

# GENERAL CARE & MAINTENANCE

Although ENGAGE floors are 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 ENGAGE floor:

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 ENGAGE 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. ENGAGE plank and tile 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 ENGAGE products.

All ENGAGE 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 Metroflor's Technical Service at (888) 235-6672.

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 ENGAGE vinyl Products.

The volume of traffic on your ENGAGE 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.

## Regular adherence to an effective maintenance program should include:

Thorough dirt and grit regulation, prompt removal of spills and stains and taking measures as noted above for heavy furniture or casters to protect the floor's surface.

The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum ENGAGE flooring DAILY, or more frequently if needed.

### Initial Maintenance Upon Completion of the Installation:

Sweep or vacuum without using the "beater bar" to thoroughly remove dust and debris.

Lightly damp mop with Prevail Neutral Cleaner following instructions on the bottle. Remove any scuffs and excessive soil by careful scrubbing.

Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in Prevail Black Scuff and Adhesive Remover.

### Stain Removal:

To remove stubborn spots or stains from ENGAGE Luxury Vinyl floors, always begin with mild cleaners such as Prevail 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.

## MAINTENANCE FOR ENGAGE COMMERCIAL FLOORS

### Routine Commercial Maintenance:

ENGAGE vinyl plank and tile has excellent durability and a history of performing well in commercial installations as long as a sound maintenance program is followed. Light daily sweeping, dust mopping or vacuuming without the "beater bar" will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with Prevail Neutral Cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low speed buffer with a red scrubbing-polyester or nylon pad. Spray the floor with diluted Prevail Neutral Cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with clear water or with a wet-vacuum.

Thank you for purchasing ENGAGE flooring. If you have further questions, please call us at (888) 235-6672.



For further information, please call Metroflor® Technical Support Services at (888) 235-6672, or visit our website at [www.metroflorcorp.com](http://www.metroflorcorp.com).