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Dal-Tile Corporation TILE CARE & MAINTENANCE

Prologue Delicate Gray Mosaic tile shown in grid pattern and Superior White 12 in. x 18 in. tile shown in brick pattern

CERAMIC TILE

Routine Care

Tile, whether glazed ceramic or porcelain, should be maintained on a regular and frequent basis to prevent build-up of soil, grease, residue, soap detergents, sealers, dampness, liquids, etc., to keep the surface clean and lessen slippery conditions.

Glazed ceramic and porcelain tiles require minimal maintenance. Either can be cleaned with clear water and/or a pH neutral liquid cleaner (soapless). Follow with a clear water rinse and wipe dry to prevent film formation. As with most porcelains, spilled liquids may stain light-colored products if not promptly removed. Neither sealing nor acid cleaning is recommended for any of Daltile's glazed ceramic or porcelain tile.

CERAMIC TILE GROUT CARE

Penetrating/Impregnating Sealer

Most tile installations use cementitious grouts. This type of grout should be sealed after installation to prevent the color from staining. The grout should be sealed with a penetrating/impregnating sealer (often called grout sealers) which does not contain silicone, as silicone can shorten the useful life of the sealer.

Epoxy grouts, conversely, are chemically cured and acid resistant and, as a result, do not require a sealer. The application of a good quality penetrating/impregnating sealer into the grout joints of a cementitious grout will not change the natural color of the grout, but will prevent the penetration of moisture, simplify maintenance, and help prevent staining or discoloration.

Only the grout needs to be sealed, not glazed floor or wall tiles. Grout can be sealed 72 hours after installation. There are different grades of penetrating/impregnating sealers, therefore the useful life and price will differ between a low quality and high quality sealer. You may need to reapply the sealer on an annual basis depending on the sealer quality,

Removal of Sealers/Waxes/Floor Finishes

If you need to remove a topical sealer or floor wax from a ceramic tile you should use a Tile Sealer & Adhesive Remover. Always test a small area first. Apply a liberal amount of undiluted sealer & adhesive remover to a manageable area.

Allow setting without drying until coating or residue softens. Reapply if necessary until sealer softens and can be removed. If necessary, agitate with white nylon scrub pad. Wipe up the residue with a cotton towel or sponge. Rinse thoroughly with clean water.

NOTE: Do not use on Natural Stone products.

traffic patterns, and maintenance routine. Some sealers have multiple year warranties for useful life. Refer to the manufacturer's warranty, technical & product information for specific details on product installation, useful life, and product applications (including any warnings) before use.

Grout Maintenance

Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface buildup or discoloration of the grout. Grout needs to be cleaned on a periodic basis to remove any surface buildup. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner depending on the application.

When heavy duty grout cleaning is required, you will need to use a professional strength Tile & Grout Cleaner that is capable of removing grease, soap scum, body oil, mildew stains, algae, and synthetic or acrylic waxes from the grout joints. However, such a product should contain non-polluting chemicals and low volatile organic compound (VOC) levels.

Dal-Tile Corporation

TILE CARE & MAINTENANCE

Prologue Delicate Gray Mosaic tile shown in grid pattern and Superior White 12 in. x 18 in. tile shown in brick pattern

CERAMIC TILE GROUT CARE (continued)

Grout Color Restoration

When grout has been stained to the point that it cannot be maintained or returned to its natural color, you can return the grout back to its original color or any other color through the use of a "grout stain". Grout Stains are epoxy-based products that are specifically designed to penetrate into the grout and seal the surface with a permanent color. Once the grout has been stained there is no need to seal it any further with a penetrating/impregnating sealer. Prior to staining, the grout joint should be cleaned thoroughly to remove any dirt, oils, grease or sealers with a professional strength Tile & Grout Cleaner.

Post-Grout Clean Up

Grout haze is a film that has been left behind on the surface of the tile as part of the final grouting process. Usually this is buffed off the surface after the grout has achieved its initial 12 to 24 hour cure.

The removal of the haze is often difficult when buffing with a clean rag or floor machine. Cementitious grout haze can be successfully removed with Sulfamic Acid, which is a mild acid that attacks and breaks down cement smears. There are several products on the market called grout haze removers, which usually contain Sulfamic Acid.

Sulfamic Acid can also be purchased in powder form and mixed with water to different strengths by qualified professionals. Similarly, 100% Solids Epoxy Grout haze can be removed with an Epoxy Haze Remover. These removers are formulated to safely and quickly remove cured epoxy haze from new tile installations. Their unique formulation will soften most epoxy hazes for easy removal without damaging the grout or tile, usually in one application. Sulfamic Acid or grout removers should never be used on Natural Stone products.

