

# PERGO<sup>®</sup>

VINYL PLANKS & TILES



## Commercial maintenance instructions

### **Immediately** after the installation of your floor

Pergo vinyl floors are ready to be used and don't need a special surface treatment. Just note that if your floor is glued down to the base floor, you have to take into account the drying time of your glue. Please use recommended Pergo vinyl glue and follow the instructions carefully. If your floor is installed floating you can walk on it immediately.

Remove all loose debris from the floor with, first, a vacuum cleaner and second, a damp microfiber mop. Use just water until your water is clear and no dirt is left on the floor.

Glue, plaster and paint should be removed as soon as possible with a cloth. Most residues can be removed with water and a regular vinyl flooring cleaning product.

## Daily care & maintenance

### In case you are using a cleaning machine please take into account the following:

For optimal performance, we recommend the strict respect of the Pergo vinyl vinyl installation instructions, including the guidelines on expansion gaps and taking into account the room operating loads and dimensions. The subfloor needs to be flat.

The recommended cleaning machine is a low speed small compact machine aimed for light daily cleaning. Steam and high pressure cleaners are not recommended. Depending on the need, a single disc cleaner or a scrubber-dryer machine can be used. Medium, large or ride-on machines are also not recommended due to their weight. The weight of the machine is normally less than 50 kg. The brush or pad pressure lies between 15-30 kg. Scrubbing or stripping machines are not allowed.

Use a soft fibre brush or white pad aimed for light daily cleaning. The water temperature should not exceed 45°C and may not be applied under pressure.

In case you are working with single disc machines, the speed setting must be low to avoid unwanted polishing of the floor. Also the moisture needs to be wiped off the floor surface after the cleaning using a dry mop or using a wet vacuum cleaner.

With regards to the products used, the vinyl floor should never be polished (with pad on high-speed machine or polish detergent) or waxed. Use a non-film forming cleaning product.

### In case you are not using a cleaning machine, the daily care & maintenance instructions for residential use can be followed:

1. Remove all loose debris from the floor by using a vacuum cleaner or sweeping brush. Then clean the floor on a regular basis with the Pergo vinyl advised cleaning agent diluted in water. Use the cap of the bottle to measure two capfuls of cleaner. Add them to a bucket of lukewarm water.
2. Wipe the floor with a damp, non-fluffy cloth or mop which has been dipped in the water with the cleaning product.
3. Wipe the floor off with a dry cloth until no moisture is visible on the floor.

## Trouble shooting

### Scuff marks:

Cause: Black streaks usually left by items that have a hard rubber bottom.

Solution: Scuff marks can easily be wiped away with the Pergo vinyl advised cleaning agent and a sponge.

### Scratches:

Cause: Scratches can appear due to excessive grit and/or dirt on the floor.

Solution: Use an appropriate entrance mat to prevent this problem. Also sweep the floor daily when a lot of sand or grit enters the room. Using the Pergo vinyl cleaning product can also help to make micro scratches less visible. A deep scratch it can be filled using a special repair kit with wax. Please contact the technical department for information on how to use and obtain this kit.

### Poor or dull appearance:

Cause: After applying many layers of cleaning products unevenly, your floor might get a dull or poor appearance. This is due to a layer build-up of layers of dirt.

### Pits:

Cause: very heavy objects with sharp edges may leave a pit in your floor.

Solution: A pit can be filled using a special repair kit with wax. Please contact the technical department for information on how to use and obtain this kit.

### Stains:

Cause: Permanent staining is very unlikely to occur on a Pergo vinyl vinyl floor. It can occur when extremely aggressive chemicals or products are left on your floor for a long time.

Solution: Remove stains as fast as possible. The longer spilled materials are left on the floor, the greater the risk of permanently staining. Persistent stains may be removed using the Pergo vinyl cleaning product or some diluted acetone.

**! For all damages on your floor that cannot be restored by cleaning or these instructions, please contact technical services to find a suitable solution.**

## Tips & tricks

**TIP 1:** Grit, sand, dragging heavy furniture can all cause scratches in your floor. Precautions need to be taken to avoid this. Always lift up heavy furniture, install a cleaning zone at the entrance of your house and use a mat under your office chair and felts underneath furniture.

**TIP 2:** Use quality entrance mats at every door in connection with outside to protect against grit and substances from scratching the floor. Ensure they are big enough and cleaned on a regular basis to maintain their effectiveness.

**TIP 3:** Always follow the instructions as mentioned on your cleaning product. It is recommended to use Pergo vinyl vinyl cleaning product as other products may harm your floor. Never use aggressive cleaning agents, soap or abrasive cleaners or cleaners containing oil or waxes.

**TIP 4:** Be aware that wet floors can be dangerous. If possible install wet floor signs and always wait to walk on the floor until it is completely dry.

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