



# TRUE NORTH

## L U X U R Y V I N Y L

### GENERAL CARE & MAINTENANCE

Although True North Vinyl Flooring is durable, all floor coverings require some care to look their best and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors.

For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and the amount of care provided.

Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed!

Here are the proper steps for protecting and maintaining your True North Luxury Vinyl Flooring: In order to prevent indentations and scratches, provide glass, plastic or other non-staining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swiveled-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces no less than 1" in diameter.

Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage True North Luxury Vinyl Flooring floors.

Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed.

True North Luxury Vinyl Flooring should not be used as a Moisture Reduction System. Protect your floor from tracked-in-dirt and grit particles by using walk-off mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl.

Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Do not use vinegar, one-step cleaner/polishes or oil soaps on True North products.

All True North floors have a good resistance to stains. They are not affected by most common household spills: however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method or solution to use on a specific stain, contact True North Technical Service at (800) 494-8350.

Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile / plank expansion or delamination. Do not use vinegar as a cleaning agent on True North Vinyl Products. The volume of traffic on your True North Vinyl floor will determine the frequency of maintenance needed.

The type of floor, and even the color, will have some bearing on how much care may be necessary.

To remove stubborn spots or stains from True North Luxury Vinyl Flooring, always begin with mild cleaners such as Pro-Fresh Neutral Cleaner . If this fails to remove stain, use mineral spirits. Do not use harsh solvents such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.

For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing. Subsequent to this cleaning procedure for stubborn spots, please clean the affected area with clear water to remove any residue. Any damage resulting from use of pure solvents IS NOT covered by warranty.

Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

True North Luxury Vinyl Flooring has excellent durability and a history of performing well in commercial installations as long as a sound maintenance program is followed.

If you have further questions, please call us at 1 (800) 494-8350.

# True North Commercial Maintenance Instructions

Routine cleaning includes prompt removal of spills, daily dry soil removal and performing one of three wet cleaning options daily or as needed based upon usage, soil load and desired aesthetics. Periodic Scheduled Maintenance should be performed when routine maintenance no longer maintains the optimal appearance.

**SAFETY FIRST:** Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn that cleaning is in progress.

**Note:** The factory urethane or finished floors should not be buffed with any pad more abrasive than a 3M 5100 Red pad.

**Recommended Cleaner:** Wood Wyant Pro Fresh Cleaner

## **ROUTINE CLEANING**

- Immediately: Wipe up all spills and thoroughly clean area with a properly diluted cleaner solution.
- Daily: Dust Mop, Sweep or Vacuum the floor and thoroughly clean all entry and interior matting systems.
- Daily: Damp Mop or Machine Clean the floor using one of the damp cleaning options after dry soil removal.
- Mop the floor thoroughly with a **damp mop (do not use excessive water)**, allow the surface to completely dry and remove safety signs when finished.

## **WET CLEANING      Manual Mop and Bucket Cleaning System**

Prepare a 2 bucket unit by filling one bucket with clean rinse water and the other bucket with a properly diluted Neutral Cleaner. Use alternative mopping system (flat mops, microfiber mops, etc.) according to instructions.

- Apply Neutral cleaner solution **using a clean well wrung out mop** to remove soil.
- Mop using overlapping strokes, rinse the mop often in clean water and apply fresh cleaner to next area.
- Change the rinse water and solution often. Dirty water will leave an unsightly residue on the floor.
- Remove caution signs when the floor surface is dry and ready for use.

## **WET CLEANING      Machine Spray Cleaning/Maintaining System (for small to medium sized areas)**

- In a spray bottle prepare a proper dilution of Neutral Cleaner or Cleaner/Maintainer for floors with a finish.
- Spray a small amount of cleaning solution onto a manageable area of flooring. **Do not over water.**
- Use a 3M white pad or equivalent pad or brush on all floors for routine machine cleaning.
- Run a low speed rotary or random orbital floor machine (less than 450 RPM) in parallel overlapping passes. When the floor surface is dry, spray cleaner solution on the next area and begin cleaning. Continue the spray cleaning process until the entire floor has been cleaned.
- Cleaning pad(s) must be visually checked, rotated, cleaned or replaced as needed.
- Remove caution signs when the floor surface is clean and dry and ready for use.

