



This document is intended to provide a starting point for Commercial Care & Maintenance of these products, each unique application may require additional or further steps to ensure complete satisfaction. Please refer to the general information and then the table of contents for the specific product information. If you need a project specific maintenance document or if there are any questions or concerns, please reach out to [solutions@rhctechical.com](mailto:solutions@rhctechical.com).

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Prior to acceptance of this document refer to product website to confirm that you have the most current revision. For additional technical support, send an e-mail to [solutions@rhctechical.com](mailto:solutions@rhctechical.com).

1. RECOMMENDED CLEANERS, FINISHES, & FINISH REMOVERS

Excelsior NC-900 Neutral Cleaner is a pH neutral all-purpose cleaner for the post installation 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

Industry standards for pH neutral cleaners do vary, we consider pH neutral to be within a pH range of 6.5 - 8.0 at time of use with proper dilution per manufactures instructions.



*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.*

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 about the fitness of use of other products, please contact customer service or technical services.*

## **2. RECOMMENDED DISINFECTANTS**

Resilient Flooring Materials require a disinfectant at or above a pH of 6 and at or below a pH of 10.5 when properly diluted. Products that we are approve of and that fall into this quaternary disinfectant 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

*Since there are many disinfection 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.*

## **3. LUXURY VINYL FLOORING MAINTENANCE OVERVIEW**

The following maintenance recommendations for luxury vinyl flooring are based on standard production runs of product and the recommended maintenance chemicals. As everyone is aware of, manufacturing will contain some variances. Also, not all maintenance chemicals within the categories of our recommended products will work the same. Finally, depending upon the stage of the construction project and the protection utilized after installation will change the conditions of the flooring surface being initially maintained. We state this information to provide guidance and a starting point to maintain vinyl flooring.

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', 'sealer', or 'finish' within the parameters of a maintenance program. Luxury vinyl flooring products are referred to as low maintenance products since they do not require such a finish. Even with a naturally durable surface, daily and routine maintenance must still be performed after the proper post installation maintenance to maintain the appearance of the product.

We define low maintenance as "No Finish Required" which leads to subsequent removal and reapplication of the finish.

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.

We are aware that each facility has unique needs, wants, and desires for its flooring products. If the flooring is in an area that cannot or will not be maintained using a rotary floor machine or auto scrubber, we may recommend the application of a site applied finish.

*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, Simple Green, or 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.

## **4. INSTALLATION TYPE SPECIFIC CARE & MAINTENANCE**

### **4.1 COMMERCIAL CARE & MAINTENANCE**

Post installation 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 prior to conducting post installation maintenance.

#### **4.1.1 POST INSTALLATION MAINTENANCE**

Remove any protective coverings prior to cleaning. Use microfiber mop or vacuum 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).

#### **4.1.2 DAILY MAINTENANCE**

Use microfiber mop 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).

### 4.1.3 ROUTINE MAINTENANCE

Routine maintenance is seen as something that needs to be done on a regular basis. Routine could be daily, twice a week, weekly, etc. Given that each installation is different, the frequency of the routine will be determined by the following factors: type of soil or debris, type of facility, location within the facility, and use of the facility. It is likely the routine can and will change depending on factors such as time of year, increased or decreased use, etc.

Use microfiber mop 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.

***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).

## 4.2 RESIDENTIAL / MULTI-FAMILY CARE & MAINTENANCE

Post installation 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 prior to conducting post installation maintenance.

### 4.2.1 POST INSTALLATION MAINTENANCE

Remove any protective coverings prior to cleaning. Use microfiber mop or vacuum 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 not using NC-900, utilize selected product per the manufacturer’s directions).

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).

### 4.2.2 DAILY MAINTENANCE

Use microfiber mop 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. (If not using NC-900, utilize selected product per the manufacturer’s directions).

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).

### **4.2.3 ROUTINE MAINTENANCE**

Routine maintenance is seen as something that needs to be done on a regular basis. Routine could be daily, twice a week, weekly, etc. Given that each installation is different, the frequency of the routine will be determined by the following factors: type of soil or debris, type of facility, location within the facility, and use of the facility. It is likely the routine can and will change depending on factors such as time of year, increased or decreased use, etc.

Use microfiber mop 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 nylon, soft bristled deck brush to scrub the floor. Use a wet vacuum or string mop to remove remaining solution. (If not using NC-900, utilize selected product per the manufacturer's directions).

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).

## **5. OPTIONAL FLOOR FINISHES**

None of our luxury vinyl flooring products require a floor finish. However, it is recommended and may be desired if areas that will not be maintained regularly with either a Rotary Floor Machine or Auto-Scrubber to apply a finish to provide an easier area to maintain.

### **5.1 FINISH APPLICATION**

Our products do not require a finish. If finish must be applied, ensure that post installation 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 applying additional coats. (If not using MF-940 or GF-950, utilize selected product per the manufacturer's directions).

### **5.2 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 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 FR-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 handheld 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 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). To reapply the selected finish, follow the application section above.

Finish Removal is not an exact science and may take more than one attempt. For further information please us at [solutions@rhctechnical.com](mailto:solutions@rhctechnical.com).

## **6. 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.

### **6.1 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](mailto: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.

## 6.2 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 above.

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 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.

## **7. FLOORING PROTECTION**

Do not slide or drag pallets or heavy equipment across the 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 should 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 should have a resilient flooring chair pad installed over the finished floor to protect floor covering.

All fixed furniture legs should have permanent felt or soft rubber floor protectors installed on all contact points and to help 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. Walk off mats, do provide a level of protection and are critical to the reduction of soil and debris levels within the facility. If chosen not to use them, we can guarantee your maintenance will be more difficult.