areas since they may support mold growth.

## **Q. Can Avaire be installed over a crack in the sub-floor?**

A. Yes. Unlike a traditionally installed tile floor, Avaire can be installed over cracks and expansion joints in concrete as long as the crack does not cause a height difference in the floor.

## **Q. My floor squeaks. Should I fix it before I install my Avaire floor?**

A. If the floor squeaks now, it will squeak after Avaire is installed. Many squeaks can be repaired by simply placing a few nails or screws in the joists that are making the noise. If the squeaks persist it may be a sign of problems and a carpenter should be consulted.

## **Q. My basement has a moisture problem. Can I install Avaire in this area?**

A. While moisture should not affect the Avaire tile and grout, it is recommended that a moisture problem be addressed before any flooring is installed.

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## FLOOR PREPARATION CONTINUED

### **Q. Can I install Avaire over a sub-floor that has experienced water damage?**

A. It is important to repair or replace any water damaged boards and ensure the floor is dry, and structurally sound before installing Avaire.

### **Q. Does Avaire require an acclimation period before installation?**

A. Avaire is a very stable, and does not require acclimation if installed under normal climate conditions of 65-80 degrees F. If, however, the temperature variance is greater than 20 degrees F from storage to jobsite, a 24 hour acclimation period is recommended.

### **Q. My previous floor left a sticky glue on the sub-floor. Can I install Avaire directly over this surface?**

A. It is not recommended to install Avaire directly over glue for three reasons: 1) Without knowing the composition of the glue, there could be an interaction between the polymer tray and the glue. 2) It may be difficult to properly install the Avaire over a sticky substance since the installation method requires the tiles to interlock while flat. 3) Since the floor is designed to float, you might hear the tile "sticking" and "unsticking" to the glue below when you walk on it. Instead, you may consider installing a thin underlayment (1/8") over the floor, giving you a smooth sub-floor for installing your Avaire floor.

### **Q. Is there an alternative to leveling the floor with a patching compound?**

A. Using 1/8" hardboard is an alternative to leveling the floor with patching compound. It may be a little more expensive, but could be a better route if you don't have experience patching floors. Simply fasten it to the floor using screws, nails, or staples.

### **Q. Do I need to remove my vinyl floor before I install Avaire?**

A. No. Avaire can be installed directly over your existing vinyl floor.

### **Q. I have baseboards and quarter round on my walls. Should I remove them before installing Avaire?**

A. The quarter round or base shoe should be removed, and then reinstalled to cover the expansion gaps along the perimeter. It is not necessary to remove the baseboards.

### **Q. After taking up the glued carpet in the kitchen, does the old adhesive residue need to be removed?**

A. No. Avaire may be installed directly over the old adhesive residue as long as it is completely dried.

### **Q. My kitchen has vinyl floor over 1/4" underlayment, and my dining room has carpet over a pad. How can I install Avaire in both rooms?**

A. After removing the carpet, pad, and tack strip, you will need to either add underlayment to the dining room or remove the underlayment in the kitchen.

### **Q. Do I need to remove my old flooring before I install Avaire?**

A. Not all the existing floors need to be removed. Avaire can be installed over most clean, dry, and structurally sound floors such as vinyl, wood, concrete, or even ceramic tile. It should not be installed over carpet.

### **Q. Can Avaire be installed on the wall?**

A. Avaire is not designed, tested, warranted or recommended for wall applications. It is recommended you purchase raw tile for a matching wall applications.

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## FLOOR PREPARATION CONCLUDED

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# SUITABLE APPLICATIONS

**Q. Can I install Avaire directly over the vinyl floor in my kitchen?**

A. Yes. Avaire can be installed directly over a vinyl floor without any special underlayment.

**Q. Can Avaire Tile be installed over radiant heat?**

A. Yes. Avaire is approved for installation above radiant heat. It works best with QuietWarmth, a heated underlayment designed specifically for floating floors. Please Note: Avaire should not be installed above heating systems that could expose the grid to temperatures above 115° F

**Q. Can Avaire be installed over an engineered joist system with joists that are 19-2 on center with ¾" OSB?**

A. Yes. Engineered systems work well with Avaire as long as the floor is within the tolerance of ¼" in 10'.

**Q. If I install Avaire tile over my hardwood floor, will the hardwood be damaged if I ever choose to remove my Avaire floor?**

A. While Avaire shouldn't damage your wood floor, it may need to be refinished and door casings replaced if undercut.

**Q. My old vinyl tile floor is missing a few pieces. Do I have to remove the whole floor to install Avaire?**

A. No. If the vinyl tile is well bonded to its sub-floor and only a few pieces are missing, just use cement based patching compound to fill the missing areas. Then, once the floor is flat, Avaire can be installed. Use caution when removing loose tile as some vinyl tiles may contain asbestos.