NATURAL STONE

Routine Care

To ensure your Natural Stone products will provide you with a lifetime of aesthetics and utility, a proper maintenance program is crucial. Natural Stone products are porous by nature and require a different maintenance program than traditional ceramic tile.

Natural stone requires a different maintenance routine than traditional, man-made ceramic tile. Many of the cleaners acceptable for use on ceramic tile can stain, damage or dull stone. Dirt and dust will scratch the surface of stone. Therefore, stone floors should be vacuumed or dust mopped frequently to remove abrasive agents from the stone surface. Natural Stone should be cleaned with neutral cleaners. Stone cleaners should never contain acid or bleach. Acids, even a light solution of vinegar and water, will etch and eventually damage Natural Stone.

Stone Cleaners

Only use cleaners specifically designed for cleaning stone. These cleaners contain no acids and are concentrated neutral pH cleaners that will not affect existing sealers or wax-type coatings. The surface of the stone should be dampened with clear water. This will keep the cleaning solution on the surface so it can be effective. A solution of the cleaner and water mixed to manufacturer's instructions should be applied to the stone surface with a sponge or mop.

On walls, kitchen counters or vanity tops, a spray bottle can be used to apply the cleaning solution. Allow sitting for manufacturer's specified amount of time (usually 3 to 5 minutes). Agitate with a sponge, synthetic mop, soft bristle brush or through the use of a floor scrubbing machine. Mop up dirty solution and buff dry.

Dal-Tile Corporation

TILE CARE & MAINTENANCE

Prologue Delicate Gray Mosaic tile shown in grid pattern and Superior White 12 in. x 18 in. tile shown in brick pattern

NATURAL STONE (continued)

Once the stone has been cleaned, you can periodically apply a spray-buff wax-type floor finish to enhance the beauty and luster of polished stone (including countertops). Apply the finish with a spray applicator and buff immediately with a white nylon pad. Reapply as often as needed, depending on volume of surface traffic and consistency of routine maintenance program. This product is not designed to restore the original shine, but is intended to maintain and protect the original shine.

Heavy-Duty Stone Cleaning

When some areas have been neglected, you will need to use a heavy-duty non-hazardous and non-polluting stone cleaner and degreaser to effectively remove dirt, grease, grime, waxes and floor finishes. An optimal heavy-duty cleaner should contain low percentages of VOCs. These cleaning products are concentrated and designed to deep clean the stone without damaging it.

Apply the solution of the cleaner and water mixed to manufacturer's instructions to the stone surface with a sponge or mop. Allow setting for the manufacturer's specified amount of time. Agitate with a sponge, synthetic mop, and soft bristle brush or through the use of a floor scrubbing machine.

Mop up dirty solution and buff dry. Be sure to change out the cleaning solution every 100 square feet to avoid reintroducing dirty water during the cleaning process. Rinse thoroughly with clean water when finished. After cleaning you may apply the spray-buff wax-type floor finish to enhance the natural shine.

Stain Removal

Stone poultice will remove stains and grout haze from stone. Poultice is a fine, nonacidic, absorptive clay cleaning powder that removes deep-set oil stains, grease and light cementitious grout haze from polished and unpolished Natural Stone.

CAUTION: Poultice may dull the shine of the polished stone. If this occurs you will need to use a marble polish to restore the natural shine.

Restoration

If a marble finish has become dull, scratched or etched, you can restore the natural shine through the use of a marble polish. Some marble polishes are available in kits. The process can be enhanced with the use of floor buffing machines. The process is generally a re-crystallization process to remove fine scratches and restore the original shine and polish to the stone. This is not an application of a topical sealer or wax to cover-up damaged or worn surfaces.

NATURAL STONE NEW INSTALLATIONS

Sealing is strongly recommended for newly installed marble and other Natural Stone to provide maximum below surface stain protection. Immediately after Natural Stone has been installed and grouted, the new installation should be covered with brown paper to protect it from debris during the remaining construction process. The protective brown paper should remain in place until construction is completed and the area is opened to intended (post-construction) use.

Pre-Grout Sealing

A non-sanded grout is strongly recommended for

Natural Stone installations due to the narrow grout joints customarily preferred. This type of grout has very fine particles of cement, polymers and color pigments that can penetrate the microscopic pores of the stone surface where they become trapped and appear as a stain in the stone. Therefore, all travertine, slate, tumbled stone and honed/flamed/unpolished granite should be sealed prior to the grouting process to protect them from staining. The application of a good quality sealer should be used as a grout sealer and applied again as the final sealing process once the installation is finished.

