

This document is intended to cover Commercial Care & Maintenance for all Luxury Vinyl Flooring concepts for Flexco including Natural Elements and Crosswire Woven formats. If there are any questions or concerns, please reach out to solutions@rhctechnical.com.

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Prior to acceptance of this document refer to website www.flexcofloors.com to confirm that you have the most current revision. For additional technical support, send an e-mail to solutions@rhctechnical.com.

1. RECOMMENDED CLEANERS, FINISHES, & FINISH REMOVERS

Excelsior NC-900 Neutral Cleaner is a pH neutral all-purpose cleaner for the initial and daily cleaning of Resilient flooring products

Excelsior FR-920 Vinyl Flooring Finish Remover is a highly concentrated finish remover specifically designed to remove topically applied flooring finishes from vinyl resilient flooring products

Excelsior MF-940 Matte Acrylic Floor Finish is a durable scuff resistance non-reflective matte acrylic floor finish developed for resilient flooring products

Excelsior GF-950 Gloss Acrylic Floor Finish is a durable scuff resistance reflective extended-wear gloss acrylic floor finish developed for resilient flooring products

Since there are many maintenance products available today for the commercial environment, we cannot test each available product for fitness of use. We have thoroughly tested these products and recommend their use. If you

have a question regarding the fitness of use of other products, please contact customer service or technical services using the information below.

Some other products that we approve the use of in Residential / Multi-Family applications are:

Basic Coatings “Squeaky”, Bona “Hardwood Floor Cleaner”, XL North “LVT/Wood Floor Cleaner”

If you have a question regarding the fitness of use of other products, please contact customer service or technical services using the information below.

1.1 RECOMMENDED DISINFECTION PRODUCTS

Vinyl Resilient Flooring Materials require a quaternary disinfectant at or above a pH of 6 and at or below a pH of 10.5 when properly diluted. Some of the products that we approve of and that fall into this category are:

XL North’s Vital Oxide, Diversey’s Virex II 256 Disinfectant, Eco-Lab’s Multi-Purpose Disinfectant Cleaner, Spartan’s HDQ Neutral, Spartan’s Super HDQ

If you have a question regarding the fitness of use of other products, please contact customer service or technical services using the information below.

2. MAINTENANCE OVERVIEW

One of the greatest benefits of using luxury vinyl flooring products is they are protected by a durable UV cured urethane factory finish and do not require a floor finish, commonly referred to as a ‘wax’, within the parameters of a maintenance program.

However, these products do require daily and routine care and maintenance with cleaning equipment to maintain the desired appearance. The frequency of daily and routine maintenance will depend upon the amount and type of traffic in the area.

Always use untreated, new or thoroughly cleaned mops and pads when conducting daily or routine maintenance. As with any maintenance program, be sure to use proper PPE (Personal Protective Equipment) per the cleaning product SDS and ensure all maintenance procedures are conducted per the cleaning products instructions. The use of Caution Tape and/or Wet Floor Signs is recommended to prevent slips and falls.

*There is a list of things that we would recommend that you not do to these flooring products as we have seen damage from these items: **DO NOT** use vacuums that have a beater bar or electric brooms with hard plastic bottoms or no padding, as this may cause discoloration, scratching and loss of sheen. **DO NOT** use highly alkaline or acidic cleaners. **DO NOT** use detergents, abrasive cleaners or “mop and shine” type products (such as Bleach, Pine-Sol, Clorox Soft Scrub, Fabuloso, Rejuvenate, Mop & Glo, Mr. Clean, Murphy’s Oil Soap and similar, unapproved cleaners), as they will dull the finish and sheen of the flooring material. **DO NOT** use Mineral Spirits, Kerosene, Gasoline, Naphtha and/or other solvents to clean Luxury Vinyl Tile. **DO NOT** use sweeping compounds or cleaning agents containing oils or solvents. **DO NOT** allow excess amounts of water to sit on floor for extended periods of time.*

3. RESIDENTIAL / MULTI-FAMILY CARE & MAINTENANCE

Initial maintenance is required to prepare the material for use after the installation process. There is no “mold release” product on this material. Ensure that adhesive has cured for recommended period of time prior to conducting initial maintenance.

Depending on traffic, routine maintenance will need to be performed regularly. Within this time period, ensure daily maintenance is performed to maintain the appearance of the flooring material.

3.1 INITIAL MAINTENANCE

Remove any protective coverings prior to cleaning. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner to a gallon of clean, potable water. Use a clean microfiber pad or string mop to clean spills, dirt buildup and other debris.

Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

3.1.1 OPTIONAL FINISH APPLICATION

Our products do not require a finish. If finish must be applied, ensure that initial maintenance has been conducted prior to applying floor finish. Flooring area must be free of dust, dirt, debris, adhesive or cleaning residues, and any potential contaminants.

Apply Excelsior MF-940 or Excelsior GF-950 per the installation instructions in 3-5 coats. Allow each coat to dry completely before apply additional coats.

3.2 DAILY MAINTENANCE

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner to a gallon of clean, potable water. Use a clean microfiber pad or string mop to clean spills, dirt buildup and other debris.

Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

3.3 ROUTINE OR PERIODIC MAINTENANCE

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neural Cleaner to a gallon of clean, potable water. Use a clean nylon, soft bristled deck brush to scrub the floor. Use a wet vacuum or string mop to remove remaining solution.

Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

3.4 FINISH REMOVAL

If a floor finish is applied, it will need to be regularly removed and reapplied, depending on traffic. The extent of removal will depend on the condition of the finish and whether daily maintenance has been performed to protect the finish.

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Removal of 1-2 coats of floor finish or preparing to top coat, mix 16 ounces of Excelsior FR-920 to a gallon of clean, potable water.

Removal of 3-4 coats of floor finish, mix 32 ounces of Excelsior FR-920 to a gallon of clean, potable water.

Removal of 5-6 coats of floor finish, mix 64 ounces of Excelsior PR-920 to a gallon of clean, potable water.

Use a clean mop or pump-up sprayer to apply solution to the area and let stand for 5-10 minutes. Re-apply the solution and allow solution to remain on surface for an additional 5-10 minutes before scrubbing and removing.

If using a hand held deck brush, wet scrub the floor to release the floor finish from the surface.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

If using an auto-scrubber, wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum or clean mop to remove any and all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

Finish Removal is not an exact science and may take more than one attempt. For further information please us at solutions@rhctechical.com.

3.4.1 OPTIONAL FINISH RE-APPLICATION

Apply Excelsior MF-940 or Excelsior GF-950 per the installation instructions in 3-5 coats. Allow each coat to dry completely before apply additional coats.

4. COMMERCIAL CARE & MAINTENANCE

Initial maintenance is required to prepare the material for use after the installation process. There is no “mold release” product on this material. Ensure that adhesive has cured for recommended period of time prior to conducting initial maintenance.

Depending on traffic, routine maintenance will need to be performed regularly. Within this time period, ensure daily maintenance is performed to maintain the appearance of the flooring material.

4.1 INITIAL MAINTENANCE

Remove any protective coverings prior to cleaning. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner to a gallon of clean, potable water. Use a clean microfiber pad or string mop to clean spills, dirt buildup and other debris.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

If using an auto-scrubber, wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum or clean mop to remove any and all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

4.1.1 OPTIONAL FINISH APPLICATION

Our products do not require a finish. If finish must be applied, ensure that initial maintenance has been conducted prior to applying floor finish. Flooring area must be free of dust, dirt, debris, adhesive or cleaning residues, and any potential contaminates.

Apply Excelsior MF-940 or Excelsior GF-950 per the installation instructions in 3-5 coats. Allow each coat to dry completely before apply additional coats.

4.2 DAILY MAINTENANCE

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner to a gallon of clean, potable water. Use a clean microfiber pad or string mop to clean spills, dirt buildup and other debris.

Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

4.3 ROUTINE OR PERIODIC MAINTENANCE

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner to a gallon of clean, potable water.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

If using an auto-scrubber, wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum or clean mop to remove any and all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

4.4 FINISH REMOVAL

If a floor finish is applied, it will need to be regularly removed and reapplied, depending on traffic. The extent of removal will depend on the condition of the finish and whether daily maintenance has been performed to protect the finish.

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Use dust mop and vacuum flooring to remove any dirt, dust or debris.

Removal of 1-2 coats of floor finish or preparing to top coat, mix 16 ounces of Excelsior FR-920 to a gallon of clean, potable water.

Removal of 3-4 coats of floor finish, mix 32 ounces of Excelsior FR-920 to a gallon of clean, potable water.

Removal of 5-6 coats of floor finish, mix 64 ounces of Excelsior PR-920 to a gallon of clean, potable water.

Use a clean mop or pump-up sprayer to apply solution to the area and let stand for 5-10 minutes. Re-apply the solution and allow solution to remain on surface for an additional 5-10 minutes before scrubbing and removing.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

If using an auto-scrubber, wet scrub the floor using a Mal-Grit Lite Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum or clean mop to remove any and all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

Finish Removal is not an exact science and may take more than one attempt. For further information please us at solutions@rhctechical.com.