**Q. I changed my mind from traditional tile to Avaire, but I already have cement board installed. Can I install Avaire over the cement board?**

A. Avaire is very versatile and can be installed over many different subfloors including cement board.

**Q. Many floors cannot be installed over a particle board. Can Avaire be installed over this type of sub-floor?**

A. Yes. Avaire can be installed over particle board as long as the floor is flat and structurally sound.

**Q. Can Avaire be installed over ceramic tile?**

A. Yes. Avaire can be installed over ceramic tile as long as the floor is within a tolerance of ¼" in 10', and any loose or broken tiles are removed and patched with a portland cement based patching compound. Consideration must also be taken to address the height at the transitions and the door casings.

**Q. Can I install Avaire on my countertops?**

A. Avaire is not recommended for installation on countertops. However, Avaire Flexible Grout is an excellent choice for any traditional tile installation including countertops.

**Q. Do I have to remove the paint off my concrete floor before I install Avaire?**

A. Since Avaire is not bonded to the sub-floor; Avaire may be installed directly over a painted floor.

**Q. My third floor condo has lightweight concrete, and I'm told that primers and sealers need to be applied before my tile floor can be installed. Is this necessary with Avaire?**

A. As long as the lightweight concrete is flat within tolerance ¼" in 10' and structurally sound, it won't be necessary to prime the floor before installing Avaire.

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## SUITABLE APPLICATIONS CONCLUDED

### **Q. Are there any deflection requirements for Avaire floor?**

A. The floor must not have deflection greater than 1/360 of the span when measured under a 300 lb concentrated load. (See ASTM C 627).

### **Q. Can Avaire Tiles be installed in a bathroom?**

A. Yes. Avaire is ideal for any indoor environment such as bathrooms, kitchens, laundry rooms, etc. Avaire should not, however, be installed in higher moisture areas such as shower pans and saunas.

### **Q. Can Avaire be installed outdoors?**

A. Avaire is not recommended for use in outdoor environments. Outdoor installations are not covered under the Avaire 10-year limited warranty.

### **Q. Can Avaire be installed in an environment reaching below freezing temperatures?**

A. Results from extensive freeze-thaw tests indicate the Avaire system and grout performs well in applications, such as 3-season porches or summer homes, as long as they are indoor applications and not subjected to rain, snow, standing water, or any other environment where moisture would get under the system.

### **Q. Can Avaire be installed on stairs?**

A. Yes, but it will need to be fully adhered using a high quality construction adhesive and a stair nosing at the edge.

### **Q. Can I install Avaire under a wood or gas burning stove?**

A. Avaire should not be installed under wood or gas burning stoves or fireplaces.

## INSTALLATION

### **Q. When beginning my installation along a wall, do I need to leave an expansion gap?**

A. Yes. A ¼" expansion gap should be left to leave room for expansion and contraction. In higher moisture environments, a quality silicon should be used to fill this gap.

### **Q. Is there an easy way to remove the tabs of the Avaire tile if installing along the perimeter?**

A. Yes. The tabs can be removed by carefully using tin snips or a wet saw. However, most pieces around the perimeter are full cuts, and tabs will already be removed.

### **Q. What is the best way to undercut the door lambs and casings?**

A. If there are only a few door jambs and casings to cut, it is easiest to use a sharp hand saw. A scrap piece of Avaire tile can be used as a guide to ensure the casing is cut at the exact height needed. If there is a large amount of door jambs and casings, a power jamb saw may be needed.

### **Q. Do I need to undercut the door jambs and casings?**

A. No, it is not required. However, you will still need to allow ¼" expansion at the jambs. Undercutting of the jambs is used to cover the cut edges while still providing this needed expansion.

