



# Installation instructions

## Tufted carpet



# Table of contents

## 1. Preparation

1.1	Material check	4
1.2	Material storage	4
1.3	Conditioning	4

## 2. Preparatory work and required conditions

2.1	Foundation	5
2.2	Sub-floor	6

## 3. Installation

3.1	Installation temperature	7
3.2	Installation method	7
	3.2.1 Stretching	
	3.2.2 Gluing	
3.3	Pile direction	9
3.4	Connection	9
3.5	Seams and cutting	10
3.6	Alternative surfaces	10

## 4. Finishing

## 5. User application

## 6. Points of attention

6.1	Load	13
6.2	Installation FAQ's	13
6.3	Conditions	13
6.4	Support	13

# Introduction

## **Congratulations!**

Congratulations on your purchase of a product from the Condor Group! For an optimal result from the product we would like to inform you how your product can be best installed.

For carpets with a vinyl backing, we refer you to the special installation instruction, which can be obtained at [www.condor-group.eu/downloads](http://www.condor-group.eu/downloads).

With the publication of this installation instruction, any previous instructions regarding the installation of tufted carpet expire.

# 1. Preparation

## 1.1 Material check

Check the carpet prior to installation for possible manufacturing errors (such as errors in colour, construction, patterns, and dimensions), or any transport damage. Products can show a limited shading effect as a result of packaging, storage, and transport. This effect will subside within a few hours when the fibres recover. Material which comes from the Condor Group is delivered from one production batch with which colour correspondence is guaranteed. Nevertheless, slight colour deviations cannot be fully excluded. In order to attain an even result, it is necessary that, within a space, products of the same batch number be installed in an ascending roll number.

In case you still notice any errors, contact your supplier before you proceed. Condor will not accept any complaints which could have reasonably been noticed prior to installation.

## 1.2 Material storage

The correct storage of the material will ensure that the installation properties are optimally preserved. Therefore always store carpet in a space which is cool and dry and in which the carpet is stored on an even foundation.

## 1.3 Conditioning

Prior to installation it is essential to acclimatise the carpet tiles and thereby let them adapt to the environment. For this, the carpet tiles need to be unpacked on an even surface, in the space where they will be laid, after which they have to acclimatise for at least 24 hours with a minimum temperature of 16 degrees Celsius.

## 2. Preparatory activities and required conditions

### 2.1 Foundation

The condition of the surface will determine to a large degree the look of your carpet. Carpets from the Condor Group can be used for many applications provided the surface is suitable. The Condor Group advises a surface which is based on the DIN 18 560-norm and the advice of the "Technische Kommission Bauklebstoffe im Industrieverband Klebstoffe e.V." .

#### **This means that the surface needs to meet the following:**

- (Permanent) moisture-free. Maximum humidity degree, measured according to DIN EN 13 813.
- 0.3% floor heating.
- 2% with cement screeds.
- Have a good surface firmness. The coating needs to have good surface firmness so it can give good adhesion to the product which will be installed. The coating needs to be sufficiently thick and have a good adhesion in the foundation. In case of mastic asphalt screeds the coating needs to be minimally 8 mm thick.
- Good shape retention, the foundation needs to have good shape retention in order to absorb tensions/ size changes, which can occur due to installation substances. In order to guarantee foundations with shape retention we advise the use of primers.
- Be free from cracks. In order to guarantee crack-free foundations we advise the use of primers; pay attention that in case of conductive floors this does not affect the conductive functioning.
- Even and smooth conform to DIN 18202 "Toleranzen im Hochbau; Bauwerke".
- Even absorption power from foundation for adhesion of adhesives. The foundation needs to have an even absorption power in order to get an even adhesion in all places between the foundation and the product which will be installed. An even absorption power of the foundation can be attained by providing the foundation with a primer. Make sure that in the case of conductive floors this does not affect the conductive functioning.
- Clean (free from loose parts, grease, oils, and detergents).
- Free from old adhesives and other solvents. Old substances can react with new adhesives and the product. The foundation needs to be low in emission and meet the GEV-EMICODE "EC1" or even better meet the guidelines of the RAL-UZ 113 "Der Blauer Engel".
- Keep shrinking and expanding seams which influence the foundation.
- Limited height difference between floors. In case the height difference is large this needs to be smoothed.
- Tear and pressure resistant.

- Meet the requirements according to the DIN 18365 and the attached norms and documents,
- The current national norms and guidelines;

In case shortcomings have been noticed in one or more of the aforementioned points, these need to be reported to the client so appropriate steps.

## 2.2 Foundation

The use of sub-floors is recommended for room wide tuft carpets. Sub-floors give the carpet a longer lifespan, a complementary attenuation, and improved isolating function. Keep in mind that the use of sub-floors can have a negative effect on the fireproof properties of your floor.

In case of under floor heating, we advise you to not use sub-floors since there the sub-floor less through less heat.

