



Flooring & Insulation Since 1932

A division of Jay Henges Enterprises, Inc.

RESILIENT INFO

Resilient flooring is a beautiful & durable product. Understanding the nature of this product and its characteristics is critical to maintaining its long-term performance and aesthetics. By following these general guidelines, you should enjoy and protect your investment for years to come.

EXPECTATIONS

Most Resilient flooring is designed to look unique and emulate nature; You should expect visual variation and character in most Resilient floors. Variation and character can include the following: knots, mineral streaks, color variation and differing texture, just to name a few.

Resilient will expand and contract with temperature and humidity.

Resilient products represent the latest design trends found in many other interior finish options and as such, will be a similar lower gloss level.

MOISTURE & TEMPERATURE

Keep Temperature between 55° - 85°F (13°-29°C) or average temperature of 70°F (21.1°C).

Avoid exposure to direct sunlight for prolonged periods, Failure to do so may result in discoloration and expansion. During peak sunlight hours, the use of drapes or blinds is recommended. Excess temperature due to direct sunlight can result in thermal expansion and UV fading.

Keep Relative Humidity inside home between 35 and 55%.

Resilient flooring likes to live in the same environments that humans do.

WATERPROOF

Waterproof warranties apply to topically introduced moisture (Top Down) and do not apply to other moisture related sources inside or outside the structure. Leaky/sweating pipes, flooding, roof leaks and chronic moisture from water sources (Icemaker, refrigerator, toilet) and other sources would not apply.

Please refer to your Manufacturer's warranty for additional information.

Maintenance and Care

The following is a list of best practices in maintaining your Resilient floor.

Most of the soil found on all floors is 'Dry' soil and therefore should be removed using dry methods. Only use damp cleaning methods after dry soil has been removed.

Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas. Dry microfiber dust mops are a great tool to maintain your floor for dry soil.

Wet soils found on flooring are usually things that we eat, drink or track in. The use of light moisture and damp microfiber mopping will remove most of these soils without the need of detergents

Use a damp cloth to 'blot' up spills as soon as they happen. Never allow liquids to stand on your floor. Periodically clean the floor with cleaning products made specifically for Resilient floor care, such as Shaw's R2X Hard Surface Cleaner or neutral Ph floor cleaner.

Haze is a common issue on Resilient and is usually caused using improper cleaning products or methods. Damp mop only, the use of harsh chemicals or excessive moisture may damage your floor. Use distilled water to avoid water spotting. Do not wash or wet mop the floor with soap, water, oil-soap detergent as this could cause residue haze, do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners. Do not use any type of buffing or polishing machine.

DO NOT wax or polish the floor. DO NOT use steam mop.

For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use isopropyl alcohol on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.

For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.

Felt pads on the bottom of the legs of furniture will help reduce scuffing and denting. Do not allow sharp, pointed, or rough textured objects to contact Resilient flooring.

When moving heavy objects or furniture, never drag across the floor.

Use 'walk off' matting at all entries to reduce soil and moisture entering the home.

Do not use rubber or foam backed plastic mats as they may discolor the flooring finish. To prevent slippage, use an approved vinyl rug underlayment.

Protect the floor from direct sunlight to reduce fading and expansion.

Keep pets' nails trimmed to reduce scratching.

Do not walk on your floor with stiletto heels, spiked golf shoes, or other types of sports cleats. For example, a 100 lb. person wearing a heel that is 1/2" in diameter puts 2000 psi on the floor.

Rolling Loads

Rolling loads like wheel chairs, office chairs, and other products with wheels put high amounts of stress on floor joints and void most vinyl floor warranties.

Natural Characteristic of Glue down Luxury Vinyl Plank

Slight gapping may occur in glue down luxury vinyl plank (LVP) flooring due to natural expansion and contraction caused by temperature and humidity changes. This is a normal characteristic of the material and does not indicate a defect or installation issue. These minor gaps do not affect the durability or performance of the flooring and are considered acceptable within industry standards. Proper acclimation, environmental control, and maintenance can help minimize these effects.

Repairing Your Resilient Floor

Slight imperfections, variations and character are normal for any Resilient floor. Per industry standards, no visual defects will be considered unless clearly visible from a standing position.

No repair is invisible.

Minor damage to your Resilient floor can be repaired by using a Color fill, Putty, or Stain Pen. These products should be coordinated to the color and grain of your floor but are not intended to be an exact match.

Plank Replacements: This method is the best option when other remedies will not correct any perceived damage or defect. When possible, extra material from the original installation should be left behind for plank replacements. It is an industry standard that 5% overaged should be order for culling and grading for each job. Should a plank replacement be needed at some point, this will ensure a good match. Plank replacements often happen due to trade damage, maintenance related issues, etc. When a plank replacement is ordered after install and there is not material left from the original order, manufacturer's do not guarantee a match if material from the same run is not available. As installed Resilient may change with time, the repair material may be different than the installed planks surrounding the repair.

A qualified Resilient flooring installer should repair extensive damage to Resilient flooring.

For more detailed information please visit Manufacturer's care and maintenance website.

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