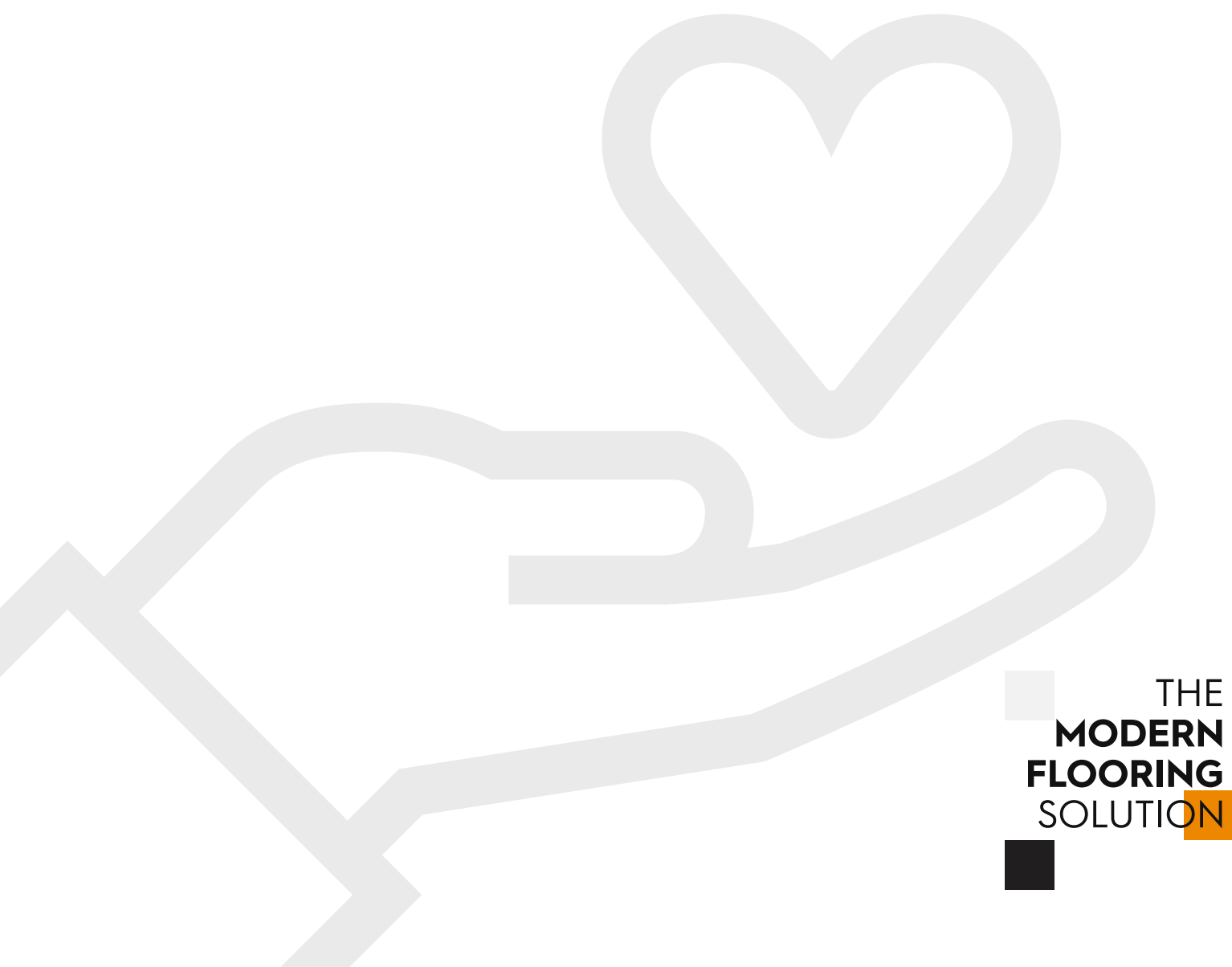


CARE & MAINTENANCE GUIDELINES



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IMMEDIATELY FOLLOW INSTALL

MAINTAINING YOUR FLOOR

ROUTINE CLEANING

FLOOR POLISH

SPOT AND SPILL REMOVAL

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Although Urban Surfaces resilient floors are durable, all floor coverings require some care to look their best, and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the regularity of maintenance needed. Even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt, and general wear to a greater degree than floors made of multiple colors or patterns. Of course, light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and very dark or light floors should receive special attention regarding preventative maintenance and the amount of care provided. Exercising good judgment when choosing the type and style of the floor will help prevent maintenance problems before the floor is even installed.