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TILE CARE & MAINTENANCE

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NATURAL STONE NEW INSTALLATIONS (continued)

Sealing

A premium natural look penetrating/impregnating sealer is the normal choice on polished or honed marble, limestone, granite, or where the natural color of a slate is desired. A stone enhancer sealer is often used on tumbled, antique stones or on slate where a darker, enriched or highlighted character is desired. When choosing either one of these types of sealers, make sure the brand you have chosen is formulated to provide maximum stain protection for stone products. Stone products should be tested periodically per manufacturer's instructions to insure that the sealer is working effectively.

Penetrating/impregnating stone sealers are a no-sheen, natural look sealer that can be water-based or solvent-based, good for interior and exterior applications. Most quality sealers of this type are rated to protect the stone for several years. Stone enhancer sealers are also a no-sheen, penetrating/impregnating sealer that is formulated to darken, enrich and highlight the natural color and beauty of stone products. They will rejuvenate and improve the appearance of worn and weathered stone.

Always test loose pieces of stone to ensure desired effect with enhancing sealers. However, they will also darken the color of grout joints. They are, generally, suitable for interior and exterior use, and rated to protect the stone for several years. Always reference manufacturer's literature for specific information on the duration of the sealer's protection and make sure that the sealer is applied in strict accordance with the manufacturer's instructions.

Finishing

A stone floor finish should be applied to a polished Natural Stone floor only. This type of product will help enhance the shine and provide a protective coating for "soft" or polished marbles. Verify the finish is a wax-type finish designed to add luster and enhance the beauty of sealed and polished Natural Stone only. A topical finish may change the appearance and performance of your stone, so always test a small area first. Application of topical sealer or wax should never be done as an attempt to add a shine to a honed, scratched or non-polished stone product. This will only create maintenance and/or a slip resistance problem.

MANUFACTURED STONE

Routine Care

Care should be taken to avoid smearing mortar on the surface of the veneers. Accidental smears should be removed using a dry whiskbroom only after mortar has dried completely. Never use a wet brush or wire brush. Do not power-wash, sandblast, use acid or acid-based products. Dirt or other materials may be removed with a strong solution of granulated soap or detergent and water with a bristle brush. Do not use a wire brush, as it will cause damage to the surface. Rinse immediately with fresh water. Regular maintenance only requires rinsing the surface with water occasionally to remove dirt.

Sealing

Seal with a breathable, non-film forming masonry sealer, to prevent staining from rusty downspouts, splattered mud, etc. Sealing is strongly recommended for dry-stacked applications and/or for harsh environments.

Dal-Tile Corporation

TILE CARE & MAINTENANCE

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POLISHED PORCELAIN

General Cleaning

Tile, whether glazed ceramic or porcelain, should be maintained on a regular and frequent basis to prevent build-up of soil, grease, residue, soap detergents, sealers, dampness, liquids, etc., to keep the surface clean and lessen slippery conditions.

Glazed ceramic and porcelain tiles require minimal maintenance. Either can be cleaned with clear water and/or a pH neutral liquid cleaner (soapless). Follow with a clear water rinse and wipe dry to prevent film formation. As with most porcelains, spilled liquids may stain light-colored products if not promptly removed. Neither sealing nor acid cleaning is recommended for any of Daltile's glazed ceramic or porcelain tile.

Fully polished impervious porcelain tile is achieved by mechanically changing the surface from matte/natural to a honed or high polished finish. Polished Colorbody™ porcelain is achieved by mechanically changing the glaze surface from matte to light, honed or high polish finish. This process creates a microporosity on the face of the tile. The tile itself is still technically sound porcelain with the same characteristics expected of high quality impervious tile.

The surface, however, may possibly require added protection to assure cleanability and ease of ongoing maintenance under a range of conditions including but not limited to:

- grout haze removal
- construction chemicals and dirt
- maintenance/solvent based cleaning materials
- exposure to rubber containing solvent based materials
- acid based materials

All of the above can result in hazing, spotting, etching or general staining of the polished tile surface. We recommend the use of a sealer on fully polished, impervious porcelain and polished glaze porcelain tile prior to grouting. We strongly caution against the use of acid based or solvent based chemicals for cleaning or construction maintenance on fully polished impervious or polished glaze porcelain tile. The use of such products may damage the tile surface.

