**CUSTOMER CARE & INFORMATION GUIDE FOR** 

# VINYL/RESILIENT FLOORING





Great Floors takes great pride in our quality workmanship and materials. With proper maintenance and appropriate cleaners, your vinyl floor will remain beautiful for many years to come.

## **ABOUT VINYL FLOORING**

Residential sheet vinyl is of the "No Wax" variety. This vinyl requires damp mopping only. Abrasive cleaners should not be used, as they will damage the finish of the floor. All sheet vinyl floors are susceptible to being torn or dented by heavy objects. Extreme care should be exercised when moving appliances and furniture. Plastic glides are required on all chairs and tables to protect your floor. The only acceptable casters are double-wheel casters. Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto you floor. Do not put rubber-backed, latex-backed or cocoa fiber mats on your floor because they will stain or damage the surface. Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including vinyl floors to fade or discolor.





### **CARING FOR YOUR VINYL FLOOR**

#### **Immediately After Installation**

Do not replace furniture or allow heavy traffic for at least 24 hours. Protect and do not disturb seams for 24 hours. Factory printing on the surface can be removed with mild detergent and water.

#### **Moving Furniture**

When moving heavy furniture or appliances, place plywood or hardboard panels on the floor and "walk" objects across the panels to avoid scratches. Never slide furniture across exposed floor.

#### **Furniture Rests**

Use of proper rests, glides, or casters will keep furniture and appliances from scratching or indenting your floor. Metal domes and furniture rests with small, narrow surfaces should be replaced with wider, smooth, nonstaining, protective load-bearing devices.

## The following is a description of load types and recommended protection for each type:

#### Heavy furniture (permanently positioned)

• Use glass or hard plastic caps with a minimum 1-1/2 inch bearing surface.

#### Frequently moved furniture (chairs, etc.)

• 2 inch diameter casters with soft, nonstaining 3/4 inch rubber treads and easy ball bearing swiveling action.

#### **Light furniture**

• 1 inch to 1 1/8 inch glides with smooth, flat bases, rounded edges, and flexible pin to maintain floor contact.

#### **Routine Maintenance**

Sweep or vacuum regularly to remove dirt and grit that can scratch the floor. Wipe up all spills promptly and thoroughly with a damp cloth or mop. Wash your floor when needed with suitable mild detergent.

#### Mats and rugs

Unbacked mats are helpful in removing harmful grit at entryways and will prolong the life of the floor. Do not use vinyl backed rugs as they may cause vinyl to yellow.

#### Loss of Gloss

Over time, flooring in high-traffic areas and around chairs which are frequently moved (in an eating area, for example) may suffer a reduction in gloss. To restore the original appearance, simply vacuum, wash the floor with suitable cleaner, and apply 2-3 coats of floor restoring polish.

#### **Damage from High Heels**

High heeled shoes can damage any type of flooring. Bear in mind that damage from high-heeled shoes is considered abuse and is not covered by warranty. Keeping shoe tips in good repair can help combat this problem.

#### Protection from Extreme Heat

Appliances such as refrigerators and heating system ducts emit a direct flow of hot air. This condition may cause discoloration over time. Keeping refrigerators free of dust build-up around motors and exhaust areas will greatly reduce heat build-up. Force-air heating system dampers should be adjusted to control outlet temperature and direction of airflow. Cigarettes, matches, and other hot objects dropped on your floor will also cause damage.

# The following tips can be utilized in removing stains and spills and minimizing permanent damage:

**Rubber heel marks** – Apply Fantastick and wipe with a clean, damp cloth. Some marks may require a small amount of mineral spirits applied on a clean cloth.

Household stains such as blood, ketchup, mustard, fruit juice, rust, urine, excrement – treat these stubborn stains with a 1-to-1 concentration of water to liquid bleach on a saturated cloth for up to one hour.

**Paints/solvents such as hair dye, iodine, nail polish, and oil-based paint** – remove excess immediately and rub lightly with a cloth soaked in mineral spirits.

**Misc. Stains (adhesives, asphalt, candle wax, grease, tar)** – will require that you scrape the residue away with a DULL knife. Then lightly rub the area with a cloth soaked in denatured alcohol (not the same as rubbing alcohol). Polish if necessary.

**Rust and Grass** – Use a 10% solution of oxalic acid (available at most drug stores) to reduce or remove stains. Handle acid with proper precautions.

**Cigarette burns** – No resilient floor is cigarette proof. Careful use of fine steel wool or cleaner will usually remove the scorch.