IMMEDIATELY FOLLOWING INSTALLATION

During the first 48 hours after installation:

- Keep foot traffic to a minimum.
- Wait 48 hours before putting furniture on the floor, or moving other heavy objects across the floor. This allows the floor to completely acclimate and gives the adhesive time to set up.
- Upon completion of the installation, remove any residue from the surface then sweep or vacuum thoroughly.
- Remove any scuffs and excessive soil by carefully cleaning the flooring.
- Use denatured alcohol with a clean rag to cut through adhesive.
- Once the floor is clean, take preventative precautions to prolong the life of your flooring.
- Maintain the required acclimation temperature listed in the installation guides.

During The First 5 Days After Installation:

- New floors should not be saturated, or otherwise wet cleaned to allow the adhesive to cure creating a proper bond.
- **IMPORTANT:** Maintain the required temperature listed in the installation guides.

After The First 5 Days:

- Follow any specific guidelines for temperature or maintenance listed in the installation guides.
- Ensure to maintain the required acclimation temperatures for the life of your flooring.
- Clean your flooring regularly to ensure the integrity and life of your flooring lasts as long as intended.
- Ensure to review the applicable warranty and installation guides to avoid anything that may void your warranty.

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Adhering to routine maintenance guideless will aid in the prevention of damages caused by foreign materials. Proper care will also aid in maintaining the appearance and performance of your Urban Surfaces resilient floor.

A care program consists of 4 key areas:

1. Preventive maintenance
2. Routine cleaning
3. Polishing
4. Spot and spill removal

Furniture protection: In order to prevent indentations, scratches or other permanent damage, utilize non-staining furniture cups or heavy-duty non-marring furniture pads with flat undersurfaces not less than 2" in width for the legs of heavy furniture or appliances to distribute the weight. Remove small diameter buttons from the legs of straight chairs and replace with glides that have bearing surfaces not less than 1" in diameter.

Moving heavy loads: Always protect floors when moving heavy objects to prevent permanent scratches and other severe damage. The use of plywood is an example of a protective barrier. Cardboard or carpet are not adequate flooring protection under a heavy load. Severe abrasion can occur from sharp projections on undersides of loads that are pulled or pushed over flooring. Even a heavy rolling load can damage an unprotected floor.

Rolling loads: Avoid improper rolling loads that may damage the flooring products. Residential adhesive is more susceptible to heavy rolling loads than commercial grade adhesives. Therefore, more precaution should be taken.

Chairs and caster wheels: Equip swivel-type office chairs and other rolling furniture with broad surface non-staining rubber wheels at least 2" in diameter, such as rollerblade styles. All office and rolling chairs should only be used over chair mats (use hard surface chair mats, NOT carpet chair mats). Hard plastic and black rubber rollers and casters on any rolling object may stain, scratch or severely damage resilient flooring and should be replaced.

Shoes: Before walking on your floors, take a moment to clean your shoes of any:

- Embedded debris/rocks
- Tracked-in-dirt and grit particles
- Tar or asphalt from driveways, as this can also discolor resilient flooring.
- Other potentially damaging items adhering to shoe soles.
- Avoid the use of stiletto heels on your floor as they can cause permanent damage.

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Use non-staining mats at all outside entrances will aid in preventing these potentially harmful items from entering your home.

Mats/rugs: Walk-off mats should be used at all entrances to free debris from soles as well as absorb soil and moisture. If mats are placed directly on top of your resilient floors, use mats without latex or rubber backings to avoid possible discoloration.

Stains: Urban Surfaces resilient floors have excellent stain resistance. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor.

Water/moisture: Do not intentionally flood the floor. Ensure to clean up any household spills within 24hrs and do not allow liquids to run over the edge of the flooring at either the perimeter or anywhere the flooring is cut around objects. While the flooring is waterproof, if excessive amounts of water get beneath the planks due to flooding, damage, hydrostatic pressure in the subfloor, etc., and potentially lead to mold or mildew growth. (see warranty terms)

Sunlight: Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration of the flooring and excessive floor temperature increases that might cause flooring to expand and shrink, or compromise the glue bond.

- Where sunlight hits, flooring will heat up at different rates than areas that do not receive direct sunlight. Thus, causing flooring to move/shift at different rates which can cause gaps and other damage.

