

## PROTECT YOUR PURCHASE

### Cleaning and Maintaining Your Cascade SPC Vinyl Flooring

When properly installed and cared for, your Cascade flooring will keep its great look for years to come. One of the most important things in keeping your Cascade flooring in top condition is to allow for the right room climate by maintaining a stable environment in your home. A room temperature of 60° to 80°F and a humidity range of 30% to 50% is recommended year-round. The use of a humidifier or de-humidifier may be required.

Immediately after installation, we recommend a first cleaning to remove dirt and debris caused by the installation process. Dry vacuum to remove dust and debris, then damp mop with plain water or an appropriate vinyl floor cleaner – follow instructions in Preventative Maintenance.

## PREVENTATIVE MAINTENANCE

### Sweep and Vacuum Regularly

Dust, dirt, and grit can be your floor's worst enemy and cause them to scratch prematurely. The faster you remove it, the less wear and tear to your floor. Daily sweeping or vacuuming is recommended to help keep them scratch-free. If the vacuum has a beater bar (rotating bristle brush), it should be turned off.

### Wash Your Floors Weekly

After sweeping or vacuuming, we recommend weekly or twice weekly washing. Some floors may require more frequent washing, depending on the amount of foot traffic, i.e. commercial locations. Use a microfiber or sponge-headed applicator and damp mop (NEVER wet) with plain water. Rinse applicator often in a separate container of clean water. A dirty applicator can spread dirt to other areas. Squeeze out surplus water from applicator and ensure that the residual water evaporates from the floor within 60 seconds. If it takes longer, there is too much moisture on the applicator. Use a dry mop or cloth to remove any remaining water, then allow to dry completely.

If floor is extremely soiled, a cleaning agent may be necessary. Use a PH neutral cleaner specifically made for cleaning vinyl flooring that leaves no hazy residue (such as Bona Stone, Tile & Laminate Floor Cleaner). Do not use abrasive cleaners, polishes, waxes, or ammonia-based cleaners. Before using, test any new cleaning agent on a small, inconspicuous area of the floor (i.e. closet) or a spare plank.

**CAUTION:** Do not use a steam mop or hot water when cleaning your floor. High heat can dull the finish and damage the floor.

### Preventing and Treating Scratches and Scuffs

Cascade flooring is extremely scratch resistant, but not scratch or damage proof. Here are some tips to prevent and treat scratches and scuffs, helping to keep your floor looking like new.

**FLOOR PROTECTORS:** Remove any metal or hard plastic caps from the bottom of your existing furniture legs and replace with non-abrasive felt floor protectors (i.e. Flexi-Felt®). Clean protectors periodically to remove any dirt or grit that may become embedded. Heavy furniture pieces should be equipped with large, non-staining rests/floor protectors. Never slide or roll heavy furniture or appliances across the floor. When moving heavy items, use a furniture dolly or slide a 1/8" Masonite sheet under the item to prevent floor damage.

**WALK-OFF MATS:** Place non-staining walk-off mats at doors leading in from outside areas to reduce tracked in dirt and grit. Choose mats with a non-rubber/breathable backing.

**AREA RUGS:** Only area rugs with a natural backing (i.e. natural felt) are recommended for Cascade floors. Avoid rugs with a rubber or abrasive backing as they can damage or discolor the floor.

**DOG AND ANIMAL CARE:** Keep your pet's nails clipped. Dogs and other animals running through the house can scratch any finish.

**REMOVING SCUFF MARKS:** Stubborn scuffs can often be removed by use of a tennis ball or pencil eraser. Gently rub in long direction of plank.

**SCRATCH REPAIR:** Should your floor develop some surface scratches, depending on the extent of the scratches, a plank replacement procedure is always an option. However, there are several scratch repair kits available on the market that many homeowners have found especially helpful in treating surface scratches. Although we do not officially endorse any product/s, "ScratchFix by Dr. Schultz" and "ScratchAway by Cal-Flor" are two popular products designed to treat scratches. Further information regarding these products can be found on the manufacturer websites.

## DOS AND DONTs

### DOs

- Sweep, dust mop, or vacuum the floor regularly. Use a vacuum designed for hard surfaces. If vacuum has a beater bar (rotating bristle brush) it should be disengaged before use.

- Immediately wipe up liquid spills with cloth or paper towels.
- Maintain with the appropriate floor cleaner.
- Use felt protectors or furniture coasters under heavy furniture.
- Close curtains or blinds to limit direct sun exposure.
- Maintain room temperature (60° to 80°F) year-round.
- Maintain relative humidity in room/building between 30% to 50% year-round.
- Caster wheeled chairs should have wide casters.
- A protective mat should be placed under office chairs.
- In areas with icy or snowy winters, extra protection against salt and grit may be needed.
- Place mats and throw rugs at doorways, exteriors and interiors to help prevent the tracking of grit, dirt and sand.
- Remember that cleats, sport shoes and high heels can dent any floor surface.
- Place an area rug in front of the kitchen sink to catch water.

