



**FINE FLOORING &
WHOLESALE CENTER**

CARE & MAINTENANCE GUIDE

Carpet | Hardwood | Tile | Vinyl



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Carpet - Routine Care & Maintenance

Performing routine maintenance on your carpet is the best way to keep it looking great. Follow these maintenance guidelines for best results.

→	Set your vacuum at the right height. Setting it too low can damage your carpet, as well as your vacuum roller brush and drive belt. Setting it too high, and you won't pick up any dirt.
→	Vacuum high traffic areas daily and other areas at least weekly. Not all vacuums and home cleaning machines are appropriate for carpeting and some are too aggressive and can permanently distort carpet fibers.
→	Clean spots and spills quickly. Try using plain tap water to blot spills before using any chemicals. Check the manufacturer's website for specific recommendations.
→	Have your carpet professionally cleaned every 12-18 months to remove embedded dirt.
→	Prevent dirt from getting to your carpet by placing mats outside and inside of your doorways. Remove your shoes when you enter your home. However, going barefoot versus wearing socks can add oils to the carpet fiber; causing the fibers to hold on to dirt, clump, and show premature excessive wear.

Vacuum Frequency

Traffic Type	Times Per Week	Number of Passes
Non-Traffic Areas	1	3 Quick Passes
Light-Traffic Areas	2	3 Quick Passes
Moderate to Heavy	2 to 5	5 Slow Passes

Most manufacturer warranties require that you have your carpet professionally cleaned every 18 months.

To know that you are using the best equipment to clean your carpet, look for The Carpet and Rug Institute (CRI) Seal of Approval. Learn more about the CRI at [www. www.carpet-rug.org](http://www.carpet-rug.org).



Spots and Spills

Absorb the Spill

- Blot the spill with a dry, white, absorbent cloth. Using printed or colored material may transfer ink or dye to the carpet. Continue blotting until the area is barely damp. Solid, dried bits can be vacuumed.
- DO NOT scrub or use a brush. Bristles and brushing can damage your carpet, causing fraying and texture change.

Treat the Spot or Stain

- Use an approved cleaning product to clean the spot or stain.
- It is always a good idea to test the cleaning product on an unseen area of your carpet to ensure that it will not damage or discolor your carpet.
- Follow the product's directions carefully.
- Blot from the edge to the center of the stain.
- These steps may need to be repeated several times to ensure the spot or stain has been treated.



Carpet Cleaning Tips for Pet Owners

- Vacuum carpet more frequently to capture pet hair and dander.
- Use products that are specifically designed for pet stains and odors.
- Clean up messes promptly and immediately treat the spot or stain.
- Small hand extractors are excellent for quickly cleaning up pet accidents. These hand extractors should not take the place of periodic deep cleaning.
- Have your carpet professionally cleaned every 12-18 months. More if necessary.
- Do not use a steam cleaner on urine spots. The heat will set the stain and smell. Urine spots should be extracted with a wet vacuum and rinsed with cool water to reduce the odor.



Carpet Stretching

There are many reasons that your carpet may become loose. If your carpet needs to be re-stretched, that does not mean that the installation was poor. Here are some common reasons that your carpet may become loose.

Cause	Effect
Temperature Change	If household temperatures are too warm for an extended period of time, it could cause the carpet backing to soften and come loose.
Uncleaned Spills	Liquid spills that are left uncleaned can cause the carpet backing to deteriorate.
Improper Cleaning	Cleaning agents that are not properly extracted can break down the carpet backing. This can also cause the carpet to attract more dirt. Always have hot water extraction performed by a reputable company.
Frequent Moving of Furniture	Sliding furniture across carpet can cause the backing to break down. This can cause carpet to "buckle" and could permanently damage your carpet.
Cushion and Carpet Height	If you have a plush carpet with a thick cushion, it is more difficult for the teeth on the tack strip to keep its grip.

Carpet Myths

- **Carpet is bad for people with asthma and allergies.**

Carpet is actually great for people with asthma and allergies. Carpet traps and immobilizes allergens, which keeps them from circulating in the air. The problem with this is that vacuuming can stir up those allergens. The EPA recommends people with asthma or allergies use a vacuum with a HEPA filter. HEPA filters trap small particles and allergens that other vacuums will allow to pass through into the air.

- **Thicker pad is better.**

Pad density or pad weight is the most important consideration in how durable your pad is. Thicker padding may not be as durable and can sometimes cause installation problems.

