MAINTENANCE GUIDE

FOR

NATURE LIVING FLOOR

Luxury Vinyl Resilent Floor(LVRF)



Nature LIVING

Luxury Vinyl Floor Collections

Exceptional flooring for demanding spaces

Regardless of the space, the demand for maximum flooring performance remains crucial. Nature Living Floor prides itself in making high performance Vinyl Flooring with the longest possible life cycle. Meeting the strictest European standards. All Nature Living Vinyl Flooring have a wearlayer + PU coating in the toplayer and bear at least one of the following level of use classifications: 23, 33, 34, 42, 43.
The PU protective coating is providing a closed film, which keeps out dirt and moisture, and largely prevents them from accumulating. For this reason, the floor can be cleaned thoroughly, easily and quickly in most cases, without using aggressive cleaning products or complicated methods.

With this guide, we want to help you maximize your Vinyl Flooring investment by showing you some recommendations on how to implement an effective Vinyl Flooring maintenance program right from the start. A comprehensive maintenance program will extend your Vinyl Flooring's performance, appearance and life. The longer your Vinyl Flooring lasts, the less it costs, and the more sustainable it will be.

The five keys to effective maintenance:

1. Preventive measures

Keeping dirt off the Vinyl Flooring is easier and less expensive than removing it.

2. Vacuuming

Regular vacuuming is the most important part of a successful maintenance program.

3. Spill and spot cleaning

Spots are inevitable, but they don't have to be permanent. Remove a spill quickly and there is less chance it will become a stain.

4. Periodic cleaning

Scheduled periodic cleaning helps the Vinyl Flooring retain appearance, and improves performance. Limited and/or ineffective periodic cleaning will inevitably lead to key 5 (deep cleaning).

5. Deep cleaning

Seasonality can influence the amount of cleaning required. Deep cleaning will remove heavy soiling from within the emboss structure and/or joints of the Vinyl Flooring.

1. Preventive measures

Keep the dirt out

An often overlooked, but vitally important part of a maintenance program is preventive maintenance, which prevents soil from being deposited onto the Vinyl Flooring.

Proper walk-off matting is able to scrape and hold large amounts of dry soiling as well as absorb water or oil-based moisture. Adequate walk-off matting should capture five or six footsteps (roughly 3 to 5 meters). This amount has been shown to trap 80% of the soil and moisture that would have migrated into your facility.

Nature Living Floor recommends the use of a barrier mats.

For walk-off material to be effective, we recommend daily vacuuming, just as with your other surfaces. Actually, walk-off material requires more frequent cleaning because it is your first line of defence and accumulates soiling much quicker. If this accumulated soiling is not removed, the walk-off material will become saturated and lose its ability to prevent the soiling from entering your facility.

Choose the right product for the right area

Colour and structure can be used to create an atmosphere or to make a statement, but it can also serve a more practical purpose; it has an important role in hiding the soiling. Mid to dark colours will give better results compared to light, bright or very dark colours. Avoid the latter in high traffic areas near the entrance of a commercial building.

Along with choosing the right material at all entrances to your facility, you should also look at other sources of soiling, such as break rooms, water fountains and coolers, to prevent soiling from being deposited onto the Vinyl Flooring.

Thorough preventive measures includes:

- Keeping foot paths and parking areas clean.
- Placing rubish bins in easily accessible areas.
- Protect against scratching from furniture feet by using wide, free-moving, castors, glides, rollers or pads, e.g. from www.scratchnomore.nl.
- NOTE: felt protection pads can pick up dirt and grit and subsequently cause scratching or further damage to the floorcovering.
- Use furniture caps or other protection under heavy items or appliances to prevent indentation.
- Avoid rubber or latex backed mats, furniture feet and the like as the rubber or latex may leave permanent stains.
- Almost all flooring will vary in colour over time when
- exposed to UV light. Avoid this by using curtains or
- sunscreens when the sun is very bright.

Preventive maintenance facts:

- A 5m walk-off tile area effectively removes about 80% of soil and moisture before it reaches the Vinyl Flooring.
- Removing a 1kg of dirt once it is inside a building is estimated to cost more than USD1000.
- It is estimated that up to 1kg of dirt can be tracked in by 100 people entering a building over a 20 day work period.

2. Vacuuming

The most important maintenance task

Frequent and thorough vacuuming is the single most important component of a Vinyl Flooring maintenance program. Studies of the soil composition in a facility show that roughly 80% is dry, insoluble soil, or what most of us refer to as dirt. The most efficient way to remove this dry, insoluble soil is with frequent and thorough vacuuming.

