

CARE & MAINTENANCE

GENERAL CARE & MAINTENANCE FOR METROFLOR PRODUCTS

Metroflor produces a wide range of luxury vinyl tile (LVT) floors that range from traditional glue down LVT to waterproof multilayer floating floors for residential and commercial applications. Regardless of the type of Metroflor floor, proper care and maintenance is key to achieving the maximum performance and value from your flooring purchase.

Metroflor's LVT is manufactured with a high-performance, protective coating. This highly durable floor covering does not require any floor finish or buffing in most applications. All floor coverings require some care to look their best, and many problems can be prevented before they occur. The area of usage, type of traffic, and frequency of traffic on the floor will determine the type and frequency of maintenance needed. Proper care and maintenance are an essential part of keeping your Metroflor flooring attractive and safe. These guidelines will help to maintain the appearance of and extend the life of your Metroflor flooring.

FLOOR-CARE BEST PRACTICES

- Sweep or vacuum daily; use only vacuums without beater bars.
- Protect the floor from tracked-in dirt and grit particles by using walk-off mats at all outside entrances.
- Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl.
- In order to prevent indentations and scratches, provide glass, plastic, felt, or other non-staining cups with flat under-surfaces not less than 2" wide for the legs of heavy furniture or appliances. Equip swiveled-type office chairs and other rolling furniture with broad-surface, non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal or felt glides that have bearing surfaces no less than 1" in diameter.
- Always use the proper equipment... such as the accessories sold at www.1877floorguy.com (independent website)... to protect the flooring from damage that could be caused by the moving of heavy fixtures or appliances.
- Use micro-fiber mops for wet cleaning and never use anything coarser than 3M-equivalent red cleaning pads or brushes on Metroflor's resilient flooring (see Maintenance Procedures section).
- Protect your floor against burns. Burns from the glowing end of cigarettes, matches, or other extremely hot items can damage Metroflor floors.
- Do not flood floor or subject to frequent standing water.
- Only use **Prevail cleaning products**, as they are designed for Luxury Vinyl Tile (LVT) floors with urethane coatings.
- All Metroflor floors have good resistance to stains and are not affected by most common 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. For information regarding the proper method or solution to use on a specific stain, contact Metroflor Customer Service toll-free at 888-235-6672.
- Avoid exposure to direct sunlight for prolonged periods. The use of drapes or blinds is recommended during peak sunlight hours. Prolonged exposure to direct sunlight can result in discoloration, and excessive temperatures might cause tiles or planks to expand.

MAINTENANCE PROCEDURES

Safety: When performing wet maintenance, always use caution. Provide proper signage and prohibit traffic until the floor is completely dry. When using electrical equipment, follow electrical equipment manufacturer's safety instructions.

NO-POLISHING/NO-BUFFING MAINTENANCE OPTIONS

Initial Maintenance for a Newly Installed floor

1. For glue down installations, allow the adhesive to cure for at least 48 hours prior to wet-cleaning the floor. Floating floor installations can be walked on immediately after installation.
2. For all floor types, thoroughly sweep, dust-mop, or vacuum (without beater bar assembly) the floor to remove all loose dirt, dust, grit, and debris.
3. For glue down installations, remove any dried adhesive-residue from the surface with **Prevail 1-Step Neutral Cleaner**, or with mineral spirits applied to a clean, lint-free cloth. Do not allow excessive amounts of solvent to sit on the vinyl or to penetrate the joints of the flooring. **NEVER APPLY SOLVENT DIRECTLY TO FLOORING.**
4. For all floor types, damp-mop the floor using a micro fiber mop and Prevail 1-Step Neutral Cleaner.
5. Thoroughly rinse the entire floor with fresh, clean water. Remove the dirty residue with a wet-vacuum or with a clean mop and allow the floor to dry completely.

DAILY/ROUTINE MAINTENANCE

1. Clean entryway walk-off mats to remove dirt, grit, sand and other contaminants from being tracked onto the floor (as needed).
2. Thoroughly sweep, dust-mop, or vacuum (without beater bar assembly) the floor to remove all loose dirt, dust, grit, and debris that can stick to and damage the surface of the floor.
3. Spills should be cleaned up immediately. Spot-clean using Prevail 1-Step Neutral Cleaner and micro fiber or preferred mop.
4. Damp-mop the floor on a regular (recommended - daily) basis using Prevail 1-Step Neutral Cleaner.

PERIODIC MAINTENANCE

1. For heavily soiled floors it may be necessary to scrub the floor using an auto scrubber or rotary machine (175 rpm or less) with Prevail 1-Step Neutral Cleaner, using the proper dilution ratio. Fit the buffer with a 3M-equivalent red or white scrubbing pad and work the solution over the floor.
2. Thoroughly rinse the entire floor with fresh, clean water. Remove the dirty residue with a wet-vacuum or with a clean mop and allow the floor to dry completely.