- **Mold grows on carpet**

Mold requires moisture to grow. As long as your carpet is not flooded, mold will not grow on your carpet. If your walls and flooring are not growing mold, your carpet will not be an issue either (unless your floor is wet).

- **Carpet emits harmful chemicals that cause health problems**

Carpet is one of the lowest emitters of VOCs (volatile organic compounds) among household furnishings and building materials.

- **Carpet is bad for the environment**

Floor manufacturers now provide many eco-friendly options for environmentally-conscious consumers.



Hardwood - Routine Care & Maintenance

Daily	Sweep or dust mop. This will help to minimize the grit build up.
Weekly	Vacuum. Grit can damage the finish and surface of hardwood floors. Ensure your vacuum head has a soft bristle brush. Do not use a vacuum with a beater bar head. Set the vacuum to bare floor setting.
Monthly	Clean with a recommended wood floor cleaner.
Every 3-5 Years	Apply a new coat of finish.
Every Few Decades	Sand and refinish.

Wood requires a relative humidity of 35% - 55% and a temperature between 60 and 80 degrees Fahrenheit. To ensure the long life of your wood floor, the HVAC system should remain active at all times.

Wood Flooring Do's and Don'ts

Do's

- Sweep or vacuum regularly
- Clean spills promptly using a soft cloth and approved cleaning products.
- Keep your pet's nails trimmed and free of dirt, gravel, grease and oil.
- Use protective sheets of plywood when moving furniture and other heavy objects.
- Use floor protectors under furniture.
- Remove shoes when entering the home.
- Place runners and area rugs with slip-resistant backing in high-traffic areas.
- Protect your floor from direct sunlight by using shades, blinds, or shutters.
- Keep the relative humidity in your home between 45% and 55%.
- Use walk-off mats at door areas to help deter water damage.

Don't's

- Never mop wood floors with water or products that mix with water.
- Use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, Tung oil, or ammonia.
- Use a vacuum with a beater bar head.
- Use the following products (or similar products): vinegar, ammonia, Fantastik®, Formula 409®, dishwashing detergent, powdered cleaners, Endust®, Pledge®, Future®, Murphy's Oil Soap®, or other polishes. These polishes, as well as other abrasive cleaners can scratch and/or damage the polyurethane finish.
- Allow furniture to rest on small metal tips or hard domes.
- Use lamb's wool or any colored pad to buff your floor.
- Use a steam mop to clean your wood floors.



Wood Floor Facts

- Wood is a natural product and will have variations in color, tone and grain.
- Wood floors will scratch and indent.
- Natural color change will occur during the aging process of your wood floor. This is called patina.
- High heels will cause indentations on your floor. A 100 pound woman in high heels exerts 1,000 pounds of pressure.
- Solid $\frac{3}{4}$ " boards can be refinished up to 10 times.
- Wood Flooring has to acclimate to your home for a few days prior to installation.
- Due to species and staining limitations, stair railings, newel posts, shoe molding, transitions and stair nosings will not match your hardwood floors site finish in exact color or sheen. Please consider this prior to choosing wood for your stairs.



Ceramic Tile & Grout - Routine Care & Maintenance

- You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
- Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
- A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
- Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout.
- Heavy traffic areas should be mopped more often than once a week.
- Never use a detergent or soap because it may dull the surface.
- When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
- The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
- Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
- Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

The overall look of a ceramic tile mosaic install will be altered by the addition of the grout required to complete the install.

Ceramic Tile Floors and Grout Do's and Dont's

Do's

- Sweep or vacuum floor areas prior to cleaning.
- Clean your tile floor using a damp mop once a week.
- Use a proper neutral pH cleaner (pH7). It cleans but does not harm the tile or grout.
- Use a nylon brush to remove dirt from grout. The grout is slightly recessed and can accumulate dirt and eventually discolor the grout.
- Rinse entire flooring area with clean water to remove any residue buildup or mold and mildew growth.
- Use a mop and nylon brush to clean grout joints.
- Seal grout joints with high quality penetrating/impregnating sealer if you are concerned with retaining the natural grout color.
- Use furniture protectors on furniture that could scratch or dull the surface.
- Remove shoes when entering the home to prevent dirt and grit from being tracked onto the tile floors.

Dont's

- Use cleaners that contain acids or ammonia.
- Use vinegar or any cleaners that contain chlorine.
- Use detergent or soap. These can dull the surface.
- Use wax, oil-based, abrasive cleaners or sealants.
- Use steel wool pads.



Glass Tile Do's and Dont's

Do's

- Wipe loose dirt or grease from surface.
- Wash the surface with a mild detergent, degreaser or cleaning solution.
- Rinse thoroughly with water if detergent was used.
- Dry with a clean cloth to prevent water spots.

