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CARE AND MAINTENANCE

Although Urban Surfaces resilient floors are durable, all floor coverings require some maintenance to keep them looking their best. Many problems can be prevented with proper care. The type and frequency of foot traffic on the floor will determine how often it needs to be maintained. Solid-colored floors will show scuffs, scratches, dirt, and general wear more prominently than floors with multiple colors or patterns. Lighter floors are more prone to staining than darker floors. For these reasons, certain floors need more frequent maintenance and care than others. Choosing the right type and style of floor for the project can help prevent maintenance problems before they start.

IMMEDIATELY FOLLOWING INSTALLATION

During the First 48 Hours After Installation:

- Wait 48 hours before placing furniture or other heavy objects on the floor. This allows the floor to completely acclimate.
- Upon completion of the installation, carefully clean the floors, removing any residue from the surface and thoroughly sweep or vacuum.
- Once the floor is clean, take the preventative measures described in this document to prolong the life of the flooring.
- Maintain the required acclimation temperature and duration listed in the installation guides.

After the First 5 Days:

- Follow the specific temperature or maintenance guidelines listed in the Floating Floor Installation Guide for the life of the flooring.
- Clean the flooring regularly to keep it looking its best and extend its lifespan.
- Review the applicable warranty and installation guides to avoid anything that may void the warranty.

MAINTAINING THE FLOOR

Following these routine maintenance guidelines will help prevent damage from foreign materials. Proper care will also help maintain the appearance and performance of Urban Surfaces resilient floor. A proper care program includes:

- Preventative Maintenance
- Routine Cleaning
- Floor Polishing
- Immediate Spot and Spill Removal

PREVENTIVE MAINTENANCE

- **Furniture Protection:** To prevent dents, scratches, or other permanent damage, use non-staining furniture cups or heavy-duty, non-marring furniture pads with flat undersides that are at least 2" wide on the legs of heavy furniture or appliances to distribute the weight. Remove the small buttons from the legs of straight chairs and replace them with glides that have bearing surfaces that are at least 1" in diameter.
- **Moving Heavy Loads:** Always protect the floors when moving heavy objects to prevent permanent scratches and other damage. Plywood is an effective protective barrier, while cardboard and carpet are not sufficient under heavy loads. Loads that are too heavy or have sharp protrusions (including corners) on the undersides can cause severe damage when pushed, pulled, or rolled across an unprotected floor.
- **Floating Floor Requirements/Static Load Limit:** Floating floor systems, such as Sound-Tec™, are designed to freely float over a subfloor to allow for expansion and contraction with temperature changes. This means that they must not be glued down, anchored, or fixed under static load.
- **Rolling Loads:** Urban Surfaces Floating Flooring is not suitable for installations with rolling load traffic. Avoid rolling loads, which may cause irreparable damage.
- **Chairs and Caster Wheels:** Swivel-type office chairs and other rolling furniture should be equipped with broad-surface, non-staining rubber wheels at least 2" in diameter, such as those found on in-line skates. All such office chairs and other rolling furniture with hard plastic wheels, black rubber rollers, and casters may stain, scratch, or severely damage resilient flooring and should only be used over hard-surface chair mats (not carpet chair mats).

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- **Shoes:** Before walking on the floors, ensure all footwear is free of any embedded rocks, debris, dirt, grit particles, chemicals, liquids, hard objects, tar or asphalt from driveways (which can also discolor resilient flooring), and any other potentially damaging items/substances adhering to the soles of any shoes. Using non-staining mats outside all entrances will help to keep these harmful items off the floors. Additionally, avoid using stiletto heels on the floors as they can cause permanent damage.
- **Stains:** Urban Surfaces resilient floors have excellent stain resistance. While they are unaffected by most common household spills, it is important to clean up any spills immediately. The longer a spill is left on the floor, the greater the risk of permanent staining.
- **Water and Moisture:** Do not intentionally flood the floor. Clean up any household spills within 24 hours, and do not allow liquids to run over the edge of the flooring at either the perimeter or anywhere the flooring is cut around objects. While the flooring is waterproof, excessive amounts of water that get beneath the planks due to flooding, damage, hydrostatic pressure in the subfloor, etc. may lead to mold or mildew growth (see warranty terms).
- **Sunlight:** Avoid prolonged exposure to direct sunlight. During peak sunlight hours, it is best to use drapes or blinds to block the sun. Areas that receive prolonged direct sunlight can discolor, expand, contract, move, and shift at different rates. This can damage the clip system, create gaps, and cause fractures, among other types of damage.
- **Heat:** Protect all flooring from burns and close proximity to heat sources. Burns from cigarettes, matches, or other extremely hot items can damage resilient floors.
- **Damage:** Take steps to protect flooring from damage, like cuts, scratches, gouges, punctures, tears, dents, chips, and burns.

