

This document is intended to cover Residential & Multi-Family Care & Maintenance for all Luxury Vinyl Flooring concepts for Flexco including Natural Elements and Crosswire Woven formats. If there are any questions or concerns, please reach out to solutions@rhctechical.com.

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1. RECOMMENDED CLEANERS, FINISHES, & FINISH REMOVERS

Excelsior NC-900 Neutral Cleaner is a pH neutral, all-purpose cleaner for the initial and daily cleaning of Resilient flooring products.

Excelsior FR-920 Vinyl Flooring Finish Remover is a highly concentrated finish remover designed to remove topically applied flooring finishes from Resilient Vinyl flooring products.

Excelsior MF-940 Matte Acrylic Floor Finish is a durable, scuff resistance acrylic floor finish, developed for Resilient flooring products.

Excelsior GF-950 Gloss Acrylic Floor Finish is a flexible, extended-wear acrylic floor finish, developed for Resilient flooring products.

Since there are many maintenance products available today for the residential environment, we cannot test each available product for fitness of use. We have thoroughly tested the following products and recommend their use.

Bona Hardwood Floor Cleaner

Bona Hard Surface Floor Cleaner

DO NOT use vacuums that have a beater bar or electric brooms with hard plastic bottoms or no padding, as this may cause discoloration, scratching and loss of sheen.

DO NOT use highly alkaline or acidic cleaners.

DO NOT use vinegar to clean the flooring surface.

DO NOT use All-Purpose or Multi-Purpose cleaners, detergents, abrasive cleaners or “mop and shine” type products (such as Bleach, Pine-Sol, Clorox Soft Scrub, Fabuloso, Rejuvenate, Mop & Glo, Mr. Clean, Murphy’s Oil Soap and similar, unapproved cleaners), as they will dull the finish and sheen of the flooring material.

DO NOT use Mineral Spirits, Kerosene, Gasoline, Naphtha and/or other solvents to clean Luxury Vinyl Tile.

DO NOT use steel wool or scouring pad, as they will scratch the floor.

DO NOT use dust cleaners, as they will cause the floor to become slick or damage the finish.

DO NOT use wet sweeper pads, Dry sweeper pads and spray applicator mops with microfiber pads can be used.

DO NOT allow excess amounts of water to sit on floor for extended periods of time.

If you have a question regarding the fitness of use of other products, please contact customer service or technical services using the information below.

2. MAINTENANCE OVERVIEW

Luxury Vinyl Tile (LVT) & Plank (LVP) is a low maintenance product that is protected by a durable UV-cured urethane finish that does not require a floor finish, commonly called a “wax”. Though this coating greatly improves the durability of the product, daily and routine maintenance must be performed to maintain the appearance of the product.

Always use untreated, new or thoroughly cleaned mops and pads when conducting daily or routine maintenance. As with any maintenance program, be sure to use proper PPE (Personal Protective Equipment) per the cleaning product SDS and ensure all maintenance procedures are conducted per the cleaning products instructions.

2.1 INITIAL MAINTENANCE

Ensure that adhesive (if used) has cured for recommended period of time prior to conducting initial maintenance. Remove any protective coverings prior to cleaning. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner per gallon of clean, potable water and clean floor using a clean non-abrasive mop. If flooring is heavily soiled, an additional cleaning may be required.

Rinse area with clean, cool water and allow floor to dry entirely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

It is not recommended to use any cleaning agents containing wax, oil or polish as this will likely cause a dull film.

2.2 DAILY MAINTENANCE

Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 per gallon of clean, potable water. Use a clean non-abrasive mop to clean spills, dirt buildup and other debris. Rinse area with clean, cool water and allow floor to dry entirely.

3. PREVENTIVE MAINTENANCE & FLOORING PROTECTION

Protect your floor when using a dolly to move furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.

Use flat floor protectors (nylon or felt) on all furniture legs. Periodically clean protectors to remove grit that may become embedded and cause scratching.

Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.

Use protective mats beneath rolling chairs and keep furniture casters clean.

Use NON-RUBBER backed mats that are labeled “colorfast” by the manufacturer. Non-staining, vinyl-backed mats or woven rugs should be used at all entrances to avoid discoloration from asphalt driveways and to prevent dirt and grit from being tracked onto your floor. Rubber and latex-backed mats use a chemical (antioxidant) to keep the backing from becoming brittle; it is this chemical that can permanently stain your floor.

We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters. Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have

been engineered for hard surface floors. Such casters should be a minimum of 1" (2.5cm) wide and at least 2" (5.1cm) in diameter.

Keep pets' nails trimmed.

Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.