



GENERAL MAINTENANCE

FOR NON CERAMIC FINISH TILE AND PLANK

Although Metroflor 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. The type of floor and 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, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white 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!

Here are the proper steps for maintaining your Metroflor floor:

1. All traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive to dry. Do not wash any installation for 48 hours.
2. In order to prevent indentations and scratches, provide glass, plastic or other non-staining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliance. 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 glides that have bearing surfaces not less than 1" in diameter.
3. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage Metroflor floors.
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.
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 imbedded 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 Metroflor products.
6. All Metroflor 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. For information regarding the proper method or solution to use on a specific stain, contact Metroflor Technical Department.
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 expansion.
8. Some Metroflor tiles have feature strips. Feature strips must be coated with Metroflor Gloss or Matte Finish upon completion of installation. Care should be taken to see that the feature strips are well coated. This will provide additional protection against stain discoloration.
9. Do not use vinegar as a cleaning agent on Metroflor vinyl Products.

MAINTENANCE FOR METROFLOR RESIDENTIAL AND COMMERCIAL FLOORS

- The type frequency of traffic on your Metroflor will determine the frequency of maintenance needed.
- The type of floor, and even the color, will have some bearing on how much care may be necessary.
- Regular adherence to an effective maintenance program should include:
 - thorough dirt and grit regulation
 - prompt removal of spills and stains
 - protection of the floor surface

The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum Metroflor flooring DAILY, or more frequently if needed.

Initial Maintenance Upon Completion of the Installation:

1. Sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral Spirits is fine for this.
2. **Do not** wash the floor for at least 48 hours after installation. Lightly damp mop with a very diluted solution of Metroflor Cleaner. 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.

Routine Commercial Maintenance:

1. Metroflor solid vinyl tile has excellent durability and a history of performing well in heavy commercial installations as long as a sound maintenance program is followed. Light daily sweeping, dust mopping or vacuuming will prevent dirt and grit particles from being ground into the surface of the tile. Non-rubber, non-staining walk off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt and should be cleaned on a regular basis. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with Metroflor Neutral Cleaner diluted with warm water.
2. If the floor receives hard use and becomes extremely dirty, as in heavily used commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low speed power buffer with a red scrubbing-type (polyester or nylon) pad. Spray the floor with diluted Metroflor Neutral Cleaner and work the solution over the floor using the buffer and the scrubbing pad. After this has been done, remove the dirty residue by damp mopping with clear water or with a wet vacuum.
3. After damp mopping or scrubbing, you can apply Metroflor Matte finish following instructions on bottle or the floor may be spray buffed with Metroflor Gloss finish using a white polishing type pad to achieve the correct gloss level. See page #24. The final buffing or polishing is important not only to achieve a high gloss but also make it easier to maintain in the future.
4. **If a matte finish is desired, floor cannot be buffed or a gloss floor will result.** Use two coats of Metroflor Matte Finish and monitor wear closely. When high traffic areas begin to show wear, apply another coat. Continue this program until low traffic areas begin to build up. Then strip using Metroflor Gloss & Matte Stripper.

Stripping:

When necessary, remove a buildup of finish by stripping the floor with Metroflor Gloss & Matte Stripper, and appropriate stripping pads or brushes; damp mop or wet vacuum residue from the floor.

Stain Removal:

To remove stubborn spots or stains from Metroflor Luxury Vinyl floors, always begin with mild cleaners such as Metroflor Neutral Cleaner or Metroflor Stripper. If this fails to remove stain, use mineral spirits. Do not use harsh solvents such as acetone or lacquer thinner, as these can permanently soften and damage the vinyl surface.

For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing. Any damage resulting from use of pure solvents *IS NOT covered by warranty*. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first before attempting on affected areas.

Scuffing & Scratching:

Although Metroflor Premium Vinyl Tiles and Planks are very resistant to scuffing and scratching, surface damage can occur with hard enough use, or if floor is improperly maintained. This is why Metroflor Finishes are required in commercial installations. If damage occurs, try the following.

- 1) Hand buff the spot with 0000 steel wool using Metroflor Black Scuff and Adhesive Remover. If damage is deep, try using 000 steel wool.

| <u>Products</u> | <u>Finish Residential</u> | <u>Finish Commercial</u> | <u>Applying Finish or Scrubbing floor Buffer Speed</u> |
|---|---------------------------------------|--------------------------|--|
| Metroflor American Collection- Versatal Shale Slate, Random Tumbled Stone, Tumbled Stone, Antique Stone, Antiqued Burlington Plank, Burlington Plank, Rustic Burlington Plank | Not required under normal conditions. | *Required | Low (300 Rpm Max) |
| Metro Design – Wood, Metal, Stone, Glass | Not required under normal conditions. | *Required | Low (300 RPM Max) |
| Express Tile & Planks | Not required under normal conditions. | **Required | Low (300 RPM Max) |

*** Finish is required to keep Metroflor warranty in effect; a minimum of two coats.**

****Express Tile & Plank carries no commercial warranty**

Spray buffing is a common and effective method of commercial maintenance. This may be done by attaching a spray applicator or using a hand-held spray applicator and lightly spraying a diluted mixture of Gloss Finish (1 part finish to 5 parts warm water) onto the floor for finishing and neutral cleaner for scrubbing the floor clean. Using a low speed buffing machine, buff the solution in before the liquid can dry. When using finish a thin, protective, glossy film remains after buffing the liquid dry, leaving the base coat intact, reducing the need for stripping. Traffic areas may require additional coats more frequently.

Floor Machine and Buffing Pads - A polyester or nylon disc approximately 1” thick. The pad coarseness determines its specific function. Pads are color coded to indicate their specific use. Different manufacturers may color code differently; therefore, consult the manufacturer’s recommendations concerning the use and interpretation of their color coding.

.WARNING: When performing maintenance with a buffer, you may occasionally buff floors other than Metroflor Floors. Other floors may contain asbestos, and if maintained improperly could release asbestos fibers. Breathing asbestos fibers can be hazardous to your health. Make sure you are buffing a Metroflor, or check with commercial floor manufacturer to insure that they do not contain asbestos. Metroflor Floors do not contain asbestos.