## **WET CLEANING      Machine Auto Scrubber System (for medium to large sized areas)**

- In the reservoir prepare a proper dilution of Neutral Cleaner or Cleaner/Maintainer for floors with a finish.
- Use a 3M white pad for routine machine cleaning.
- Run the properly adjusted auto scrubber (less than 1000 RPM) in parallel overlapping passes to apply cleaning solution to the floor according to operator instructions (**do not over water**). Adjust the pad pressure and the speed of the Auto Scrubber to provide sufficient agitation and cleaner contact time to thoroughly clean the floor.
- The cleaning solution should be replenished and the holding tank emptied as necessary.
- Cleaning pad(s) must be visually checked, rotated, cleaned or replaced as needed.
- Remove caution signs when the floor surface is dry and ready for use.

# True North Commercial Scheduled Maintenance/Remediation

Periodic Scheduled Maintenance (Deep Cleaning) should be performed when Routine Maintenance is no longer providing a satisfactory surface appearance for areas with stubborn soiling and scuff marks, or areas exposed to oil or grease soiling (food service areas) and to remove or prepare surface to receive a new floor finish. It is recommended to use a complete system (Neutral Floor Cleaner, Floor Finish and Floor Stripper) from one manufacturer and utilize their guidance for specific recommendations regarding your application. Thoroughly dust mop, sweep or vacuum the floor and all matting systems before performing the Periodic Scheduled Maintenance.

**SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn that cleaning is in progress.**

**Note: The factory urethane or finished floors should not be buffed with any pad more abrasive than a 3M 5100 Red pad.**

## **DEEP CLEANING      Neutral Cleaner & Red Pad for stubborn soiling and scuff marks**

- Completely clean the floor using a properly diluted Neutral Cleaner.
- Apply plenty of solution over a manageable area. **Do not flood the floor.**
- Machine scrub using a Rotary Buffer (< 450 RPM) or Auto Scrubber (< 1000 RPM) and overlap passes. Provide a sufficient amount of agitation and solution contact time to break up stubborn soiling and scuff marks. For Auto Scrubbers, increase the pad pressure and use a double scrub process (lift squeegee and turn off the vacuum for first pass and re-engage for the second pass).
- Use a 3M 5100 Red Scrubbing Pad or equivalent pad or brush. Keep the floor wet and take your time.
- Rinse the floor thoroughly, allow the surface to completely dry and remove safety signs when finished.
- If satisfactory results are achieved, resume using Routine Maintenance. If not, go to the next step.

## **DEEP CLEANING      Alkaline (Heavy Duty) Cleaner & Red Pad for oily or greasy floors**

- Completely clean the floor using a properly diluted mild Alkaline Cleaner.
- Apply plenty of solution over a manageable area with 5-7 minutes contact time. **Do not flood the floor.**
- Scrub using a Heavy Floor Machine (< 450 RPM) or Auto Scrubber (< 1000 RPM) and overlap passes.
- Provide a sufficient amount of agitation and solution contact time to break up oil based soiling. For Auto Scrubbers, increase the pad pressure and use a double scrub process (lift squeegee and turn off the vacuum for first pass and re-engage for the second pass).
- Use a 3M 5100 Red Scrubbing Pad or equivalent pad or brush. Keep the floor wet and take your time.
- Rinse the floor thoroughly, allow the surface to completely dry and remove safety signs when finished.
- If satisfactory results are achieved, resume using Routine Maintenance. If not, go to the next step.

## **REMEDATION      Floor Stripping Procedure**

- Completely clean the floor using a properly diluted floor stripper.
- Apply plenty of solution over a manageable area with 5-7 minutes contact time. **Do not flood the floor.**
- Scrub using a Heavy Floor Machine (< 450 RPM) or Auto Scrubber (< 1000 RPM) and overlap passes.
- Use a 3M 5100 Red Scrubbing Pad or equivalent pad or brush. **Do Not Let Stripper Dry On the Floor.**
- Remove slurry using mop and bucket, wet vacuum or auto scrubber.
- Rinse the floor twice with clean water, allow the surface to completely dry and remove safety signs.
- Apply a minimum of 2-3 thin coats of floor finish according to the manufacturer's instructions.
- Allow sufficient drying time between coats. Additional coats of finish will provide better protection.