



# Care & Maintenance Guide

## Citadel

### RIGID CORE (SPC) GENERAL CARE AND MAINTENANCE FOR RESIDENTIAL INSTALLATION

#### Initial Maintenance

- \* Clean the floor using a micro-fiber mop with microfiber pads. Rinse with clean water and a clean pad.

#### General CARE & MAINTENANCE

- \* Sweep or vacuum often using soft bristle attachments.
- \* Clean up spills and excessive liquids promptly.
- \* Damp mop as needed and use cleaners recommended for no-wax vinyl floors..
- \* Use proper floor protection devices such as felt protectors under furniture and a mat at entrance ways.
- \* Make sure pets have nails clipped regularly.
- \* Do not use abrasive cleaners, bleach or wax to maintain the floor.
- \* Do not drag or slide heavy objects across the floor. Lift and place when moving items.
- \* The key to successful maintenance of all flooring types is the removal of all dirt and soil. Mopping with a sponge or string mop alone removes very little soil, but rather it dissolves the dirt and spreads it out evenly across the floor creating a dull film.
- \* The manufacturer recommends the use of micro-fiber mops and pads for dust mopping and scrubbing. Rinsing with clean water and a clean pad is very important in preventing a dirty film build-up.
- \* When moving heavy furniture and appliances such as refrigerators, use strips of plywood or Masonite to roll or slide the furniture on.

#### Prevention

- \* Rolling wheel chairs such as office chairs must have a chair pad underneath for protection. Chairs should have clean, smooth, non-staining floor protectors. Ensure there are no nicks or burrs on the protectors. Felt protectors must be cleaned regularly to ensure there is no grit build-up.
- \* Flooring should not be exposed to direct sunlight for prolonged periods of time. Extended exposure may result in discoloration. The use of window coverings is recommended during peak sunlight exposure.

#### Routine Maintenance

- \* Vacuum or dust mop to remove all surface soil, sand and grit.
- \* Wipe up spills promptly.
- \* Scrub the floor with a neutral pH detergent such as Hilway Direct neutral cleaner, or use 2 oz of ammonia per gallon of water.
- \* Clean the floor using a micro-fiber mop with microfiber pads.
- \* Rinse with clean water and a clean pad.

#### IMPORTANT

- \* Different production runs: Vinyl floors can have slight color variations in between production runs. Before starting the installation, it is best to check the production run # which is indicated on the label on the short side (end) of the carton. If you find that you have cartons from different production runs, it is highly recommended that you open 2-3 cartons and install a mix of planks from each different production run on your floor. This will result in a more natural looking floor.
- \* Do not install your luxury vinyl floor over soft subfloors such as carpet or underlay not approved for luxury vinyl floors. This product should not be installed in areas that have a potential for flooding such as saunas or outdoor areas.

**\*\*How to Remove Permanent Marker from Vinyl**

1. Saturate a soft cloth with rubbing alcohol.
2. Rub the permanent marker stain with the cloth. ...
3. Wipe the vinyl clean with a damp cloth.
4. Spray the permanent marker stain liberally with a non-oily hairspray.
5. Blot the marker with a white towel. ...
6. Continue applying the hairspray and blotting until you have removed the marker.