### **Q. How long do I have to stay off the tile before I can grout?**

A. You can start grouting immediately.

### **Q. One area of my Avaire floor requires very small cuts (about 1"). Will I be able to connect the tabs?**

A. A minimum of two tabs per side is needed to interlock any two Avaire tile pieces together. However, if the layout of the floor requires a smaller piece be used, use a construction adhesive under the small pieces to make sure they remain secured.

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## INSTALLATION CONCLUDED

### **Q. Do I have to install each tile in the same direction? Or, can a tile be connected from every side?**

A. The tabs of a Avaire tile will interlock with another tile from any side. Some tile patterns look more natural if installed in a random manner.

### **Q. What tools and materials are needed to install Avaire?**

A. The following items are recommended to install Avaire: safety glasses, gloves, Avaire Tile, wet saw, tape measure, tapping block, white-headed rubber mallet, coated pry bar, Avaire Flexible Grout, bucket, grout float, sponge.

### **Q. How do Avaire Tiles snap together?**

A. Avaire Tiles can be installed using two methods: 1) Assemble by aligning tabs at the top corner of each tile. Swing the tiles together so the remaining tabs lock in succession. 2) Using a white-headed rubber mallet and tapping block, gently tap the tiles into place. Be sure to place the tapping block squarely against the tile, never against the plastic tray. This method is recommended when installing larger installations.

### **Q. What if I have trouble snapping two Avaire Tiles together?**

A. If tiles prove difficult to snap together, apply a few drops of dish soap to the tabs. This will allow tiles to interlock more easily.

### **Q. What if an interlocking tab is damaged or broken on a Avaire Tile?**

A. The Avaire locking mechanism is engineered to lock and function properly with as few as 4 connected tabs. If 4 or more tabs are damaged, use this piece as a cut tile along the perimeter.

### **Q. How do I connect Avaire Tiles along the perimeter?**

A. Leaving a ¼" gap along the perimeter, a coated pry bar can be used to gently apply pressure until tabs interlock completely.

### **Q. There is potential for water getting under the floor from a storage area that houses the well and air conditioner. Recently, the air conditioner caused water to flow under the wood laminate floor (causing the need for the replacement floor). Would Avaire be able to withstand this?**

A. Avaire is not damaged by incidental moisture, but the underlying subfloor could definitely be damaged with continuous moisture. There is also a concern about mold and/or mildew developing under the floating floor. It is recommended you solve this moisture problem before proceeding (not only for Avaire, but any other flooring product you choose).



# BATHROOMS

## **Q. Can Avaire Tiles be installed in a bathroom?**

A. Yes. Avaire is ideal for any indoor environment such as bathrooms, kitchens, laundry rooms, etc. Avaire should not, however, be installed in higher moisture areas such as shower pans and saunas.

## **Q. How do I cut Avaire around the toilet flange?**

A. When cutting around the toilet flange, use a 4" angle grinder with a diamond blade designed for cutting porcelain tile. Be sure to follow all safety rules.

## **Q. What is the best way to cut around a vent?**

A. If more than one tile is involved, you should be able to measure and mark your tiles easily, cutting with a wet saw. If, however, the required cut falls inside a tile and you can't cut from the edges, you must make a "plunge-cut."

## **Q. I am installing Avaire in my bathroom. Do I need to remove the toilet or can I cut around it?**

A. The toilet will need to be removed before installing Avaire. It is important to leave an expansion and fill the area around the flange with sealant before resetting the toilet.

## **Q. I'm installing Avaire in my bathroom. Do I need to fill in the gap along the edge of the bathtub?**

A. Yes. This should be filled with a quality silicon sealant to guard against water getting under the floor.

## **Q. My toilet overflowed, I'm not sure if water got under my Avaire floor, what should I do?**

A. Once the water is cleaned up make sure the toilet is in good working condition. Remove the base or quarter round and check to see if the water to any edges not sealed, if so leave trim off to help subfloor dry. Mold usually doesn't result from an event like a toilet overflowing, it usually needs a persistent water source to grow mold.

# MOISTURE

**Q. My floor squeaks. Should I fix it before I install my Avaire floor?**

A. If the floor squeaks now, it will squeak after Avaire is installed. Many squeaks can be repaired by simply placing a few nails or screws in the joists that are making the noise. If the squeaks persist it may be a sign of problems and a carpenter should be consulted.