With proper installation techniques, preventative care and effective maintenance procedures, fully polished impervious porcelain and polished glazed porcelain tile is a durable, high value, long lasting tile floor and wall option for most commercial and residential spaces.

UNGLAZED/MATTE/TEXTURED PORCELAIN

Porcelain tiles with a matte or textured surface may contain structure or micro texture for slip resistance and visual enhancement. We recommend the use of a grout release prior to grouting for these products to enhance the efficacy of removal of the various types of grout, latex modified grout, epoxy grout used in the market today.

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TILE CARE & MAINTENANCE

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MOSAIC (GLASS AND MIXED MATERIALS)

General Cleaning

Tile, whether glazed ceramic or porcelain, should be maintained on a regular and frequent basis to prevent build-up of soil, grease, residue, soap detergents, sealers, dampness, liquids, etc., to keep the surface clean and lessen slippery conditions.

Glazed ceramic and porcelain tiles require minimal maintenance. Either can be cleaned with clear water and/or a pH neutral liquid cleaner (soapless). Follow with a clear water rinse and wipe dry to prevent film

formation. As with most porcelains, spilled liquids may stain light-colored products if not promptly removed. Neither sealing nor acid cleaning is recommended for any of Daltile's glazed ceramic or porcelain tile.

Glass Tile

Use a glass cleaner and a soft lint-free cloth for cleaning glass tile. To remove soap scum or water deposits a minimally abrasive cleanser and soft bristle brush can be used.

STONE MOSAIC

Routine Care

Natural Stone products are porous by nature and many of the cleaners acceptable for use on ceramic tile can stain, damage or dull stone.

Dirt and dust will scratch the surface of stone. Natural Stone should be cleaned with neutral cleaners and should never contain acid or bleach. Acids, even a light solution of vinegar and water, will etch and eventually damage Natural Stone.

Stone Cleaners

Only use cleaners specifically designed for cleaning stone. These cleaners contain no acids and are concentrated neutral pH cleaners that will not affect existing sealers or wax-type coatings. The surface of the stone should be dampened with clear water. This will keep the cleaning solution on the surface so it can be effective. A solution of the cleaner and water mixed to manufacturer's instructions should be applied to the stone surface with a sponge or mop.

On walls, kitchen counters or vanity tops, a spray bottle can be used to apply the cleaning solution. Allow sitting for manufacturer's specified amount of time (usually 3 to 5 minutes). Agitate with a sponge, synthetic mop, soft bristle brush or through the use of a floor scrubbing machine. Mop up dirty solution and buff dry.

Once the stone has been cleaned, you can periodically apply a spray-buff wax-type floor finish to enhance the beauty and luster of polished stone. Apply the finish with a spray applicator and buff immediately with a white nylon pad.

Pre-Grout Sealing

A non-sanded grout is strongly recommended for Natural Stone installations due to the narrow grout joints customarily preferred. All travertine, slate, tumbled stone and honed/flamed/unpolished granite should be sealed prior to the grouting process to protect them from staining. The application of a good quality sealer should be used as a grout sealer and applied again as the final sealing process once the installation is finished.

Metal Tile

To clean, use a liquid non-abrasive household cleaner.

DO NOT use scouring pads, steel wool, sandpaper or other abrasive products. Avoid cleaners containing ammonia, bleach, abrasives, or other hazardous/polluting compounds. Always test in a small inconspicuous area while using a new cleaner to ensure compatibility.

RESILIENT MAINTENANCE CHECKLIST

Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine, and wet cleaning guidelines.

Maintenance instructions for Resilient Flooring (LVT and Sheet)

Post Construction Cleaning

- Dry mop floor using a microfiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner (true neutral pH is 7.0 – it is important to be as close to 7.0 as possible to prevent soil attracting residue), such as Shaw TOTALCARE® Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a microfiber wet mop pad to mop the floor with cleaner. If the pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad. Work floor in sections.
- Always rinse the floor by mopping it with water only to remove any remaining residue from the floor.
- Avoid using mop and shine products on resilient flooring.
- In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

Process to remove construction residue or cloudy film from resilient flooring

- Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use microfiber dry mop pad. If microfiber dry mop pad gets dirty, replace the pad with a clean pad.
- Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.
- Using a wet microfiber mop pad, rinse with water only to remove any remaining residue from the flooring. When a wet mop pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad.

Repeat steps #2 and #3, if necessary.