ROUTINE CLEANING

- **Daily Cleaning:** Resilient floors need to be cleaned daily to prevent scratches. Dirt and dust that accumulate on the surface of resilient flooring can cause abrasions. To properly clean resilient flooring, sweep, dust mop, or vacuum the surface daily. Avoid using a vacuum cleaner with a motorized rotating beater bar on hard surfaces. If using a vacuum cleaner with a beater bar is unavoidable, turn off the beater bar before vacuuming or use a hard surface attachment.
- **Damp Cleaning:** Periodic damp cleaning is essential for maintaining the appearance of vinyl floors. Prior to any damp cleaning, always vacuum, sweep, or dust mop the floor. Furthermore, utilize the appropriate equipment and cleaning agents (neutral pH cleaners) for vinyl floors. Avoid using abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors.
- **Recommended Cleaners:** Avoid using cleaners that are not pH neutral, as they can damage vinyl floors. Urban Surfaces recommends using one of the following cleaners in conjunction with a spray-type mop and microfiber mop pad:
 - **SIMPLE GREEN** - All-Purpose Cleaner (Diluted)
 - **REJUVINATE** - Luxury Vinyl Floor Cleaner
 - **ZEP** - Neutral PH Floor Cleaner or Multi-Surface Floor Cleaner
 - **BONA** - Stone, Tile & Laminate Floor Cleaner

CAUTION: Do not use pure vinegar, one-step cleaner/polishes (i.e. "all-in-one" cleaners such as Mop & Glo), acids or acidic cleaners, strong bases, or oil soaps on Urban Surfaces resilient products.

FLOOR POLISH

- **Daily Cleaning:** Urban Surfaces floors are considered a no-wax floor. This means that 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-based floor polishes intended for use on no-wax LVT/LVP floors may be used in conjunction with Urban Surfaces floors, except for those finished with our EZ-Clean™ coating.
- **Recommended Polish:** For standard gloss applications Urban Surfaces recommends the following floor polish:
 - **CLEAR-COAT™ 3555** - Acrylic Floor Finish (by Urban Surfaces)

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• Application Instructions:

- Ensure that floor polishes are applied with a clean microfiber pad-type mop to ensure a high shine and even application. Alternatively, a microfiber paint roller can be used. Avoid standard polyester and woven rollers or cotton mops, as these may shed and leave fibers embedded in the polish application. Avoid string mops, as these do not evenly coat the floor, which may lead to streaking, spotting, pooling of the polish, or other blemishes that may be difficult to correct.
- Apply the floor polish in the direction of the planks' length, as instructed by the manufacturer, rather than across their width.
- If streaks or spots show up, it is imperative to go 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.
- After application, avoid using harsh chemicals to clean the floor, as these 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 standard gloss with high-traffic durability.

EZ Clean™

EZ-Clean™ is a UV-hardened urethane layer applied to the surface of select Urban Surfaces flooring products. This layer seals the surface of the flooring, protecting it from set-in stains and preventing foreign substances from adhering. As a result, flooring with EZ Clean™ requires little maintenance and does not require waxing or polish. Due to the nature of the EZ-clean™ coating, floor polishes and waxes are incompatible with this type of flooring. They will not adhere to an EZ-clean™ surface and may even damage the urethane layer.

• Removal Instructions:

- To remove most acrylic-based floor finishes, use a vinyl-safe floor stripper or Simple Green mixed at a 1:20 (chemical to water) ratio.
- Apply the chemicals according to the manufacturer's guidelines, taking care to avoid flooding the flooring.
- Apply the cleaner, and follow the manufacturer's instructions for how long to let the cleaner sit. For Simple Green, let it sit for 5-20 minutes. Lightly scrub the surface with a soft-bristled deck brush. Do not use hard bristles or scrubbing pads, as these may scratch the floor.
- Scrub again if needed, then wipe the chemical off until completely dry.
- Rinse the surface with a damp mop ensuring to completely remove the chemical. Use a second bucket of clean water for a second rinse to ensure all of the chemicals have been removed.
- 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, it may be necessary to repeat the previous steps until completely removed.

