



CARE & MAINTENANCE GUIDELINES

IMPORTANT INFORMATION FOR RESILIENT LUXURY VINYL FLOORING

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 frequency 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 multi-colors of chips 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 in regard to preventative maintenance and amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

MAINTAINING YOUR LUXURY VINYL FLOORING

1. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from surface. Use Mineral Spirits with a clean rag and rub vigorously to cut through adhesive. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
2. In order to prevent indentations and scratches, provide glass, plastic, or other non-staining cups with flat undersurfaces not less than 2" in width for the legs of heavy furniture or appliances. Remove small diameter buttons from the legs of straight chairs and replace with glides that have bearing surfaces not less than 1" in diameter. Provide smooth, non-staining felt chair pads beneath legs of heavy furniture and equipment to spread the weight load and to reduce indentations and limit scratches and damage.
3. Equip swivel-type office chairs and other rolling furniture with broad surface nonstaining casters at least 2" in diameter. All rolling chairs should only be used over chair mats (use hard surface chair mats, NOT carpet chair mats). Hard plastic rollers of any color and black rubber rollers on any rolling object may stain vinyl flooring. They should be replaced with light colored, soft plastic rollers.
4. Do not flood floor, subject to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive (if adhesive is used).
5. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. Take time to remove any embedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Avoid the use of stiletto heels on your floor. They can cause permanent damage. Do not use vinegar, one-step cleaner/polishes, or oil soaps on Urban Surfaces resilient products.
6. All Urban Surfaces resilient floors have a good resistance to stains. 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.
7. 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, and excessive temperatures might cause tile / plank expansion.
8. Do not use vinegar as a cleaning agent on Urban Surfaces resilient products. Wet mop as part of routine maintenance using hard surface cleaners. Remember, the most effective part of any floor maintenance program is the simplest: sweep, dust mop, or vacuum your Urban Surfaces resilient flooring daily, or more frequently if needed.
9. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.
10. Be aware that scratches and damage can occur from protruding nail-heads on undersides of footwear, and that severe abrasion can occur from sharp projections on undersides of loads that are pulled or pushed over flooring.

GENERAL CARE & MAINTENANCE

Proper care will help protect and maintain the appearance and performance of your Urban Surfaces resilient floor. A care program consists of key areas:

- 1) Preventive maintenance;
- 2) Routine maintenance;
- 3) Spot and spill removal.

Allow the recommended minimum of 24 hours before moving heavy objects. New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

PREVENTIVE MAINTENANCE

- Always protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of resilient, use mats without latex or rubber backings to avoid possible discoloration

ROUTINE MAINTENANCE

- 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 that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

SPOT & SPILL REMOVAL

- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove. Please note that some stain conditions may become permanent. Safety caution: The surfaces of resilient floors change during wet cleaning and finish applications. Use appropriate safety measures.