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

PREVENTATIVE MAINTENANCE

1. Care for newly installed floors

- Avoid heavy traffic for 24 hours.
- Adhering tape to the surface of your resilient flooring could damage the surface. **Do not** use tape to secure floor protection directly to the floor during construction or renovation. Instead, adhere tape to the material used to protect the floor and secure it to the base molding along the wall. A material such as ram board can also be used to protect your flooring.

- Proper furniture protection is required to prevent scratching and scuffing of LVT flooring. It is recommended to use industrial strength felt protection. These can be purchased from the following websites:

1. www.1877floorguy.com
2. www.expandedtechnologies.com
3. www.shiffllerequipment.com
4. www.allglides.com

- Moving heavy objects requires protective barriers to distribute the weight such as plywood (¼" or thicker) or heavy cardboard to prevent damage to the wear layer.
- Place chair pads underneath rolling chairs to prevent damage to the LVT flooring.
- Remove adhesive residue with a clean white cloth dampened with odorless mineral spirits or isopropyl alcohol.
- Only low moisture or damp mopping is recommended initially, if needed.
- Wait 4 days before normal wet cleaning and/or auto scrubbing the floor.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks. Use window protection.
- Surface temperature should not exceed 100F (38C) from sunlight, bed bug treatment, steam mop, etc, and temperatures should not fall below 55F (13C). Exposing products to temperatures outside the recommended range could cause expansion of vinyl planks.

2. Identify and address all sources of soiling

- Maintain a clean exterior (parking lots and walkways) where dirt enters the building.
- Proper mats should have non-staining backing, use PVC backed matting. Use mats at entranceways, transition areas and special areas such as food service areas/restrooms to confine soil, oil, grease, and high moisture areas.
- Entrance mats keep soil and moisture outside. Two matting categories are:

Soil Removal – used at exterior entrances to remove soil from shoes.

Absorbent mats – used inside to minimize moisture.

- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather. Include mats in the maintenance program and keep them clean.

ROUTINE MAINTENANCE

1. Remove dry soil

- Sweep, vacuum or dust-mop frequently to remove soil particles that can abrade the wear layer.
- Dust mop treatments are not recommended since these products can transfer and attract soil.
- Do not use vacuums with rotating beater bars on hard surfaces.

2. Promptly address spots and spills

- All spills should be addressed as quickly as possible to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary, use a neutral pH vinyl cleaner* and rinse with water.
- Isopropyl alcohol or mineral spirits can be used for oil/grease (petroleum-based) and/or scuff marks.

3. Remove scuffs

- Cleaning with an auto scrubber or spray buffing with a spray/buff solutions* using a low (175 rpm) machine and red pad will remove scuff marks. Agitation is the key to remove these marks.
- A tennis ball placed on the end of a stick, such as a broom handle, can be used as a tool to remove scuff marks. This allows you to remove scuffs from a standing position on smaller areas.

DISINFECTION AND CLEANING

- Some disinfectants contain chemicals that can stain, discolor, and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. If a quaternary ammonium-based chemical is used, allow for the recommended kill time and immediately rinse the area with water. Failure to remove quaternary based chemistry from the floor can result in sticky soil attracting residue and potential discoloration. A Neutral pH cleaner is designed to aid in the removal of dirt and soil, which is any non-living particle. To aid in the removal of living bacteria or viruses, a disinfection chemistry must be used.
- ProKure V – This is an EPA registered disinfectant
- Diversey Virex II 256 can be used as a disinfectant cleaner. It is bactericidal, virucidal and fungicidal. Rinsing with water is required after use.

Kills MRSA and VRE.

Meets bloodborne pathogen standards for decontaminating blood and body fluids.

- 3M C-Diff tables are safe for vinyl flooring. Bleach will damage the wear layer of vinyl, do not use bleach. Rinsing with water is required after use.

WET CLEANING

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH floor cleaner* and follow the manufacturer's instructions for dilution and use.
- Common systems are: Microfiber wet mop or mop and two-bucket system and Automatic scrubbing with a red 3M pad/equivalent brushes.
- Rinse the floor with clean water. Repeat the rinse process if necessary to remove all haze.
- Do not use brown or black pads/brushes. These pads are too aggressive and can damage the floor.
- Products containing bleach and steam mops are not recommended.

The above guidelines are recommended to maintain LVT, LVP, SPC, WPC and sheet resilient products. Application of finish is optional in certain applications. Always follow the finish manufacturer's instructions for mixing and method of application. It is also recommended that if a finish is applied, the stripping process be performed using a 175 RPM buffer with red pad and compatible stripping solution. Specialty floors such

as sports floors with cushion back, ESD/static-control, and floating floors will have exceptions to the maintenance guidelines. Contact the Information Center or Technical Support at 1.800.471.7429.

