

NORWOOD HILL SIGNATURE SERIES SUMMIT COLLECTION - MAINTENANCE GUIDE

Introduction

An effective maintenance program will protect your new resilient flooring and will provide years of performance. Maintenance should be performed according to foot traffic, temperature, etc. Although general maintenance programs should be customized to fit your unique conditions, the minimum steps below should be followed to maximize the results and the overall life of the floor.

Steps to Maintain Your Floor

Remove dirt and other foreign materials. Adhesive residues must be removed immediately with damp mop or cloth. If the adhesive has already cured, remove it using mineral spirits or denatured alcohol on a clean, white cloth. Newly installed flooring should not have foot traffic for at least 24 – 48 hours. Do not clean the floor during this time. Excessive water cleaning or standing water may cause notable decrease in adhesion strength. Placing furniture or heavy objects within 48 hours after the installation may leave permanent indentations on the floor surface.

CAUTION

Wet floors can cause accidents. Slippery floors due to improper maintenance may cause slip and fall accidents.

1. Initial Maintenance

- ✓ Remove dirt and other foreign materials thoroughly with a microfiber dust mop or broom. 
- ✓ **Ensure all traces of adhesives are removed.**
- ✓ **Before cleaning, ensure there is sufficient air flow to allow for quicker drying time.**
- ✓ Use an appropriate pH neutral cleaning solution and dilute according to the manufacturer's dilution ratio recommendations.
- ✓ Damp mop the floor, being careful not to flood the floor with excess water.
- ✓ Stubborn areas should be allowed to soak for 5-10 minutes then have the excess moisture mopped off of the floor.
- ✓ For larger areas, use a scrubber dryer or rotary machine (150-300 rpm) with a 3M blue or red pad or equivalent. Do not use a black or brown pad. Pick up dirty water, rinse with clean water and allow floor to dry completely before allowing traffic.  
- ✓ Damp mop only with a micro-fiber pad. Dry floor completely after cleaning heavily soiled areas.
- ✓ For small areas use a damp micro-fiber pad/mop in place of the machine, dilute cleaning solution as recommended, rinse well, and allow floor to dry completely before allowing traffic. 

2. Regular Maintenance

- ✓ Clean up spills as quickly as possible to prevent possible staining or moisture weeping into the adhesive bed between the joints.
- ✓ Dry sweep DAILY to prevent dirt/grit build up which will cause scratches even under normal foot traffic.
- ✓ Damp mop the floor with a micro fiber pad as needed but on a weekly basis at a minimum.
- ✓ Mix cleaning solution and water according to dilution ratio as recommended by the manufacturer. See "Use of Floor Care Chemicals" below.
- ✓ Additional cleaning may be necessary for hard to clean or stubborn areas.

Sweeping and Mopping

Vacuum cleaners with beater bars are not recommended for removing loose debris from the flooring surface. Hard objects can get trapped in the beater bar and damage the flooring material.

Heavy cotton head mops are not recommended for cleaning the flooring surface. The mop heads generally hold too much water causing the user to unintentionally over-wet the flooring which can cause the adhesive bond to weaken at the joints.

Micro-fiber dust mops and damp mops are recommended for general cleaning.

Use of Floor Care Chemicals

The improper use of cleaning chemicals may cause damage and/ or discoloration. Overuse or inadequate rinsing of cleaning chemicals may compromise the performance of the floor.

Abrasive powders or cleansers should not be used. Do NOT use highly alkaline products (ammonia, soda) or strong solvents such as acetone as they can be harmful to your floor.

Do I need to polish my floor?

The out of the box factory finish was designed to be both appealing and durable. The Enhanced Urethane UV Coating applied to our flooring does not require the use of polish. Wax based polishes are not approved for use on the flooring as it will not adhere to the surface finish and will cause an unappealing appearance.

How can I prevent my floor from scratching?

All flooring materials can be damaged by scratches. While vinyl flooring is extremely durable it will scratch when not maintained and used properly. One of the most common problems is the appearance of tiny white looking lines or scratches. These thin white looking scratches (micro-scratches) are caused by an abrasive substance being rubbed across the surface of the flooring material. These micro-scratches appear more often in dark colored floors. The best prevention for all types of scratches is to dry sweep the floor daily, ensure that all furniture has appropriate anti-scratch floor protectors in place, and prevent heavy objects from being slid across the unprotected surface of the floor. Use proper moving equipment when heavy objects need to cross the floor. Place walk-off mats near the entryways to your home to catch any dirt or debris before it can reach the planks. Avoid using any mats that have latex or rubber backings; these backings have been found to stain vinyl floors.

How do I determine if my floor needs more maintenance than the recommended minimum listed above in “Regular Maintenance”?

The best cleaning schedule for your new flooring should be determined by how much and what type of traffic it gets. To determine how often to clean the floors, consider the following:

- ✓ Is the flooring dark or light colored? Dark colors show micro-scratches more easily than lighter colors.
- ✓ Are there exterior entrances near the flooring? Foot traffic introduces dirt and grit to the floor which can cause scratches.
- ✓ What type of debris will the foot traffic introduce to the flooring? Parking lot/garage grit, playground dirt, and beach sand are particularly abrasive to flooring material.
- ✓ Will the flooring be subjected to heavy or light traffic? The traffic level between facilities/homes can be drastic. The heavier the traffic the more cleaning that your floor will require.