

## RIGID ENGINEERED LUXURY VINYL CARE AND MAINTENANCE

Although Beaulieu<sup>®</sup> Rigid Engineered Luxury Vinyl Flooring (RELVF) is durable, all floor coverings require some care to look their best; many problems can be prevented before they occur. The type and frequency of traffic on your flooring will determine the frequency of maintenance needed. The type of flooring and even the color will also have some bearing on how much care may be necessary. For example, solid color flooring will 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 show staining to a greater degree than darker colors. For this reason, solid color and white floorings should receive special attention in regard to preventative maintenance and the amount of care provided. Proper selection when choosing the type and style of flooring will help prevent maintenance related problems after installation.

### INITIAL CARE (within 24 hours of installation)

- Sweep or vacuum thoroughly.
- Be careful when placing furniture and appliances over your new flooring. For heavy items, it is recommended to use smooth furniture sliders or move furniture over sheets of plywood or hardboard to prevent damage to your new flooring.
- Check the condition of all the casters or rollers on your furniture before setting them on your flooring. Replace any worn ones.
- Protect your flooring by covering furniture legs with felt protectors.

### PROPER STEPS FOR MAINTAINING YOUR RIGID ENGINEERED LUXURY VINYL FLOORING

1. Regular adherence to an effective maintenance program should include thorough dirt removal by sweeping, dust mopping or vacuuming daily. It should be noted that the use of brush roller agitation on vacuums is not recommended.
2. Promptly remove spills. Damp mop regularly using a pH neutral resilient floor cleaner. Always test cleaners in an inconspicuous area or an unused sample before using on flooring. Abrasive cleaners should never be used on RELVF products. **Do not use vinegar, one-step cleaner/polishes or oil soaps on RELVF products.**
3. Do not flood your flooring or install it in areas subject to frequent standing water, or in high moisture areas.
4. Do not use steam mop. The high heat and moisture from steam mops can damage the floor's structure, potentially causing issues such as warping, edge cupping, bending, bubbling and surface damage.
5. Protect your flooring against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage RELVF products.
6. In order to prevent indentations and scratches, provide plastic or other non-staining cups with flat under surfaces not less than 2" (5 cm) width for the legs of all furniture or appliances. On smaller diameter chair legs, use non-staining protectors that are the same size as the chair leg. Furniture with casters should have three (3) to five (5) wheels. The casters should be made of a non-staining surface and a minimum of 3/4" (1.9 cm) wide. Chair pad protectors are required.

7. Protect your flooring from all tracked-in dirt, abrasive or not, by using non-staining mats at all entryways/entrances. This will collect tracked-in dirt, sand and pebbles, as well as to absorb moisture. Take time to remove any tracked-in dirt from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain RELVF products. Avoid tracking in tar or asphalt from driveways, as this can also discolor RELVF products. Avoid the use of stiletto heels on your flooring as they can cause permanent damage. RELVF products have a good resistance to stains, and 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 flooring, the greater the risk of permanently staining the RELVF product. Please refer to the stain removal chart below.
8. Post-installation temperature should be maintained between -4 °F and 122 °F (-20 °C and 50 °C).

### STAIN REMOVAL CHART

| TYPE OF STAIN  | CLEANING METHOD   |
|--|---|
| <b>Group A</b><br>Ink, iodine, mercurochrome, coffee, alcohol, fruit juice, ketchup, vinegar, mustard, blood, urine, vomit, excrement, povidone-iodine (Betadine). | <b>Method A</b><br>Immediately rub stain with a white cloth dampened in solution of bleach and water (20 parts water and one part bleach) or use water and ammonia (four (4) parts water to one (1) part ammonia). Let set for one (1) minute. Rinse with cold/clean water. |
| <b>Group B</b><br>Rust, grass, dye.  | <b>Method B</b><br>Immediately rub stain with soft nylon cleaning sponge dampened in alcohol (isopropyl). Thoroughly rinse with cold/clean water.   |
| <b>Group C</b><br>Asphalt, tar, grease, oil, wax, chewing gum, nail polish, alkalis, lacquer, paint, rubber.   | <b>Method C</b><br>If needed, remove soiled material with a plastic spatula. Immediately wipe with a white cloth dampened in full strength resilient pH neutral floor cleaner or mineral spirits. Thoroughly rinse with cold/clean water.                                   |
| <b>Group D</b><br>Diluted acids, drain cleaner, harsh soaps or detergents.   | <b>Method D</b><br>Immediately remove spill with a clean damp cloth folding frequently. Thoroughly rinse with cold/clean water. After removing liquid spills, use a full strength resilient pH neutral cleaner.   |
| <b>Group E</b><br>Burns (cigarettes, matches, etc.).   | <b>Method E</b><br>Remove charred/blackened area with small stiff putty knife or spatula; once removed, apply vinyl seaming liquid to repair.   |

### Homeowner Obligations

To maintain warranty coverage and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks/tiles of the RELVF product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the flooring is installed according to Beaulieu Installation Instructions.
- Keep a list of cleaners used to maintain your flooring.

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Please visit our website at [beaulieucanada.com](http://beaulieucanada.com) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Warranty Guide as well as Installation Instructions can also be found on our website at [beaulieucanada.com](http://beaulieucanada.com), or you may contact your retailer.