

This document is intended to cover Commercial Care & Maintenance for all Solid Vinyl Flooring concepts for Flexco. If there are any questions or concerns, please reach out to solutions@rhctechical.com.

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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 evaluate each available product for fitness of use. We have thoroughly evaluated these products and recommend their use. If you have a question about 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. 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

2. MAINTENANCE OVERVIEW

One of the greatest benefits of using solid vinyl flooring products is they do not need a floor finish, commonly referred to as a 'wax' or 'finish,' within the parameters of a maintenance program. As with any maintenance program results will vary by facility and the exact processes needed may be refined to suit the needs of the facility, but here are some general guidelines to begin establishing the maintenance program for your facility:

- Initial maintenance is required to prepare the material for use after the installation process
- Daily maintenance is required to maintain the appearance of the flooring and remove common spills and debris due to use
- Routine or Periodic maintenance is required depending on use and traffic, this process keeps the flooring scrubbed clean and removes most scuff marks (It is our experience that with regular routine maintenance, the time between needing this process increases and is therefore less often needed)
- Restoration maintenance is required once the flooring is not staying clean or cannot be cleaned using the routine or periodic maintenance processes, normally utilized as a deep clean or to repair an area with multiple scratches or minor flooring damage

Solid Vinyl Tile products while looking great coming out of the box do require aggressive initial maintenance procedures to prepare the flooring for use. Following the initial maintenance, daily and routine care and maintenance with cleaning equipment will help to maintain the desired appearance. The frequency of daily and routine maintenance will depend upon the amount and type of traffic in the area.

The importance of the required aggressive initial maintenance is due to the manufacturing process and nature of the product. Fortunately, the nature of the product allows it to be maintained without the use of site applied finishes is a result of the initial maintenance process. During the installation phase, it is recommended to lay the tiles in the direction of the directional arrows on the back of the tiles. The direction is due to the manufacturing finishing process of the flooring. The process creates and leaves microscopic peaks and valleys on the surface of the tile that can not only catch light differently and appear shaded but can also grab dirt and hold it in the surface due to the porosity created during the process. This also creates more opportunity for scuffing of the surface and make routine care and maintenance difficult.

The initial maintenance process removes the microscopic peaks and valleys (the directionality) on the surface and naturally seals the surface through the process. Oils and waxes in the product migrate to the surface from the heat of the burnishing process, this helps to create a smooth non-porous surface that resist dirt and debris from being ground into the surface. Since it is not ground in, it is easily removed through the routine maintenance processes. This is in place of the application of additional finishes applied on site that will need to be removed and reapplied. The reduction of the application, removal and reapplication of site applied finishes that needed to maintain the product leads to the low maintenance claim of the product. Routine maintenance along with regular burnishing hardens the surface to reduce the susceptibility to scuffing and scratching.

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.

*With the following we have seen damage, so we are adding caution regarding these items: **DO NOT** use vacuums that have a beater bar or electric brooms with rigid 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. **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.*

2.1 INITIAL MAINTENANCE

Remove any protective coverings prior to cleaning. Use dust mop and/or 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 mop or pump-up sprayer to apply solution to the area and let stand for 5-10 minutes.

Using a **low-speed rotary floor machine (175-350 RPM)**, wet scrub the floor using a 3M 5300 Blue Cleaning Pad or equivalent.

Use an auto-scrubber, wet vacuum, or clean mop to remove dirty cleaning solution.

Rinse area with clean, cool water and ensure all cleaning residue has been removed (this may require additional rinsing).

While the floor is still damp from the rinse water, use a **low-speed rotary floor machine (175-350 RPM)** to wet-scrub the floor with a 3M 5100 Red Cleaning Pad or equivalent.

When the floor is completely dry but prior to any foot traffic, use a **high-speed rotary floor machine (1200-1500 RPM)** to dry buff the floor with a 3M 4100 White Super Polish Pad or equivalent. The dry buffing process may also need to be done more than once if an even appearance is not achieved after the first attempt. Always keep the high-speed rotary floor machine moving while the pad is rotating as permanent damage like burns, could appear on the flooring surface.

Depending upon construction traffic and/or other soiling, the first scrubbing process may need to repeating multiple times to achieve the desired results prior to moving to the wet scrub with the red pad.

2.1.1 OPTIONAL FINISH APPLICATION

Our products do not require a finish. If applying a finish, ensure that initial maintenance has been conducted without the final burnishing step prior to applying the desired 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 applying additional coats.

2.2 DAILY MAINTENANCE

Prior to conducting daily maintenance. Use dust mop and/or 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).

2.3 ROUTINE OR PERIODIC MAINTENANCE

Prior to conducting daily maintenance. Use dust mop and/or 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 mop, pump-up sprayer, or auto scrubber to apply solution to the area and let stand for 5-10 minutes.

If using a low-speed rotary floor machine (175-350 RPM), wet scrub the floor using a 3M 5100 Red Cleaning Pad or equivalent may be used.

If using an auto scrubber, wet scrub the floor using a 3M 5100 Red Cleaning Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum, or clean mop to remove dirty cleaning solution.

Rinse area with clean, cool water and ensure all cleaning residue has been removed (this may require additional rinsing).

When the floor is completely dry, use a **high-speed rotary floor machine (1200-1500 RPM)** to dry buff the floor with a 3M 4100 White Super Polish Pad or equivalent. The dry buffing process may also need to be done more than once if an even appearance is not achieved after the first attempt. Always keep the high-speed rotary floor machine moving while the pad is rotating as permanent damage like burns, could appear on the flooring surface.

2.4 RESTORATION MAINTENANCE

Use dust mop and/or vacuum flooring to remove any dirt, dust, or debris prior to heavy cleaning.

Mix 2-4 ounces of Excelsior NC-900 Neutral Cleaner 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.

Using a low-speed rotary floor machine (175-350 RPM), wet scrub the floor using a 3M 5300 Blue Cleaning Pad or equivalent. Use an auto-scrubber, wet vacuum, or clean mop to remove all excess cleaning solution.

Rinse area with clean, cool water and ensure all cleaning residue has been removed (this may require additional rinsing).

While the floor is still damp from the rinse water, **use a low-speed rotary floor machine (175-350 RPM)** to wet-scrub the floor with a 3M 5100 Red Cleaning Pad or equivalent.

When the floor is completely dry, use a **high-speed rotary floor machine (1200-1500 RPM)** to dry buff the floor with a 3M 4100 White Super Polish Pad or equivalent. The dry buffing process may also need to be done more than once if an even appearance is not achieved after the first attempt. Always keep the high-speed rotary floor machine moving while the pad is rotating as permanent damage like burns, could appear on the flooring surface.

If the desired results are not achieved or flooring is still damaged, please contact technical services for further specific detailed instructions specific to your project.

2.5 FINISH REMOVAL

If utilizing a floor finish, 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.

Removal of 1-2 coats of floor finish or preparing to topcoat, 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 3M 5300 Blue Cleaning Pad or equivalent may be used.

If using an auto-scrubber, wet scrub the floor using a 3M 5300 Blue Cleaning Pad or equivalent may be used.

Use an auto-scrubber, wet vacuum, or clean mop to remove 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.

2.5.1 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 applying additional coats.

3. 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.

3.1 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@rhctechical.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.

3.2 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 with the chemistry's guidelines.

Allow the solution to dwell for the recommended period (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.

4. 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 flat 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 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.