* There are many available cleaning and maintenance products for hard surfaces, especially resilient floors. These products should be evaluated since each location can have different requirements due to the type of soil, performance expectations and available maintenance equipment. Applying finishes will change the original product and the finish becomes the wear layer. The following are suggested products to assist the maintenance program:

- Neutral Cleaners – Diversey's STRIDE or PROMINENCE or Shaw TOTALCARE® Hard Surface Cleaner
 - Ecolab neutral cleaners – High Performance Cleaner, Oasis 100
 - Spray and Buff – Diversey SNAPBACK. Unitex Rebound
 - Gloss Finish – Diversey Carefree, Ecolab Maxx Durable, Hilway Direct Plus Gloss
 - Matte Finish – Diversey Carefree Matte, Ecolab Maxx Matte Durable, Hilway Direct Primo
- www.1877floorguy.com 1.877.356-6748

Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine and wet cleaning guidelines.

Maintenance instructions for Resilient Flooring (LVT and Sheet)

Post Construction Cleaning

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Always rinse the floor with water only by mopping water to remove any remaining residue from the floor.
- Avoid using mop and shine products on resilient flooring.
- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.
- In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

Process to remove construction residue or cloudy film from resilient flooring

- Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.

- Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.
- Using a wet micro fiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.

Repeat steps #2 and #3, if necessary.

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

SUGGESTED FREQUENCY CHART FOR RESILIENT FLOOR CARE

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop or Auto-Scrub
Light <ul style="list-style-type: none"> • Private offices • Cubicles 	2+ times per week	As needed	Wet Mop Weekly Scrub Quarterly
Moderate <ul style="list-style-type: none"> • Shared offices • Secondary hallways • Conference rooms • Classrooms 	1 time per day	As needed	Wet Mop Daily Scrub Monthly
Heavy <ul style="list-style-type: none"> • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas 	1+ times per day	As needed	Wet Mop Daily Scrub Weekly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.



INSTALLATION & MAINTENANCE INSTRUCTIONS

RUBBER & VINYL TRADITIONAL WALL BASE

BaseWorks™, Masquerade® (Cove Profile Only), Perceptions™, Traditional Duracove® 1/8" (Type TP), & Traditional 1/8" & .080" (Type TV)

INTRODUCTION

These instructions are written as a guide to be used by professional installers when installing Tarkett products. These instructions, combined with our adhesives and flooring products, create a system. Utilizing this system will ease the installation process and provide the customer with a completed product that will perform to its intended purpose. Always visit www.tarkett.com for the most current installation and maintenance instructions. Technical videos and tip sheets are also available. Contact Tarkett Technical Services at (800)-899-8916 with any questions.

HANDLING AND STORAGE

Tarkett cannot accept responsibility for any loss or damage that may result due to processing or working conditions and/or workmanship outside our control. Users are advised to confirm the suitability of this product by their own tests.

NOTE: Tarkett recommends that the installation of new flooring material not be performed until all the other trades have completed their work. Proper precautions must be taken during and after the installation process to avoid damage to the newly installed flooring.

STORING ALL PRODUCTS & ADHESIVES	PRE-INSTALLATION
Stack cartons squarely on top of one another, do not over stack cartons and protect corners from damage by tow-motors and other traffic. NOTE: Do not flex, bend, or stand cartons on end. Never double stack pallets.	Room temperature must be maintained between 65°F (18.3°C) and 85°F (29.4°C) with ambient relative humidity between 40% and 60% for 48 hours prior to, during the entire installation, and after installation. NOTE: Permanent, operational HVAC systems are highly recommended. If alternate system is utilized, it must provide proper control of both temperature and humidity for the above stated time durations.
Store on a dry, flat, level surface.	Site-condition flooring, accessories, and adhesives 48 hours prior to installation. The location selected for site-conditioning must be either the room where the flooring will be installed or have similar ambient temperature and relative humidity readings as the room where the flooring will be installed.
Maintain temperature between 65°F (18.3°C) and 85°F (29.4°C).	In areas exposed to intense or direct sunlight, protect the product by covering the light source during site-conditioning, installation, and adhesive curing periods. If exposure to intense or direct sunlight will continue after the installation and adhesive curing period, refer to adhesive chart below.
Maintain relative humidity between 40 – 60%.	Inspect all flooring material to verify accuracy of order as well as for any damage, visual defects, and satisfactory color match. Notify an authorized Tarkett Distributor or Representative prior to installation if any defects are found. NOTE: Tarkett will not pay for labor or material costs claimed on installed materials with visual defects.
Tarkett products are recommended for installation in Indoor, Climate-Controlled spaces only. NOTE: Exposure to excessive UV light can result in fading, degradation, and/or color variation.	Care must be taken not to pull the wall base excessively when removing it from the carton or when unrolling coils. The wall base will not shrink, but it will relax to its original length, if stretched. To assist with the installation process, coils should be unrolled and allowed to relax for a minimum of 24 hours prior to installation.

