

Care and Maintenance

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring.

Preventative Maintenance

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.
- Interior mats should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

Furniture

- Use non-staining felt or plastic floor protectors at least 1 inch in diameter under furniture and covering the part resting on the flooring.
- Pads or mats must be used under all furniture with caster wheels.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Wheelchair / Rolling Static Load

- QuickStep warranties do not exclude or limit residential wheelchair use.
- The combined weight of chair and occupant should be less than 1,000 pounds.
- You may occasionally get black marks on the flooring from the rubber wheels, but these marks are easily removed using acetone (*fingernail polish remover*).

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes, or shoes in need of repair.
- Routinely clean vacuum parts, and periodically inspect for foreign objects.
- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

Routine Care

The amount of daily usage will determine how often cleaning is required.

Day-to-Day Cleaning

- Dust mop, sweep, and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- **WARNING:** Vacuums with a beater bar or power rotary brush head should never be used on this flooring.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

Occasional Cleaning

- Occasionally wet mop with water only, using a well-wrung-out mop.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.
- Refer to the Wet Limited Warranty section of the QuickStep Warranty document for details.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.
- Mist a clean microfiber cloth, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and rub the area, if needed, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Products and Tools To Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, or other household products to clean the floor.
- Vacuums with a beater bar or power rotary brush head should never be used on this flooring.
- Never use floor scrubbers, steamers, jet mops, buffers or similar products.