

# Maintenance Procedures

## FLOOR PROTECTION

These products feature a protective coating for improved resistance to staining and do not usually require any additional sealing over their complete lifetime, reducing initial and on-going maintenance requirements.

Appropriate sized, fit for purpose matting should be installed at all exterior doorways and entrances to limit wet and dry soiling and trap dirt, grit, moisture and other substances from shoes which can damage flooring. Ensure mats are cleaned frequently.

To prevent permanent flooring indentation weight dispersing aids such as wide bearing, clear, hard plastic or non-staining felt protectors should be used under heavy pieces of furniture. Office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture should be fitted with synthetic pads. All pads should be regularly cleaned and replaced and care taken to ensure the surface between the pads and the flooring is clean to prevent scratching. Chair pads should be used under desk chairs with castors.

Never slide or roll furniture or appliances across your floor. Protect the floor if using a trolley to move heavy objects.

## DAILY AND REGULAR CLEANING

Frequency and type of maintenance required depends on intensity of traffic flow, application, floor colouring (light coloured floors will require more frequent maintenance) environmental conditions and customer requirements. Regular cleaning is more beneficial and cost effective than occasional heavy cleaning. All spillages should be wiped up immediately, particularly of potentially staining materials such as grease, oil or products containing dyes, as neglecting to do so can result in permanent staining or damage.

1. Using a soft broom, static mop or dry vacuum, remove all dirt and dust.
2. If soiled remove spot using a neutral cleaning solution with a damp mop, or soft nylon brush, then wipe or rinse with clean water and allow to dry.

## REJUVENATION

Periodic cleaning should be carried out regularly by a professional cleaner using an automatic scrubbing machine. Start by vacuuming away loose dust and dirt and then use luke warm water and all-purpose pH 7-8.5 cleaner.

Manual cleaning should take place in smaller areas or in areas where machines cannot access using a scrubbing brush. Extract excess water with a wet vacuum cleaner or dry with a microfibre cleaning mop.

## DURING CONSTRUCTION/INSTALLATION

If constructions works are still underway, the floor should be protected from site debris, dirt, soil, traffic etc. by use of a protective surface (e.g. sheet plastic, hard boards etc.). If using adhesive, plywood or core flute (or similar) should be placed over the floor during the removal/replacement of furniture or other heavy objects within 48 hours of the installation.

## INITIAL CARE – POST INSTALLATION

1. Allow 72 hours after installation prior to carrying out any wet cleaning.
2. Remove any visible traces of adhesive. Adhesive residue may be removed by using a clean white cloth dampened with small amount of "white spirit" (cleaner's fluid). Immediately rinse area with clean water and allow to dry. Always test prior on a scrap first. Do not use solvent based products. If in doubt, contact the adhesive manufacturer.
3. Using a soft broom, static mop or dry vacuum, remove all dirt and dust.

### IMPORTANT WARNINGS:

- NEVER use steam/heat mops as this can penetrate the joints and irreversibly damage the structural integrity of the floorcovering.
- Use only cleaning products recommended for use on vinyl floors. Always follow dosage instructions carefully. Always read the manufacturer's instructions before using any cleaning solution. Never use oil, soap, wax or polishes to clean the floor, which can make the floor slippery and result in damage to the floor's finish and properties of the product.
- Tough spots such as glue, acrylic paint and shoe scuff marks can be removed with "white spirit" (cleaner's fluid), ensuring to rinse the area after with clean water and allow to dry.
- Never use acetone, trichloroethylene, wax, greasy detergent or nail polish remover.
- Never use abrasive cleaners, nylon scouring pads, steel wool or scouring powders as they may damage the floor.
- If using a vacuum, disengage the beater bar using the bare floor setting and ensure that the vacuum head surface is free from damage that could cause scratching to the floor covering surface.