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ALTERNATIVE MAINTENANCE OPTIONS FOR COMMERCIAL AND HEAVY USAGE AREAS ON GLUE DOWN PLANK & TILE ONLY

Alternative maintenance options provide end-users with the flexibility of using different methods to maintain their floors, based upon the needs of the area of usage. Metroflor LVT traditional glue down floors may be maintained using the Prevail Finish Option or the Spray Buff Option, as detailed below.

PREVAIL FINISH OPTION:

1. After completing Steps 1 and 2 under the “Initial Maintenance for a Newly-Installed Floor” section, scrub the floor using an auto scrubber or rotary machine (175 rpm or less) with Prevail 1-Step Neutral Cleaner, using the proper dilution ratio. Fit the buffer with a 3M-equivalent red or white scrubbing pad and work the solution over the floor to remove contamination and promote adhesion.
2. Thoroughly rinse the entire floor with fresh, clean water. Remove the dirty residue with a wet-vacuum or with a clean mop and allow the floor to dry completely.
3. Apply two or more coats of Prevail Matte or Gloss Finish.
4. Apply additional coats of floor finish (only as needed). Refer to Prevail Floor Finish label.

SPRAY BUFF OPTION:

1. After completing Steps 1 and 2 under the “Initial Maintenance for a Newly-Installed Floor” section, machine-scrub the floor with Prevail 1-Step Neutral Cleaner, using the proper dilution ratio. Fit the buffer with a 3M-equivalent red or white scrubbing pad and work the solution over the floor to remove contamination and promote adhesion.
2. Thoroughly rinse the entire floor with fresh, clean water. Remove the dirty residue with a wet-vacuum or with a clean mop and allow the floor to dry completely.
3. Using a handheld spray-bottle with Prevail Matte or Gloss Finish, and working in small areas (10 x10 foot), lightly mist the floor and buff using an auto scrubber or rotary machine (175 rpm or less) fitted with a 3M-equivalent red pad.
4. Routine (recommended - daily) and periodic maintenance should be performed, as stated in above sections.
5. Machine-scrubbing should always be conducted prior to spray buffing.

RESTORATIVE MAINTENANCE

1. Mix Prevail Vinyl Stripper solution per instruction-label. Blockade and set up caution signs. Using a clean, string mop, apply liberal amounts of solution onto the floor and allow to soak per the instructions. Rewet if necessary.
2. Using a low speed machine (175 rpm or less), scrub the floor with a scrubbing brush or pad equivalent to a 3M red pad.
3. Use a wet-vacuum or a clean mop to remove the dirty stripping solution. If the floor begins to dry, it may be necessary to drizzle fresh, clean water onto the stripper solution to remove it.
4. Thoroughly rinse the entire floor with fresh, clean water. Remove the dirty residue with a wet-vacuum or with a clean mop and allow the floor to dry completely.
5. Next, start over by following the Prevail Finish Option.

AUTOMATIC SCRUBBERS

Automatic scrubbers come in walk-behind and ride-on styles with some being compact for hard-to-reach areas around equipment or fixed seating. Auto Scrubbers are efficient, safe and cost effective delivering substantial time savings compared to the mop and bucket method of floor maintenance.

HEALTHCARE MAINTENANCE

DAILY MAINTENANCE BETWEEN SURGICAL PROCEDURES

1. Follow the specific Infection Control and Standard Operating Procedures for facility.
2. Pick up and discard all loose waste and debris into trash receptacle.
3. Disinfect the floor using a microfiber mop with a properly diluted EPA registered disinfectant cleaner. Maintain the wet surface for the required dwell time in accordance with cleaner instructions.
4. Allow the floor to air dry before resuming use of the room.

CAUTION: Strictly follow maintenance procedures to contain and confine pathogens in order to prevent contamination across the operating room or cross contamination from room to room. Follow all Infection Control and Standard Operating Procedures for your facility.

NOTE: It is important to perform end of day cleaning as floor disinfectants do not provide the same level of cleaning efficacy and emulsification of soiling. Over time, disinfectant cleaner residue will build up and can cause slippery or sticky surfaces or discoloration to the flooring that can be very difficult to remove.

Notes: Stain Removal

To remove stubborn spots and stains from Metroflor's floors, always begin with mild cleaners, such as Prevail 1-Step Neutral Cleaner. If such cleaners fail to remove the spots and stains, and “if permitted,” use mineral spirits. Do not use harsh solvents, such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.

For stubborn spots and stains (such as paints, permanent markers, and dyes), and “if permitted,” try applying fingernail polish remover containing acetone (do not use straight acetone) to a soft cloth and rubbing across the affected areas. Subsequent to this cleaning procedure for stubborn spots and stains, please clean the affected area with clear water to remove any residue. Any damage resulting from the use of pure solvents IS NOT covered by Metroflor's warranties. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

Never use a brush or pad more aggressive than a 3M red equivalent. Blue, Green, Brown and Black pads will damage the surface of the floor.

For further information, inquiries and troubleshooting please contact:

Metroflor Customer Service Monday to Friday, 8:00 a.m. to 5:00 p.m. EST at (888) 235-6672 or visit our website at metroflorusa.com.