**Q. Can I install Avaire over a sub-floor that has experienced water damage?**

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**Q. Can I install Avaire over my plywood floor if it's wet?**

A. No, the subfloor must be completely dry before installation. Identify and correct the source of moisture before installation.

**Q. Can I install Avaire in my bathroom? I have a tub and a shower.**

A. Yes, Avaire can be installed in bathrooms; a good quality caulk needs to be installed at the tub and shower base also in the perimeter expansion areas and around the toilet flange to prevent water from getting under the floor.

**Q. I removed the carpet in my bathroom and there is some mold by the edge of the tub. Can I install Avaire over it?**

A. Not until a few things are done. First find out the source of the moisture and correct it. Next, check to see if the moisture has caused structural damage to the floor (if unsure consult a carpenter). Repair if needed. If the floor is structurally sound, clean with a 1:9 bleach and water solution and rinse. Be sure to allow the floor to completely dry before installing Avaire.

**Q. I'm installing Avaire over my vinyl floor and there is some dark discoloration. Someone said its mold. Can I install Avaire over it?**

A. Yes, but first find the source of the moisture that is causing the discoloration and correct. Remove discolored area and if on wood check for damage, repair if necessary. If minor patching is needed use a Portland based patching compound. Gypsum based patches will support mold growth.

# CUTTING

## **Q. How do I cut Avaire?**

A. Avaire tiles may be cut using a wet saw, tile cutter, or angle grinder. Determine size of the tile cut by measuring the distance between the wall and the tile (not the tray), then deducting ½" (¼" for the grout joint, and ¼" for the expansion gap along the perimeter). Mark the measurement from the edge of the tile (not the tray), and proceed with the cut. Tip: When using a tile cutter, first snap the porcelain. Then, run a utility knife across the plastic tray using the separated tile as a guide. Always cut in a direction going away from your body.

## **Q. My wet saw is designed for cutting regular ceramic tile. Can I use this to cut Avaire porcelain tiles?**

A. Most tile saws designed for cutting ceramic tile will work well with Avaire. However, because Avaire is a high quality porcelain tile, it is important to use a diamond-tipped blade designed for cutting porcelain.

## **Q. How do I cut Avaire around the toilet flange?**

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## **Q. I have a curved wall. Can I make curved cuts with Avaire?**

A. Yes. Curved cuts can easily be made using a 4" angle grinder with a diamond blade.

## **Q. The water pump gets clogged on my saw. Is there anything I can do to prevent this?**

A. The shavings from the tray will clog the pump on a wet saw if the water isn't changed frequently. The best way to combat this is by changing the water in the saw when tray shavings accumulate, approximately every 30-40 cuts. The shavings from the tray will float so you can easily see them.

## **Q. What type of wet saw works best for cutting Avaire?**

A. Tile saws made by Dewalt, Felker, MK, Target, QEP, Rigid and others perform very well when cutting Avaire tiles. Be sure to use a blade designed to cut porcelain tile.

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# GROUTING

**Q. When I opened the bucket of Avaire flexible grout, there was some liquid on top. Is this normal?**

A: Yes. Liquid may be present on the surface of the grout when opened. This is from normal settling. Use a margin trowel to fold the liquid into grout.

**Q. How long does Avaire Flexible Grout need to cure before we can walk on it?**

A. We recommend protecting Avaire Flexible Grout from light foot traffic for a period of 24 hours, heavy traffic for a period of 72 hours, and cleaning or staining for a period of 1 week.

**Q. Do I need to seal Avaire Flexible Grout?**

A. Avaire Flexible Grout is stain and water resistant, and requires no sealing.

**Q. Do I have to use Avaire Flexible Grout when installing Avaire Tiles?**

A. Yes. Avaire is a floating floor system, and requires the use of the specially formulated Avaire Flexible Grout. Other grouts are not sufficiently flexible to handle the movement associated with a floating surface, and will void the 10-year limited warranty.

**Q. What is the shelf life of Avaire Flexible Grout?**

A. Avaire Flexible Grout has a shelf life of 1 year after being opened. The total shelf life of an unopened pail is 3 years.

**Q. I did not do grout clean up until the following day. What will take off the grout haze once the grout is dried?**

A. For urethane grout, use Krud Kutter Original to remove grout haze. For Acrylic Flexible Grout, use Acetone. In both cases, avoid letting cleaner come into contact with the grout.