4.4.1 OPTIONAL FINISH RE-APPLICATION

Apply Excelsior MF-940 or Excelsior GF-950 per the installation instructions in 3-5 coats. Allow each coat to dry completely before apply additional coats.

5. DISINFECTION OVERVIEW

During this time of heightened sense of awareness regarding disinfection of surfaces, we wanted to provide up to date information regarding the disinfection of our flooring materials. Flooring is categorized as a **NONCRITICAL** environmental surface within Health Care environments according to the CDC due to the lack of skin contact with the flooring material. This means that Low Level Disinfection is required in these areas. We feel all spaces containing resilient flooring products should be treated the same way if end users wish to disinfect.

Despite being a noncritical surface, low level disinfection requires cleaning processes to be performed prior to any disinfection processes. Therefore, cleaning and disinfecting needs to be treated as two separate processes that make up a full maintenance program. We recommend that this maintenance program be personalized to meet your facility's specific needs. Therefore, all chemistries, equipment and processes must be safe to use on the flooring products but also meet cleaning and disinfection standards.

For optimal results when disinfecting our floor coverings, please follow the guidelines below for optimal results.

5.1 CLEANING THE FLOORING SURFACE FOR DISINFECTION

CLEANING THE FLOORING SURFACE as defined by the CDC removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Follow the existing guidelines published in the flooring material's care and maintenance guidelines. With resilient flooring materials, a high-quality, pH neutral cleaner is always the recommended choice but in certain circumstances, other chemistry may be recommended. If there is a situation that calls for something different or something is not working properly, please contact RHC Technical at solutions@rhctechnical.com.

Always follow the chemical manufacturer's recommendations regarding dilution ratios and **DO NOT** let the chemistry dry at any point during this process. Remove the slurry that is created using a wet vacuum or auto-scrubbing machine. Be sure to thoroughly rinse the flooring material with clean, fresh water.

Failure to follow the above and recommended guidelines will render the disinfection process less effective as there are organic and/or inorganic materials left behind on the surface of the flooring material. Proper cleaning decreases microbial counts, allowing the disinfection process to be more efficient.

5.2 DISINFECTING THE FLOORING SURFACE

DISINFECTING THE FLOORING SURFACE as defined by the CDC kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

After the flooring material has been scrubbed clean and is completely dry, you can begin the disinfection process. Apply an EPA Registered Disinfectant in accordance to the chemistry's guidelines.

Allow the solution to dwell for the recommended period of time (based on bacteria or virus that you are targeting). Completely rinse and remove all disinfecting chemistry from the flooring material and allow the floor to completely dry. Left behind chemistry can soften materials and lead to damage, or create a film on the surface and cause scuffing.

When choosing a disinfectant to use on your flooring materials, be sure to use a high-quality, reputable branded product to ensure the performance and safety of the disinfectant. Be sure to always follow instructions and dilution ratios outlined by the chemical manufacturer. Straying from these instructions can result in severe damage to the flooring materials. We have provided a list of disinfectants that we are recommending for use on our products (all are quaternary disinfectants and safe for vinyl products). Should you choose to perform disinfection with a chemical other than one of those listed below, ensure that testing is performed prior to use by using attic stock or material installed in a non-exposed area for possible damage that could be done to the flooring materials. Any damage done to the flooring material from the use of an unapproved disinfectant will not be covered by the product warranty.

Vinyl Resilient Flooring Materials require a quaternary disinfectant at or above a pH of 6 and at or below a pH of 10.5 when properly diluted.

6. FLOORING PROTECTION

Do not slide or drag pallets or heavy equipment across the new flooring. When moving appliances or heavy furniture, protect flooring from scuffing and tearing using temporary floor protection.

All furniture, fixtures, and/or moving equipment casters must be made of a soft material and must have a contact point of at least 1" in width to limit indentation and flooring damage.

All rolling chairs or seating must have a resilient flooring chair pad installed over the finished floor to protect floor covering.

All fixed furniture legs must have permanent felt or soft rubber floor protectors installed on all contact points and to reduce indentation. Floor protectors must have a flat contact point of at least 1 sq. in. or 1 in. diameter and must cover the entire bottom surface of the furniture leg.

Ensure all furniture castors and chair legs are clean and free of any and all dirt and debris. Routinely clean chair castors and furniture legs to ensure that dirt or debris has not built up or become embedded in castors or floor protectors.

Replace chair castors and floor protectors at regular intervals, especially if they become damaged or heavily soiled.

Place walk-off mats at outside entrances. Ensure mats are manufactured with non-staining backs to prevent discoloration.