Keep the following things in mind for the use of sub-floors:

- Sub-floors need to be attached to the foundation
- In case of gluing as an installation method: The carpet needs to be able to be glued to the foundation for sure (should not be repellent). We recommend for you to always perform a glue test. Keep in mind that the absorption power of the floor changes with the use of sub-floors.
- The sub-floor needs to be clean from solvents which could possibly have a negative effect on the carpet
- It is essential to ensure that the sub-floor will not have negative effects to the floor as a whole in regard to moist repellency and condensation properties.
- The sub-floor may not degrade the mechanic properties of the carpet (charge of rolling and swivel castors, pressure on the carpet, etc.).
- In case of conductive floors this should not reduce the conductive function.

In case shortcomings have been found on one or more of the aforementioned points, you should inform the client of this so that the appropriate steps can be taken.

## 3. Installation

Installing your carpet is an important job and we recommend you use a recognised and professional installer. It is important that the carpet is cut before installing/gluing it.

### 3.1 Installation temperature

During installation of the carpet tiles the installation temperature needs to be between 18 and 22 degrees Celsius, with a humidity of 40-65%. The minimal temperature of the sub-floor needs to be 15 degrees Celsius, with a floor heating system this needs to be between 18 and 22 degrees Celsius. For an optimal result the space needs to meet these conditions minimum 3 days prior to installation and minimum 7 days after installation. 48 hours after installation of the carpet tiles the space may gradually be returned to its original temperature, in steps of maximum 5 degrees Celsius per day.

Carpet tiles from the Condor Group are suited to be installed on sub-floors with under floor heating. However it is essential to turn off the floor heating system 48 hours prior to installation.

### 3.2 Installation method

Tufted products of the Condor Group can be both glued and stretched. In order to attain the best quality, stretching is preferable. Stretching the product enhances the carpet optically, gives more walking comfort, and thermic/acoustic properties.

#### 3.2.1 Stretching

1. In order to be able to stretch the carpet, tack strips will be applied around all edges or carpet disruptions. The tack strips will be applied with the tack points faced to the non-carpet part (such as a wall, pillar, or other disruption). Depending on the foundation the tack strips can be used with nails so these will be hit in the foundation. We advise you to also glue the tack strips in every situation.
2. Any underlay is applied within the nail strips and connected at the ends / edges with the subfloor (by bonding).
3. The carpet needs to be installed circa 5cm over the plinth on both sides.
4. With stretching you work from a corner. With stretching you use a tube and knee stretcher. First you stretch the long side and then the side which is perpendicular on this. Then cut the carpet at the desired length and neatly finish against the wall/border. Use a spatula to attach the carpet behind the spandrels.
5. Seams need to be welded together with thermoplastic seam strip which will be activated to stick by a welding machine. Bulb formation can be prevented by immediately covering the seam after welding.
6. After installing the carpet needs to be protected against dirt in case additional activities will be performed in the space.

### 3.2.2 Glued

When the carpet is glued on carpet underlay, the carpet needs to be installed perpendicular on the installation direction of the possible carpet underlay.

If the carpet will be glued without carpet underlay to the sub-floor, it suffices to glue minimum of 10 cm around the carpet in surfaces of <25 m<sup>2</sup>. In case of larger spaces, use for projects, or for contact purposes you will need to glue completely.

#### Choice of glue

There are various kinds of adhesives which are suited for connection carpets. Personal advice from a glue specialist or glue manufacturer is essential for use of a suited adhesive.

The use of adhesives can influence the odour development of the needle felt carpet after this has been installed. Also to limit odour development, you need to use adhesives which are low in emission and are provided with a GEV-EMICODE "EC1", or even better, meet the guidelines conform to the RAL-UZ 113 "Der Blauer Engel". Aside from that the low emission adhesives need to be free from natural resin and solvents.

When gluing the needle felt carpet you need to use water based dispersion adhesives with a gluing power of at least 2N/mm<sup>2</sup> (gluing power can be tested conform DIN EN 14293).

Aside from the use of dispersion adhesives it is possible to use steady adhesives, such as tape. Steady adhesives are applied in lines on the sub-floor/foundation. The main advantage of the use of steady adhesives is that the carpet is immediately chargeable after installation. Personal advice from a glue manufacturer is essential for the use of steady adhesives.

Adhesives need to be applied in accordance with the provisions of the manufacturer and the applicable health and safety regulations. Consult the attached safety sheet of your adhesive manufacturer for each adhesive prior to use.