**Q. Will applying a tile or grout sealer after grout installation hurt Avaire Flexible Grout?**

A. No; however, make sure the grout is dry for a minimum of 2 days before applying sealer.

**Q. Does Avaire Flexible Grout require mixing like traditional cement-based grouts?**

A. No. Avaire Flexible Grout comes pre-mixed, and does not require mixing like traditional cement-based grouts. It will, however, require some stirring using a margin trowel before use.

**Q. Will the color of Avaire Flexible Grout vary from batch to batch?**

A. No. Avaire Flexible Grout maintains a consistent color from batch to batch.

**Q. Can I clean Avaire Flexible Grout after grouting the entire floor?**

A. It is strongly recommended that you clean Avaire Flexible Grout as you work using a sponge and water. If working alone, only grout as far as you can reach before cleaning.

**Q. Who do I call for chemical emergencies?**

A. For Chemical Emergency call CHEMTREC 24 hours, 800-424-9300 North America, 703-527-3887 International (collect)

**Q. I grouted (for the first time) and there are a few imperfections, bumps and dips, and rough spots. Is there a way to smooth out the rough spots and bumps once the Avaire Flexible Grout has dried?**

A. Yes. Most of the time, touching up the grout is as simple as grouting over the areas that need some attention. Avaire Flexible Grout will adhere to itself. If the imperfection needs to be removed, a utility knife or small grout cutter can be used. Simply re-grout the area when done.

**Q. How long do I have to stay off the tile before I can grout?**

A. You can start grouting immediately.

# TRIMS AND TRANSITIONS

**Q. How do I finish the edge of Avaire at the top of the stairs?**

A. An overlapping stair nose made of vinyl, metal or a flush wood may be used.

**Q. Is a trim piece needed at the edge of Avaire tile where it meets carpet?**

A. No. The carpet can be tucked between the tackstrip and the edge of the Avaire tile. Or, if necessary, shimming may be used to transition from one surface to the next.

**Q. My Avaire floor is butting up to my wood floor. What is the best way to transition between these floors?**

A. If the floors are similar in height, a T-molding can easily be used.

**Q. I'm installing Avaire tile in my kitchen over my vinyl floor, but not in my laundry room. What do I do at the edge of the tile?**

A. A beveled hard surface reducer made of wood, vinyl or metal will serve as an easy transition between the two floors.

**Q. After leaving a ¼" gap along the perimeter, what can be used to fill this space?**

A. This ¼" space along a perimeter or barrier can be filled in using a flexible caulk or covered using quarter round. In areas exposed to moisture, it is strongly recommended that a quality silicon sealant is used to fill in the gap along the perimeter.

**Q. Can Avaire be installed on stairs?**

A. Yes, but it will need to be fully adhered using a high quality construction adhesive and a stair nosing at the edge.

**Q. I have vinyl on the toe kicks of my cabinets. Can I install Avaire in its place?**

A. Yes. Avaire tile can be fastened to a toe kick using a quality construction adhesive.

**Q. Can I use Avaire tile as a baseboard?**

A. Yes. Simply cut the tile to the desired height and install it after the floor installation is complete. The tray will be exposed on the top cut edge, and will need to be covered using grout, caulk or a molding.

**Q. Can I butt my Avaire floor directly against my wood floor of equal height?**

A. Yes. If your wood floor is the same height as Avaire, butting directly to the two floors will work well. Avaire and wood flooring expand and contract at different rates, so a bead of flexible caulk should be placed in the space between the two floors. If the wood floor is a different height, then a reducer molding will need to be installed to transition the two floors.

**Q. Can Avaire Flexible Grout be installed in the ¼" gaps along the perimeter or at a threshold?**

A. It is recommended that a flexible caulk be used to fill the ¼" gap along the perimeter or at a threshold.

# FURNITURE AND APPLIANCES

**Q. I am installing Avaire in my bathroom. Do I need to remove the toilet or can I cut around it?**

A. The toilet will need to be removed before installing Avaire. It is important to leave an expansion and fill the area around the flange with sealant before resetting the toilet.