Heat: Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.

Damage: Take precautions to protect your flooring from damage including: cuts, scratches, gouges, punctures, tears, indentations, chips and burns.

ROUTINE CLEANING

Daily cleaning: Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles.

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These particles can result in scratches and worn appearances if not regularly removed.

- **Do not use vacuums with rotating beater bars (i.e. motorized brushes) on hard surfaces. If possible, turn off the beater bar before vacuuming or use the hard surface attachment.**





Damp cleaning: Periodic damp cleaning will be necessary to help maintain the floor’s appearance. Always pre-vacuum, sweep, or dust mop before any type of damp cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are necessary. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors.

Cleaners: Avoid cleaner that are not pH neutral. Use of such cleaners can damage your vinyl floors. Urban Surfaces recommends using one of the following cleaners in conjunction with a spray type mop and microfiber mop pad:

Simple Green All Purpose Cleaner



*Can be used for tougher cleaning at a 1 fl. oz. to 32 fl. oz. ratio of chemical to water. However, this can strip off any acrylic floor polishes that have been applied and may leave a dull residue. Follow Simple Green with a damp rag ensuring to completely remove the chemical. Then follow with one of these other daily use cleaners.

			
Rejuvenate “Luxury Vinyl Floor Cleaner	Zep Neutral PH Floor Cleaner	Bona “Stone, Tile & Laminate Floor Cleaner	Zep Multi-Surface Floor Cleaner

****Do not use pure vinegar, one-step cleaner/polishes (i.e. all-in-one’s such as Mop & Glo), acids or acidic cleaners, strong bases, or oil soaps on Urban Surfaces resilient products.**

FLOOR POLISH:

Urban Surfaces floors are considered a no-wax floor. This simply means they do not require any type of polishing as part of regular maintenance. Routine cleaning is all that is required. However, they may be polished if desired. Acrylic-based floor polishes intended for use on no-wax LVT/ LVP floors may be used in conjunction with Urban Surfaces floors, except for those finished with our EZ-clean coating.

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Directions:

1. Ensure floor polishes are applied with a clean microfiber pad type mop to ensure high shine and even application. Alternatively, a microfiber paint roller can be used.
 - Avoid a standard polyester and woven rollers or cotton mops as these may shed and leave fibers embedded into your polish application.
 - Avoid string mops as these do not evenly coat the floor which may lead to streaking, spotting, pooling of the polish, or other blemishes that may be difficult to correct.
2. Apply the floor polish following the manufacturer's directions going in the direction of the length of the planks rather than across the width.
3. If you notice streaks or spots, be sure to pass over them with the applicator before the coat dries as the coating may need to be stripped off to even out streaks and spots once dry.
4. Following application avoid cleaning the floor with harsh chemicals that could strip the floor polish. Floor polishes for no-wax floors are available in a variety of shine levels and finishes such as wet-look, matte, and even standard gloss with high-traffic durability.



For standard gloss applications Urban Surfaces recommends the following floor polish:

- Urban Surfaces 3040 Clear-Coat Acrylic Floor Finish.

EZ-Clean

- EZ-clean is a UV-hardened urethane layer applied to the surface of some Urban Surfaces flooring products. This layer seals the surface of the flooring to combat set-in stains and prevent foreign substances from adhering. This provides the owner with a low maintenance no-wax surface that allows them to forgo the added time and cost of floor polishing. Due to this nature, floor polishes and waxes of any kind are not compatible as they will not adhere to an EZ-clean surface.

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Removal:

1. To remove most acrylic-based floor finishes, use a vinyl safe floor stripper or Simple Green mixed at a 1:20 (chemical to water) ratio.
2. Apply the chemicals per the manufacturer guidelines ensuring to avoid flooding the flooring.
3. Allow the chemical to sit for the manufacturer's required time. Lightly scrub the surface with a soft bristle deck brush. (For Simple Green allow the chemical to sit for 5-20 minutes). Do not use hard bristles or scrubbing pads as these may scratch your floor.
4. Scrub again if needed, then wipe the chemical off and completely dry the surface.
5. Rinse the surface with a damp mop ensuring to completely remove the chemical. Use a second bucket of clean water for a second rinse to ensure all of the chemical has been removed.
6. Check to see if there is any remaining floor polish. Depending on how many coats of floor polish and the percentage of solids in the coating used, you may need to repeat steps 1-5 until completely removed.

