

## CARE GUIDE

- Use doormats outside each entrance to your home or business to prevent dirt, sand, grit and other substances from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed or coco 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 to fade or discolour.
- Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters (type W), felt pads or floor protectors are recommended for all moveable furniture. Use protection mats under chairs with caster in order to avoid abrasion of the vinyl flooring. Make sure that any metal protectors are rust-proof.
- If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.
- Sweep your flooring regularly with a damp cloth and only with water at least once a week.
- Prevent stains by wiping up spills promptly.
- Occasional mopping with Rinse-Free Cleaner is recommended when dirt builds up and sweeping alone is not sufficient. Follow strictly the guidelines given on the bottle. Do not use soap or detergent products as they will leave a dulling film.

All EVP Luxury Vinyl Plank requires effective cleaning and maintenance to ensure durability, appearance and safety. How frequent the floor must be maintained depends largely on the amount and type of traffic and the amount and frequency of soiling. The type and color are important, too. For example, solid colored and smooth embossed floors will show scuffs, scratches, dirt and general wear more than multi-colored or textured embossed patterns. Likewise, light colors will show marks more than darker colors. Although Market Place Products can make general recommendations, the local conditions will determine what specific maintenance is needed. It is the responsibility of the maintenance contractor to set up a maintenance program meeting the needs of the facility. Maintenance requirements for various installations such as an office suite versus a supermarket, restaurant dining area, large or small retail store, or residential applications may vary.

Whenever possible, get a Rise-Free care instruction from your flooring retailer or manufacturer. For stubborn stains, use denatured alcohol or stain remover made specifically for luxury vinyl. Gently rub at the stain until it is removed.

**Don't Use:**

- Do not use detergents, abrasive cleaners or "mop and shine" products they may leave a dull film on your floor.**
- Do not use paste wax or solvent – based polishes.**
- Do not use beater bar when vacuuming because it can visibly damage the floor surface.**
- Do not use ammonia, acetone, lacquer thinner or highly abrasive scrubbing tools.**

## STAIN GUIDE

**Stain Solver Tips:**

- The overall stain resistance of our floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth.
- Removing certain substances may take a little extra effort, as outlined in the chart below.
- Start with first step listed. Only do steps necessary to resolve the problem
- Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry between steps
- If stain removal causes a change in gloss level, apply polish to restore the shine. Do not use wax, do not buff. Allow polish to dry " tack-free" between coats

<b>Food, Beverages</b>	If a substance is gummy, scrape off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
<b>Tar, Oil, Asphalt, Grease, Wax, Paint (oil-based) Scuffs, Marks, Scratches</b>	Scrape excess substance off with dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.
<b>Minor Cuts, Burns</b>	Limit traffic over damaged area, cover with masking tape, contact your seller for advice.
<b>Lipstick, Antiseptics</b>	Scrape excess off with a dull knife. Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
<b>Rust</b>	Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach solution, cover stain and allow standing for no more than 1 hour.
<b>Crayon, Ink, Hair Dye, Permanent Marker</b>	Clean using Heavy Duty Cleaner and Stripper and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.