#### **DON'Ts**

- Use abrasive cleaners.
- Drag sharp wooden legs or metal furniture legs as these can scratch/dent your flooring.
- Expose to direct sunlight for extended periods of time as it may discolor and damage your floor.
- Use steam cleaners. They are not recommended on Cascade flooring.
- Place porous flower pots or vases directly on the floor.
- Use steel wool or other scourers.
- Slide or roll heavy furniture or appliances across the floor without protecting it with 1/8" Masonite sheet or using a furniture dolly under the item.

#### **SPOT AND STAIN CLEANING**

Although Cascade flooring has an extremely durable and hard wearing top coat, staining and discoloration can still occur from accidental spills of acidic liquids or other harsh substances. Should this happen, attempt to clean the area with a damp mop as soon as possible. For tougher spots, try putting a few drops of dish washing liquid or hair shampoo in a bucket of warm water and clean the area with a damp mop or clean cloth. Rinse area with clean water.

Food stains, including mustard, ketchup, tomato sauce, etc. can often be removed by making a paste of baking soda and water. Gently rub the stain with the paste until it is clean. Rinse area with clean water and then allow to dry.

Isopropyl rubbing alcohol or mineral spirits can be helpful in removing more stubborn stains caused by paint, marker pens, crayons, lipstick, hair dyes, etc. Apply sparingly onto a clean cloth and rub gently onto the area. Do NOT pour liquid directly onto the floor. When finished, clean area with the appropriate floor cleaner to remove residue.

As with any new cleaning product, before using, test product on a spare plank or inconspicuous area of the floor (i.e. closet).

#### **GENERAL CARE AND MAINTENANCE TIPS**

##### **Dog & Animal Care**

Keep nails clipped. Dogs running through the house can scratch any finish. Put down a mat to stand between your pet's water dish and your Cascade floor.

##### **Area Rug Backings**

Only rugs with a natural backing (i.e. felt) are safe for vinyl floors. Avoid rugs with a rubber or abrasive backing, as these can damage or discolor a floor.

##### **Floor Protectors**

Non-abrasive, felt-backed products are best. Rubber or hard plastic products can scratch and discolor your floor.

##### **Removing Scuff Marks**

If scuffs cannot be removed using a damp rag, stubborn scuffs can often be removed by using a tennis ball or pencil eraser. Gently rub in the long direction of the plank.

##### **Floor Cleaning**

During the cleaning process, rinse applicator often in a separate pail of clean water. A dirty applicator can spread dirt to other areas, causing streaks and haziness. Remember: use a damp (never wet) applicator. Squeeze out surplus water and ensure that the residual water evaporates from the floor within one minute. If it takes longer, there is too much moisture on the applicator.

Use the right cleaner. Do not use soap-based detergents or abrasive cleaners. Use cleaners recommended for vinyl flooring (such as Bona Stone, Tile & Laminate Floor Cleaner). Avoid scrubbing your floor. Use a soft-headed mop or cloth. Never use abrasive scrubbers or steel wool.

##### **Protect the Floor's Surface**

Do not use 'ball' type castors directly on your floor as they can damage the surface. High heeled shoes with damaged heels can scratch and damage your floor. When moving heavy items, such as appliances, slide a 1/8" Masonite sheet under the heavy objects to prevent floor damage.

##### **Flooding**

If your floor has been exposed to excessive amounts of water due to flooding, the Cascade SPC plank surface is waterproof. Simply remove the water as quickly as possible. A dehumidifier should be promptly turned on in the room to reduce the moisture levels back to normal. Do not dry the room below the normal moisture level that existed previously.

##### **Environmental Factors**

Avoid exposure to direct sunlight for prolonged periods of time. During peak sunlight hours, use drapes or blinds to minimize the direct sunlight on the flooring. Most types of flooring will be affected by continuous strong sunlight. In addition, excessive room temperatures are not good for resilient floors. Some natural ventilation or intermittent air conditioning in vacant homes

should be considered. Long term continuous inside temperatures over 95°F combined with strong direct sunlight can damage the flooring and cause the installation to fail.

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**VISIT OUR WEBSITE: [URBANFLOOR.COM](http://URBANFLOOR.COM) FOR ANY  
RECENT UPDATES OF CLEANING AND  
CARE INSTRUCTIONS.**

Call Urbanfloor technical department for any questions  
or concerns.



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