CAUTION: Avoid floor buffing and/or burnishing machines as these can damage the floors. Commercial urethane strippers may damage the flooring. If using a floor stripping agent, ensure it is safe for vinyl. Urban Surfaces does not warrant polishes or floor strippers.

IMMEDIATE SPOT AND SPILL REMOVAL

• General Practice:

- Absorb wet spills as quickly as possible by blotting with white paper towels or cloth towels.
- Rinse with water if necessary, and blot dry.
- Gently rub set-in spots or dried materials with a damp cloth. 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 stains may become permanent.

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• **Directions for Stains:**

• **Basic Stains:**

- Apply a small amount of 91% isopropyl alcohol or 70% ethyl alcohol sanitizer (such as Purell or similar, no dyes or scents) to a white rag. Gently agitate the stain. Blot up the excess spill with white cloth or paper towels, as colored rags may transfer dye when exposed to the solvent.
- Clean the area with clean water and cloths, taking care not to saturate the flooring or spread the stain. Check for any transfer of the stain using a white cloth or paper towel. If the stain persists, try cleaning with a pH-neutral cleaner.
- If the stain still persists, apply a capful of isopropyl alcohol 70%, odorless mineral spirits, or Goof Off to the stain and allow it to sit for one minute. Gently blot and scrub the stain with a red 3M pad, a white cloth to clean the area, and a pH-neutral cleaner following the directions for basic stains. If the stain still persists, the affected plank(s) may require replacement.

- **Avoid Damaging the Floors:** Do not allow the solvent to remain in contact with the floor for extended periods of time. Avoid scrubbing harshly or repeatedly in the same spot, as this may damage the floor's finish. Do not use hard-bristled brushes.

- **EZ-Clean™:** This UV-hardened urethane layer, applied to the surface of select Urban Surfaces flooring products, should deter most permanent ink stains from floors protected by it. Prolonged/repeated use and exposure can damage the EZ-Clean™ coating. Chemicals should be used sparingly on EZ-Clean™ floors.

- **For Stubborn Debris:** Melamine or 3M white pads may be used to gently loosen residue. Use caution as abrasives can damage the surface of the flooring if not used with care. Using clean cloths, rinse the area. Avoid saturating the flooring or spreading the debris.

CAUTION: Harsh chemicals can damage floor polish. If using harsh chemicals to remove a stain, it may be necessary to polish the affected area afterward. Exposing any resilient floor to harsh chemicals for an extended period can cause permanent damage. Use caution. Some Urban Surfaces floor coverings are manufactured with a painted bevel, and harsh chemicals or scrubbing can damage or remove this paint. Exercise caution when scrubbing or exposing the bevel to harsh cleaners and other chemicals. Always rinse with plain water following any spot cleaning procedure or the use of a product that is not pH neutral. Research demonstrates that many products sold as D-I-Y ("Do-It-Yourself") spot removal perform poorly and often leave behind a residue. Residues may attract dirt and grime.

LEGAL

Cleaning procedures outlined in this document are recommended for the specified Urban Surfaces products only. Do not use these procedures following or with other cleaning procedures or products. Ensure the care and maintenance performed follows the requirements outlined by this guide, the applicable installation guide, and warranty.

CAUTION: When resilient floors are wet from cleaning or new finish, they become slippery until they are completely dry. Take proper safety precautions when walking on floors that are wet from cleaning or new finish.

Spot and spill removal procedures are intended for removing common household stains from Urban Surfaces floor covering products and to help maintain the Urban Surfaces floor covering products using the best information available. These procedures may not be appropriate for use on other types of flooring, and have been carefully developed for stains caused by red wine, latex paint, oil-based paint, lipstick, nail polish, coffee, ink, blood, mud, urine, cooking oil, white glue, milk, and other similar kinds of spills.

For further information regarding general care, maintenance, or stain removal, please contact our in-house flooring specialist department. Be aware that any

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advice received from our specialist(s), whether explicit or implied, is subject to and superseded by the parameters prescribed within this document and must be evaluated accordingly. Urban Surfaces shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages arising out of a failure to comply with the guidelines contained herein.

Urban Surfaces cannot account for all factors, including but not limited to environmental conditions, type and frequency of foot traffic, negligence of installer(s), owner(s), or user(s), etc. Therefore, it is the responsibility of the product owner to determine and utilize proper care and maintenance for their product, not Urban Surfaces. Damage to the floor covering by abuse or failure to properly maintain and clean the product is not the responsibility of Urban Surfaces. This document is solely intended as general guidelines based on normal daily use (as defined by Urban Surfaces).

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