**Q. I want to install Avaire in my game room. Will my slate top pool table be too heavy for Avaire?**

A. No. When installed properly, Avaire will perform well when installed under heavy objects such as a pool table.

**Q. Can I install my Avaire floor before the cabinets are installed?**

A. No. All permanently installed cabinets should be in place prior to installation of Avaire.

**Q. Do I need felt protectors on my chairs like my old vinyl floor?**

A. It is always a good idea with any hard surface floor to have protective glides on the bottom of the chairs. Avaire is very durable, however, marks may occur from unprotected metal chair legs. Additionally, Avaire may cause excessive wear on wood legged chairs.

**Q. Do I need to remove my dish washer before I install my Avaire floor?**

A. No, just remove the bottom panel on your dishwasher and make sure there is enough adjustability in the treaded leveling legs for Avaire.

**Q. I'm installing Avaire in a basement utility room. Is it okay to install Avaire next to my furnace?**

A. It is usually safe to install Avaire next to gas and electric furnaces. However, it is a good idea to check with your heating and cooling technician to ensure the floor will not be exposed to temperatures of over 115 degrees F.

**Q. I have a new front loading washing machine that spins at a very high rpm and vibrates quite a bit. Will the constant vibration cause my Avaire to move since it's a floating floor?**

A. No. The rubberized grid on the bottom of the Avaire tiles will keep the floor from shifting. Additionally, filling the ¼" gap along the perimeter of the room with a silicon sealant will make the floor stable, and help prevent the surface from moving.

**Q. I'm installing Avaire in my bathroom. Do I need to fill in the ¼" gap along the perimeter?**

A. Yes. Since a bathroom is a higher moisture area, the perimeter should be filled with a quality silicon sealant to guard against water getting under the floor.

**Q. Can I move my refrigerator back into place immediately after grouting my floor?**

A. Yes. You can move the appliance back into place while the grout is still wet, though you might need to touch-up the grout if the wheels disrupt the groutline. The key is you don't want continuous traffic/movement on the floor for the first 24 hours.

## CARE AND MAINTENANCE

### **Q. Do I need to seal my Avaire tile or flexible grout?**

A. No, Avaire tile and flexible does not require sealing.

### **Q. How do I clean my Avaire floor?**

A. Regular sweeping or vacuuming of the floor and promptly cleaning up spills will ensure your Avaire floor looks its best. For deep cleaning, a mild detergent type cleaner designed for cleaning porcelain tile should be used.

### **Q. Should Avaire be cleaned using an enzyme cleaner?**

A. No. In certain situations (primarily when coming into contact with edible oils or animal fats), enzyme cleaners can breakdown Avaire Flexible Grout.

### **Q. When applying grout in vet offices, or areas where urine will “stand” for a period of time before cleaning, should grout be sealed?**

A. While Avaire Flexible Grout responds well when exposed to urine for a short amount of time, it may be beneficial to seal your floor in environments where it may “stand” for a longer period of time.

### **Q. How long should I wait before allowing pets on the Avaire floor?**

A. Avaire Flexible Grout is most vulnerable to stain while in the curing stage. It is recommended that pet traffic is minimized within the first week of grout application.

### **Q. What type of cleaner can be used for cleaning stubborn stains (tomato paste, wine, mustard, etc) on Avaire Flexible Grout?**

A. We recommend using a cleaning product like Soft Scrub with Bleach Cleaner. It is important to clean these substances as quickly as possible after spill occurs.

## REPAIR AND REPLACE A TILE

### **Q. Can I reinstall my Avaire floor in another location?**

A. Yes. Avaire can be disassembled and reinstalled in another location. Before reinstalling, the old grout will need to be removed using a utility knife.

### **Q. I dropped a cast iron pan on my Avaire floor, and a tile chipped. How do I replace it?**

A. A Avaire Tile that becomes damaged can be replaced using the following method: 1) Remove the grout from the perimeter of the broken tile. This may be done by using a grout cutter. When doing this, use caution not to chip the surrounding tiles. 2) Once the grout has been removed, carefully cut the downward facing tabs attached to 3 of the 4 surrounding sides using a utility knife. Be sure to use appropriate care and safety equipment while using the utility knife. 3) After the tabs have been cut, carefully remove the broken tile by lifting and pulling away from the uncut side. Use caution not to damage the surrounding tiles. 4) Apply a layer of general construction adhesive to the back of the new tile, and then set it into position. Snap the new tile into place, and then firmly press down to ensure a flush placement. 5) Once the adhesive cures, apply Avaire Flexible grout.