## Installation method

1. Starting with the installation of the carpet the carpet track needs to be laid back to the middle so you can start from the middle.
2. Apply the glue which is at room temperature (between 18 and 22 degrees Celsius) on the surface using a glue comb. Consult your adhesive manufacturer for the suitable quantity of adhesive and the suitable toothing of the glue comb for your situation.
3. While installing, work from the middle towards the outside. First glue the recently cut parts.
4. After the carpet has been installed, move a carpet roller (with a pressure weight of minimum 50 kg) over the carpet to ensure a good adhesion between the carpet and the foundation, starting with rolling in the width. It is important that there is no air between the foundation and the installed carpet.
5. After approx. 30 minutes of pressing with the carpet roller, repeat again. Special attention goes to properly rolling seams. Do this with the carpet roller and not with other pressure means.
6. After approx. 60 minutes a special inspection needs to be performed in order to verify whether the end result has been installed to satisfaction.
7. After the carpet has been installed and glued it needs to be left uncovered for at least 24 hours since the glue has to dry.
8. For a minimum 24 hours after installing, the carpet needs to be protected against any dirt, if any complementary activities will be done in the space.

## 3.3 Pile direction

Normally an installation direction is chosen from where you look from a door post into the pile. Make sure that in case of multiple carpet stretches the pile lies in the same direction.

## 3.4 Connection

During connection of the two borders it is essential that threads do not get stuck between the borders because this creates seams. If necessary the threads can be brushed back before connecting them to the edges. Make sure the carpets are not pressed to firmly against each other in order to prevent bulb formation. Possible correction of the seam can be done with a double head stretcher or knee stretcher.

### **3.5 Seams and Cutting**

For cutting carpets a distinction needs to be made between cut piles and straight tufted loop piles.

Cut pile: For cutting carpets the carpet needs to be installed over each other and be cut simultaneously using a carpet knife.

Straight tufted loop piles: In case of carpet with a pattern and straight tufted loop piles the carpets need to be cut separately with a carpet edge cutter. Then, use pile scissors to clip cut loops.

### **3.6 Seams and cutting**

Tuft carpets can be used on various surfaces provided they meet the requirements as described in chapter 2. Consult your installer for the possibilities and the optimal installation and joining methods.

## 4. Finishing

In order to prevent possible moving and/or damaging you need to apply a transition strip between the carpet and other floor covering.

After the carpet has been installed, a minimum of 24 hours without charge needs to be respected in order to prevent damaging and/or movement. Direct sunlight, radiation from heat sources or strong air circulation on the carpet tiles immediately after installation needs to be prevented also.

## 5. User application

Carpets of the Condor Group have been developed to be used in environments with room temperatures, mostly in combination with temperature and humidity regulating systems.

- The environment temperature is between 18 to circa 23 degrees Celsius.
- The desired humidity in spaces for carpet is between 40% and 70% humidity (ideally between 50 and 65%). With a humidity of <40% shrinkage or undesired carpet tension. Aside from that a low humidity has an effect on the electrostatic charging of synthetic carpet (mostly in case humidity is <50%). If the humidity is >70% than the carpet can expand.

In environments where the aforementioned tolerances cannot be guaranteed, we advise you to perform a glue test and to inform the client on the risks of this situation.

## 6. Points of attention

### 6.1 Charge

For the use of desk chairs with wheels it is required to use type H wheels that conform to EN 12529 (hard wheels with the provided wheel diameter). However, we advise as regards (local) heavy objects (such as desk chairs) to use synthetic floor mats in order to prevent wear and/or damage.

### 6.2 Installation FAQ

After installing the carpet many things you notice might raise questions which can be clarified beforehand:

- Some fibres spring from the carpet. It is possible that some fibres spring from the carpet. These can be cut without negative consequences/effects.
- It seems there is a colour difference between the carpet tiles: A part of the carpet tiles might have a deviating colour direction, which gives the optical illusion of colour difference. This is not a colour difference but a difference in colour direction which is a property of carpet.
- There are various fibres and fluffs on the carpet: After installing carpet tile excess fibre material can get loose. This will get less after a number of times of vacuum cleaning.
- After installing folds become visible in the carpet: in case imperfections/swellings occur in your carpet tile floor, please contact your installer. The carpet will possibly have to be stretched or glued again.

### 6.3 Conditions

During the installation it is essential to check the end result. After a maximum of 100m<sup>2</sup> has been installed a proper product evaluation can be performed. In case you find any deviation compared to the product specifications, you need to inform the Condor Group and enable them to take action before proceeding with the installation.

Not following this installation instruction and the herein described user application may lead to expiration of the guarantee on the product. The Condor Group is not responsible for damage and/or errors which occur due to deviation from the installation instructions.

### 6.4 Support

This installation provision can be found digitally on our website at [www.condor-group.eu/downloads](http://www.condor-group.eu/downloads). Aside from this installation provision, we offer you complementary support by giving maintenance advice for carpets. The maintenance advice can be found at [www.condor-group.eu/downloads](http://www.condor-group.eu/downloads). If you have complementary questions or would like to obtain more information, you can contact your installer or the Condor Group. We can be reached via the contact form at [www.condor-group.eu/contact](http://www.condor-group.eu/contact)