GENERAL SUBSTRATE PREPARATION

An **adhesive bond test** must be performed per **ASTM F3311 Standard Practice for Mat Bond Evaluation of Performance and Compatibility for Resilient Flooring System Components Prior to Installation** and using the actual flooring materials and adhesive to be installed. The test areas must be a minimum of 36" piece and remain in place for at least 72 hours and then evaluated for bond strength to the substrate.

A **porosity test** must be performed on the substrate to determine which installation method (porous or non-porous) will be required. Apply a saturated sponge or cloth to the substrate surface and remove. If moisture remains beaded on the surface, this substrate would be considered non-porous. If moisture is absorbed, this substrate would be considered porous. **NOTE: Epoxy paints, FRP, fiberglass, melamine, and other non-porous wall coverings will require the use of Tarkett 946 Premium Contact Adhesive.**

Substrate Construction	Requirements
All Substrates	Permanently dry, flat, clean, smooth, and structurally sound NOTE: Do not install Wall Base over vinyl wall coverings.
	Never install Wall Base on surfaces that will be exposed to drastic temperature changes or moisture.
	Free of all dust, loose particles, solvents, paint, grease, oil, wax, alkali, sealing/curing or parting compounds, old adhesive, and any other foreign material, which could affect the installation and adhesive bond to the substrate. All substrate contaminants must be mechanically removed prior to the installation of the flooring DO NOT use liquid solvents or adhesive removers DO NOT use oil-based sweeping compounds NOTE: Permanent and non-permanent markers, pens, crayons, paint, or similar marking tools used to mark the substrate or back of the resilient flooring material will cause migratory staining that is not covered by the warranty.

(All Substrates Cont.)	Minimum substrate temperature must be 60°F (15.6°C) and must be within 5°F (2.8°C) of ambient temperature
	Substrate temperature must be a minimum of 10°F (5.6°C) higher than the dew point temperature NOTE: Dew point calculators are available online. If the substrate is not 10°F (5.6°C) above the dew point, contact Technical Services at (800) 899-8916
	Fill all depressions, dormant cracks, and other surface irregularities with a good quality patching compound appropriate for this purpose.
	DO NOT install Tarkett products over expansion and other moving joints in the substrate. These joints must be respected and should not be filled with products that are not intended for that purpose. Contact an expansion joint cover manufacturer to meet specific substrate conditions.
Ceramic Wall	Thoroughly sand to remove all glaze and wax
	Remove or replace all loose tiles and clean the grout lines
	Use a good quality, cement-based leveling compound to fill all grout lines and other depressions
Steel NOTE: Follow all non-porous installation instructions	Mechanically abrade to assist with adhesive bond
	Fully clean to remove all dirt, rust, and other contaminants
	Prime with a rust inhibitive primer

INSTALLATION

- Adhesive Application:** See adhesive chart below and follow adhesive label instructions for proper use.
- Installation Procedures:**
 - Allow coiled wall base to lay flat for at least 24 hours, between 65° and 85°F (18.3° and 29.4°C) with HVAC system operating, prior to installation.
 - For installations on porous wall surfaces, apply Tarkett 960 Wall Base Adhesive to the ribbed surface (back) of the wall base with a 1/8" square-notched trowel. The adhesive should cover 80% of the back surface. Leave a 1/4" (6.35mm) uncovered space at the top of the wall base to prevent the adhesive from oozing onto the wall above the base when installed.
 - For installations on non-porous wall surfaces (i.e.: metal, epoxy paint, ceramics, etc.) apply Tarkett 946 Premium Contact Adhesive to both the wall surface and the back of the wall base. Allow adhesive to thoroughly dry to the touch. **NOTE: Once contact is made to the wall surface, the wall base cannot be moved.**
 - Dried adhesive may require the use of denatured alcohol (methyl hydrate) or 70% isopropyl alcohol applied to a clean white cloth. (Follow manufacturer's precautions when using these chemicals.)