Dirt accumulation is inevitable if vacuuming isn't planned at routine intervals. The best way to plan your vacuuming is to identify high-, medium- and low-traffic areas. Continually monitor these areas for changes in Vinyl Flooring appearance and make adjustments to the maintenance schedule as required.

Vacuuming tips

- Vacuum with slow, deliberate passes in length and width for maximum effectiveness.
- Use the vacuum head in its hard flooring position, this is with the soft brush extended. This is to avoid the metal or hard plastic base plate coming into contact with the soft Vinyl Flooring surface, which avoids mechanical scratching.
- Slow movement allows time for air to circulate and extract soiling, grit and debris.

Recommended equipment

To adequately remove dry soil with routine vacuuming, you will need to ensure that you use the proper equipment. Nature Living Floor recommends:

- A vacuum cleaner with a high-efficiency filtration and a soft base attachment/brush for the bulk of your vacuuming needs.
- A backpack or canister vacuum for stairs.

Equipment maintenance

Just as you maintain the floor, you need to perform routine maintenance on your vacuums. The crucial parts to pay special attention to are the bags and the base plate.

Vacuuming frequencies

See table later in the document, which is provided as a general reference for how often different types of traffic areas should be vacuumed during normal situations.

3. Spill and spot cleaning

Spot cleaning is essential!

Spills and spots are inevitable, but they don't have to be permanent. Remove a spill quickly and there is less chance of permanent staining on your Nature Living Vinyl Flooring.

Take immediate action

Don't delay cleaning spills and spots until your regularly scheduled cleaning. The best time to treat a spill or spot is when you first see it. First try to blot the spill with a dry cloth/ kitchen towel, then use water.

If the spot is already hard and dry, put a towel that has been soaked with plain water onto the spot. Leave it there for some minutes until the spot softens. Then remove the spot from the edge toward the centre.

Only use detergents/cleaning products when the above is not sufficient to remove the spill/stain. Use neutral pH detergents, e.g. from the product range of www.james.eu.

Remove excess detergent with a towel or cloth soaked with plain water.

Please note to always use products that are pH neutral and avoid products with chlorine or chemically aggressive oxidants. If in doubt, we recommend pre-testing a discreet area for colour fastness and material durability.

Do not use ordinary washing-up liquid as this can leave a (sometimes sticky, sometimes slippery) residue.

4. Periodic cleaning

Inspect and asses the appearance of the floor. Seasonality may also alter the maintenance requirements. Safety flooring with anti-slip particles and/or an increased surface roughness, will require more frequent periodic cleaning.

Vacuum to remove all grit, debris and other solid particles. For light cleaning, a damp mop may be sufficient. Safety flooring may require more intensive cleaning. Do not use cleaning products when not required.

Periodic cleaning using detergents

For heavier cleaning, e.g. to remove oil/grease/surface dirt in kitchen area/entrance ways, wet mopping with detergent may be required, e.g. products from www.james.eu. In this instance always use the so called "two bucket" method, which is one bucket with water and detergent and one bucket with clean water for rinsing. The rinsing operation may be required more than once, the clean water needs to be regularly refreshed, as it will get contaminated with detergent and dirt after a while.

CAUTION:

A common error is to use excess detergent, which then leaves a film on the surface. In this instance, clean the floor a few times without any detergent to remove the excess soap/ detergent, this would bring you back to a standard condition. Care should be taken to dilute detergents in accordance with the manufacturers' recommendations.

For larger (commercial) areas, a professional cleaning machine with rotating brushes and vacuum extraction can be used.

Nature Living Floor recommends the use of such machines, as it limits the risk of excess detergent and extracts the dirty water instead of leaving it to dry on the surface.

Also for safety flooring with anti-slip particles and/or an increased surface roughness, such a cleaning machine provides the best results.

Numatic International have a range of appropriate machines for this application. Further advice can be obtained directly from the manufacturer, their distributors or specialist floor care companies.

5. Deep cleaning

Periodic cleaning is far more beneficial to the floorcovering than infrequent heavy or deep cleaning. However, seasonality can influence the amount of cleaning required.

Remove surface dust and grit by vacuuming.

Once dust and debris free, with a spray, apply a solution of

neutral pH cleaner to the section to be cleaned (or dependent upon the level of soiling, a light alkaline cleaner), carefully diluted to the manufacturer's instructions. Leave for enough time to react with and lift the soiling. Some agitation with a soft brush may be required.

Pick up the solution with a clean "microfiber" mop, using a continuous and steady side-to-side motion. When the mop head becomes loaded, it will leave residues and start to streak the floor. At this point the dirty mop head should be removed, wrung out, placed into a suitable bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed, is clean and streak-free. Do not move dirty water from one place to another, extraction cleaning may be required.

