



THE MODERN FLOORING SOLUTION

CARE & MAINTENANCE GUIDELINES for SOUND-TEC FLOORING

IMPORTANT CARE INFORMATION

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 amount of care provided. Exercising good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

UPON INSTALLATION

Upon completion of the installation, remove any residue from the surface then sweep or vacuum thoroughly. Remove any scuffs and excessive soil by carefully scrubbing the flooring. Once the floor is clean, take preventative precautions to prolong the life of your flooring.

MAINTAINING YOUR FLOORING

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 5 key areas:

- 1) Preventive maintenance
- 2) Routine cleaning
- 3) Floor polish application
- 4) Floor polish removal
- 5) Spot and spill removal

PREVENTATIVE MAINTENANCE

- **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.
- **Heavy Loads:** Always protect floors when moving heavy objects to prevent permanent scratches and other severe damage. The use of plywood and heavy-duty cardboard are examples of protective barriers. 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.
- **Chairs and casters:** 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 damageUsing 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:** All 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:** Do not intentionally flood the floor or subject to frequent standing water. Flooding the floors can lead to water seeping underneath at any unsealed perimeters. While the flooring is waterproof, excessive water or moisture under the flooring can lead to mold or other fungal growth beneath Sound-Tec planks.
- **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.
 - Where sunlight hits, flooring will heat up differently 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.

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. 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.**
- **Damp mopping:** Periodic damp cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum, sweep, 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 immediately soak it up. Expedite drying with fans.
- **Cleaners:** Urban Surfaces recommends using one of the following cleaners in conjunction with a microfiber mop pad:

<p>1. Rejuvenate "Luxury Vinyl Floor Cleaner"</p> 	<p>4. Bona Professional "Stone, Tile and Laminate Cleaner"</p> 
<p>2. A natural cleaner may be made by mixing 24oz water, 8oz apple cider vinegar, and 2oz concentrated dish soap in a spray bottle.</p> <ul style="list-style-type: none"> • Avoid any moisturizing soaps as they may leave behind a residue. • Do not use <u>pure</u> vinegar on the floors. 	<p>5. Simple Green (Can be used for tougher cleaning at a 1:10 ratio of chemical to water. However, this can strip off any acrylic floor polishes that have been applied and <u>may leave a dull residue</u>. Follow Simple Green with a damp rag to completely remove the chemical then one of these other daily use cleaners.</p>
<p>3. Bona "Stone, Tile & Laminate Floor Cleaner"</p> 	

****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.**

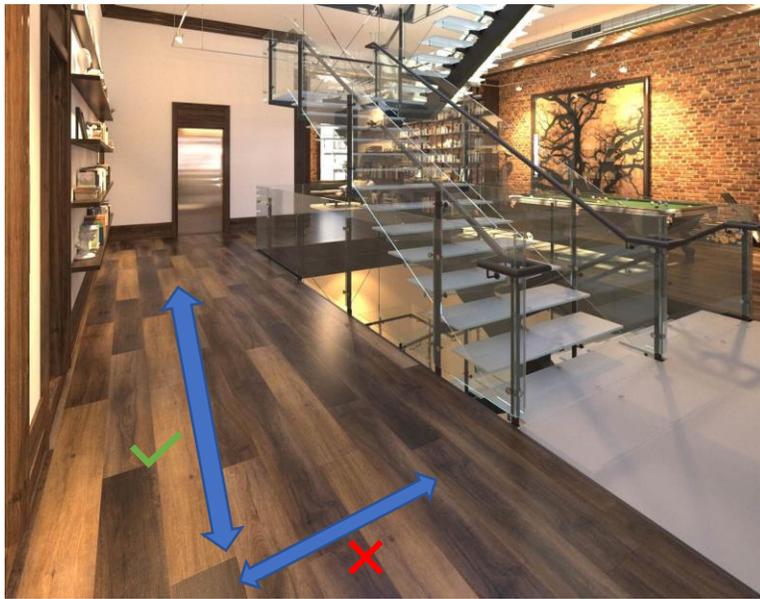
FLOOR POLISH APPLICATION

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 floor polishes intended for use on no-wax LVT floors may be used in conjunction with Urban Surfaces floors, except for those finished with our EZ-clean coating.

Directions:

1. Ensure floor polishes are applied with a clean microfiber pad type mop to ensure high shine and even application.
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.



(Zion 9703-D Sound-Tec Plus, Pictured)

3. Avoid using cotton mops or other types of string mops as they may cause streaking or spotting. 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 including 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



FLOOR POLISH & EZ-CLEAN COMPATIBILITY

EZ-clean:

- ❖ EZ-clean is a UV-hardened urethane layer applied to the surface of the flooring. 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.
 - EZ-clean is included with these Urban Surfaces Sound-Tec products:
 - All Sound-Tec products manufactured with SPC (stone polymer core)

FLOOR POLISH REMOVAL

Directions:

1. To remove most acrylic floor finishes, use Simple Green mixed at a 1:5 (chemical to water) ratio.
2. Place the mixture into a chemical resistant spray bottle and spray a small workable area until wet but not pooling.
3. Lightly scrub the surface with a soft bristle deck brush and allow the chemical to set for 5-20 minutes.
Do not use hard bristles as these may scratch your floor.
4. Scrub again if needed, then wipe the chemical off and completely dry the surface.
5. Clean the surface with a mild cleaner and hand buff.
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 commercial chemical urethane floor strippers, floor buffing and/or burnishing machines as these can damage your floors.**

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.

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 stains:**

- Acetone can be used to gently blot and scrub the stain following the directions for basic stains.

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

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

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

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