Dont's

- Use Scouring pads, steel wool, sandpaper, or other abrasive products.
- Use cleaners containing ammonia, bleach, abrasive, or other hazardous/polluting compounds.

Routine Care & Maintenance for Wall Tile

To clean wall tile, use a multipurpose spray cleaner designed for everyday use, which removes soap scum, hard water deposits, and mildew.



Natural Stone - Routine Care & Maintenance

It is highly recommended to seal your newly installed natural stone, in order to provide maximum surface stain protection.

Natural stone floors should be frequently cleaned using a dry dust mop to remove the dirt and dust that could scratch the surface of the stone. Natural stone should be routinely mopped with a stone cleaner. It is important to use a cleaner that is specifically designed for your particular stone. Never use vinegar or cleaners that contain acid or bleach.



Natural Stone Do's and Dont's

Do's

- Sweep or vacuum your floors regularly.
- Mop regularly with a proper pH neutral cleaner and water.
- Rinse thoroughly with clean water to remove any leftover cleaning agents.
- Dry with a clean cloth to prevent water spots.
- Protect your natural stone from sand and grit, which could scratch them.
- Be careful with acidic food and drinks (orange juice, lemonade, etc.) because they may etch certain stones.
- Tend to spills quickly.
- Use doormats and runners to keep dirt off of the stone.
- Remove shoes when entering the home.

Dont's

- Use soap, acids, bleach, ammonia, or alcohol on natural stone.
- Apply wax or acrylics to the surface, because they can damage the stone.
- Use abrasive cleaners.

The overall look of a natural stone tile mosaic install will be altered by the addition of the grout required to complete the install.

Vinyl Floors - Routine Care & Maintenance

After the installation of your vinyl flooring, please wait 24 hours before placing furniture on the floor. It is important to use entry mats to trap the dirt, sand and grit that could scratch your floor and cause premature wear. It is also suggested to place mats at heavy pivot locations, such as in front of your kitchen sink or stove. When placing mats, use mats without latex or rubber backings to avoid possible discoloration.



Vinyl Flooring Do's and Dont's

Do's

- Sweep the floor regularly to remove dirt and grit that can abrade or scratch your floor.
- Damp mop when your floor is only slightly dirty.
- Use a sponge mop with warm water. When necessary, use a mild cleaning solution of clear or sudsy ammonia. Do not use soap or detergents.
- Rinse thoroughly with clean water.
- Mop a small area at a time.
- Wring out the sponge often.
- Change the water several times if you have a large floor.
- Wipe up spills immediately.
- Use furniture pads under all furniture legs.
- Replace hard, narrow furniture rollers with wide rubber rollers.
- Use the manufacturer's recommended products to clean your floor.

Dont's

- Wear high heels. These could cause indentions.
- Use chairs with thin rollers.
- Use rubber backed mats or rugs. They will discolor the flooring.
- Use cocoa rugs.
- Allow plant chemicals/food to remain on the surface of the vinyl.
- Allow water to stand on the vinyl. Constant dampness can cause mildew and discoloration.
- Drag or slide furniture across the vinyl.
- Use soaps, detergents, harsh chemicals or abrasive cleaning powders. Dulling film and permanent damage can result.
- Use "no-rinse" cleaners or cleaners with wax. They can leave a dirt-catching film.



Luxury Vinyl Plank Floors - Routine Care & Maintenance

Regular light maintenance is more effective than periodic heavy maintenance. Use a soft bristle broom to remove loose dirt. Damp mop as needed with clean water and a non abrasive floor cleaner. Harsh cleaning chemicals should not be used on luxury vinyl plank flooring.



Luxury Vinyl Plank Do's and Dont's

Do's

- Sweep floors regularly to remove loose dirt and grit.
- Wipe spills as soon as possible.
- Use clean equipment.
- Remove all excess water.
- Use "walk-off" mats to collect dirt.
- Remove shoes when entering the home.
- Use hard furniture pads to prevent point loads.
- Use wide-bearing, non-staining floor protection.
- Remove all residue of cleaning agents to avoid discoloration.
- Protect against direct sunlight with the use of blinds, shades, or shutters.

Dont's

- Use harsh chemicals, wax based cleaners, soap based detergents, or abrasive cleaners.
- Use a vacuum with a beater bar or brush.
- Use rubber backed mats.
- Slide heavy furniture over unprotected floors.
- Use a steam mop. Steam mops can damage your luxury vinyl flooring.