The dirty mop heads should then be machine washed and dried ready for reuse.

CAUTION

Care should be taken in the amount of cleaning solution being applied. Especially for looselaid LVT flooring (even if they are interconnected with a click mechanism).

Unwanted consequences of excessive cleaning solutions on LVT can be (but are not limited to): mould growth under the flooring, bad smell, loss of adhesion, decomposition of the adhesive,...

Heavy soiling and soiling in the grain, may require a "scrubber dryer", or a similar machine, with immediate wet vacuum extraction prior to mopping. Numatic International have a range of appropriate machines for this application. Further advice

can be obtained directly from the manufacturer, their distributors or specialist floor care companies.

Restoring the topcoat

- The design layer of vinyl floorcoverings is protected by a wearlayer, which gives years of protection. The wearlayer is protected by a polyurethane topcoat for esthetic purposes mainly (e.g. matt or satin appearance, enhanced cleanibility,etc.).

- Certain occasions, e.g. high traffic areas or due to abusive use of the floor, the PU-topcoat may have worn out or could have been damaged (e.g. scuff marks or scratches). This is not covered by the guarantee (unless the entire wearlayer is gone) but this should also not be problematic.

- A wide range of polyurethane replacement solutions are available on the market, e.g. from the product range of www.james.eu to high-tech 2 component PU topcoats e.g. from the product range of www.dr-schutz.com, and also UV-curing topcoats. For the latter, intervention of a specialist floor refurbishment company would be required.

- After-market topcoats may also be used to increase the chemical/mechanical and stain resistance of newly installed product, e.g. in a hair salon, areas with risk of rubber migration, or any other areas subjected to high traffic or spillage.

- Care should be taken to apply after-market topcoats on looselay products, because they can influence surface tension and cause curling. Also, products with anti-slip properties may loose some of these properties after topcoating. Full advice should be taken from the relevant manufacturer and if in doubt test on a discrete area first.

Disinfection

- A wide range of floor disinfection products are available on the market. It is impossible for Nature Living Floo to test them all, recommendations should be taken from the relevant manufacturer.

- As a general rule, never add more disinfectant product to the cleaning water as recommended by the manufacturer, limit the exposure time, and always rinse with clean water afterwards.

- Alternatively, techniques based on UV-light are available which seem to be very effective against some viruses. Used in the right dose, most of these techniques work well with vinyl flooring.

- In any case: if in doubt test on a discrete area first.

Deep cleaning frequencies

See table later in the document, which is provided as a general reference for how often different types of traffic areas should be deep cleaned during normal situations.

Cleaning frequencies

The table below is provided as a general reference for how often different types of traffic areas should be vacuumed, periodic or deep cleaned during normal situations.

	Vacuum	Periodic Cleaning	Deep Cleaning
Heavy Commercial Traffic	Daily	1 to 2 times a week	Once a year *
Medium Commercial Traffic	3 Times a Week	Once a week	Once a year *
Light Commercial Traffic	Weekly	2 Times a month	Once a year *

(*) The required frequency of deep cleaning will depend on the quality and frequency with which the vacuum and periodic cleaning operations are performed, and the depth of the emboss structure or anti-slip surface

Definition for table

Heavy commercial traffic:

The classification of heavy commercial traffic refers to public spaces such as main corridors, lobby and entrance areas, vending machine areas, airports, casinos, assisted living and retail facilities.

Medium commercial traffic:

Medium commercial traffic areas are those that must withstand high foot traffic such as general office and administrative areas, conference rooms, school corridors and classrooms.

Light commercial traffic:

Light commercial traffic areas include cubicles, executive offices and boardrooms. Traffic is minimal, thus reducing the soil in this area.

Beyond vacuuming and routine spot cleaning

In addition to preventive maintenance, proper vacuuming and spot cleaning, a planned program of both periodic and deep cleaning is the best approach to maintain your Vinyl Flooring's appearance by extracting soil and substances that can damage your Vinyl Flooring.

When deciding on the right Vinyl Flooring for your business, it was necessary to consider many factors unique to your own needs. The same is true when considering the most appropriate cleaning method for your Vinyl Flooring. Just as there is no "one-size-fits-all" Vinyl Flooring, there is no "one-size-fits-all" maintenance program.

WARNING!

Do not use these cleaning products on any Nature Living Vinyl Flooring:

- Chlorinated cleaning solutions
- Quaternary solutions
- Petroleum distillates (e.g. white spirit, terpentine, cellulose thinner,acetone,…)
- Toxic or flammable solvent-based cleaners

Cleaning products should have a neutral pH level (+/-7) for Vinyl Flooring. Water temperature should never exceed 40°C

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