****Avoid floor buffing and/or burnishing machines as these can damage your floors. Commercial urethane strippers may or may not damage the flooring. If using a floor stripping agent, ensure it is vinyl safe. Urban Surfaces does not warrant polishes or floor strippers.**

SPOT AND SPILL REMOVAL

Tips:

- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels.
- Rinse with water if necessary and blot dry.
- Most set-in spots or dried materials should be removed by gentle agitation with a damp rag. Blot dry.
- Use products formulated for vinyl floor cleaning.
- Do not use harsh detergents or abrasive cleaners since these products can leave a dull residue or permanent haze on the surface.
- Please note that some stain conditions may become permanent.

****Safety caution: The surfaces conditions of resilient floors change during wet cleaning and finish applications becoming potentially slippery until completely dry. Use appropriate safety measures.**

Directions For Stains:

For basic stains:

- Use 91% rubbing alcohol (isopropyl alcohol) or 70% ethyl alcohol sanitizer (Purell or similar, no dyes or scents) on a rag to apply to the stain and gently agitate.
- Ensure to use a white rag as colored cloth can transfer dye when exposed to the solvent.

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Avoid Damaging Your Floors By:

- Not allowing the solvent to sit on the floor for long periods.
- Not scrubbing harshly or repeatedly in the same spot as this may ruin the floor's finish.
- Avoiding hard bristle brushes.

EZ-clean: This should remove most permanent ink stains from EZ-clean floors.

For Stubborn Debris:

- Melamine or 3M white pads may be used to gently loosen residue. Ensure to use caution as abrasives can damage the surface of the flooring if not used with care.
- Using clean cloths, rinse the area ensuring not to saturate the flooring or spread the debris.

For Stains:

- Use white cloth or paper towels to blot up the excess spill.
- Clean the area with clean water and cloths ensuring not to saturate the flooring or spread the stain.
- Using a white cloth or paper towel, check for transfer of the stain. If it persists, trying cleaning with a pH neutral cleaner.
- If the stain still persists, a capful of isopropyl Alcohol 70%, or odorless mineral spirits, or Goof Off can be poured on the stain and allowed to sit for 1-minute. Gently blot and scrub the stain following the directions for basic stains.
- Use a red 3M pad to gently scrub the stain.
- Use a white cloth to clean the area. Rinse and dry. Then clean with a pH neutral cleaner.
- If the stain still persists the plank may require replacement.

****Keep in mind harsh chemicals** can dissolve floor polish. Therefore, the affected area may need to be polished following stain removal if applicable.**

• **EZ-clean:** Prolonged/repeated use and exposure can damage the EZ-Clean coating. Chemicals should be used sparingly on EZ-Clean floors.

****Excessive exposure of harsh chemicals to any resilient floor can lead to permanent damage. Use caution.**

Some Urban Surfaces' floor covering are made with a painted bevel. Harsh chemicals or scrubbing could damage or potentially remove this paint. Exercise caution when scrubbing or exposing the bevel to harsh cleaners and other chemicals.

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LEGAL: Cleaning procedures outlined in this document are recommended for the specified Urban Surfaces' products only. Do not use these procedures following or with other cleaning procedures or products.

Ensure your care & maintenance plan follows the requirements outlined by the applicable installation guide and warranty.

Always rinse with plain water following any spot cleaning procedure or the use of a product that is not pH neutral. Research demonstrates that many products sold as D-I-Y ('do-it-yourself') spot removal perform poorly and often leave behind a residue. Residues may attract dirt and grime.

Spot and spill removal procedures are for common household stains including but not limited to: red wine, latex paint, oil based paint, lipstick, nail polish, coffee, ink, blood, mud, urine, cooking oil, white glue, and milk. These procedures are carefully developed for use on the specified Urban Surfaces' floor covering products and may not be appropriate for use on other types of flooring. The stain removal procedures are provided to assist in maintaining your Urban Surfaces' floor covering products and reflect the best information available.

Urban Surfaces cannot account for all factors including environmental, installer's workmanship, level of foot traffic, type of use, and so forth. Therefore, it is the responsibility of the product owner to determine and utilize proper care & maintenance for their product, not Urban Surfaces. Damage to the floor covering by abuse or failure to properly maintain and clean the product are not the responsibility of Urban Surfaces. This document is solely intended as general guidelines based on standard household use.

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