CORNER INSTALLATION

- Factory Made Corners (NOT Available for Masquerade):**
 - Install factory made corners before installing wall base.
 - Trowel adhesive to ribbed back of wall base corner.
 - Position corner in place and roll to ensure proper adhesive bond.
 - Attention should be given to a tight and even fit to the corner.

NOTE: Tarkett 946 Premium Contact Adhesive may be used to ensure a faster setup at the corner.
- Field-Made Inside Corners:**
 - Install wall base and terminate into the corner.
 - Position another piece of wall base on opposing wall, without adhesive, approximately 1" from the installed piece.
 - Utilize dividers; place one pin at the top of the installed piece and one pin at the top of the uninstalled piece. Carefully, move the dividers downward in a straight vertical motion, allowing the pin of the dividers to follow the profile of the installed piece. At the same time, place adequate pressure on the pin to transfer and/or scribe the profile onto the surface of the uninstalled piece.
 - Use a utility knife to cut the scribe line on the uninstalled wall base, apply adhesive, and position the trimmed section into place.
- Field-Made Outside Corners**
 - Stop application of adhesive to wall base approximately 18" (45cm) from the outside corner of the wall.
 - Position the wall base at the corner and pencil line the back of the wall base where the bend is required.
 - Lay the wall base on the floor with the backup. Utilizing a top-set or pull-type gouge tool, make a shallow notch along the pencil line.
 - Note:** The notch depth should not exceed one-quarter the total thickness of the wall base.
 - Reposition the wall base corner on the wall. The corner of the wall should fit snugly into the notched recess on the back of the wall base.
 - Apply adhesive and roll firmly into place.

NOTE: Tarkett 946 Premium Contact Adhesive may be used to ensure a faster setup at the corner.

ADHESIVE CLEAN UP

Excess adhesive should be removed during the installation process.

960™ Wall Base Adhesive, 946™ Premium Contact Adhesive

- Use a clean white cloth dampened with water to remove wet adhesive from floor covering and tools.
- Dried adhesive may require the use of denatured alcohol (methyl hydrate) or 70% isopropyl alcohol applied to a clean white cloth. (Follow manufacturer's precautions when using these chemicals.)

MAINTENANCE

1. Wait 72 hours after installation before performing initial cleaning.
2. A regular maintenance program must be started after the initial cleaning.
3. Tarkett Resilient Wall Base is maintained with regular wiping using a wet, clean, soft, white cloth.
4. A mild detergent may be added to the water.
5. Coarse scrubbing media or harsh cleaning chemicals may damage the surface of the wall base.

ADHESIVE SELECTION CHART

Only Tarkett adhesives are recommended for use with Tarkett products. When used as recommended, Tarkett adhesives are guaranteed by the limited warranty of the flooring product.

A porosity test must be performed on the substrate to determine which installation method (porous or non-porous) will be required. Apply a saturated sponge or cloth to the substrate surface and remove. If moisture remains beaded on the surface, this substrate would be considered non-porous. If moisture is absorbed and a darkened spot appears on the wall, this substrate would be considered porous. **NOTE: Epoxy paints, FRB, fiberglass, melamine, and other non-porous wall coverings will require the use of Tarkett 946 Premium Contact Adhesive.**

Products	Adhesive	Application and Coverage		Moisture / pH Limits			Notes
		Porous	Non-Porous	RH%	CaCl ₂	pH	
Resilient Wall Base	960 Wall Base Adhesive	<u>1/8 x 1/8 x 1/8 SQ</u> Per Gallon: 2.5" = 300-350 lf. 3" = 275-325 lf. 3.5" = 230-280 lf. 4" = 200-250 lf. 4.5" = 175-225 lf. 6" = 100-150 lf.	USE 946 PREMIUM CONTACT ADHESIVE	N/A	N/A	N/A	POROUS ONLY
Resilient Wall Base	946 Premium Contact Adhesive	Applied with Brush or Roller		N/A	N/A	N/A	Coverage based on both sides
		1 qt. unit: 2.5" = 115-173 lf. 3" = 96-144 lf. 3.5" = 81-123 lf. 4" = 72-108 lf. 4.5" = 64-96 lf. 6" = 48-72 lf.					
		1 gal. unit: 2.5" = 692-1034 lf. 3" = 576-860 lf. 3.5" = 493-736 lf. 4" = 432-646 lf. 4.5" = 384-573 lf. 6" = 288-430 lf.					

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