

## Maintenance Overview

AVA SNSE LVT is a low maintenance product that is protected by a durable UV-cured urethane finish that does not require an additional coat of finish onsite. Though this coating greatly improves the durability of SNSE, daily and routine maintenance must be performed to maintain the appearance of the product. While the application of a floor finish will not damage SNSE, the finish may require additional routine maintenance to maintain the appearance over time. After the finish is applied initially, it is the responsibility of the end user to maintain the finish over time to ensure long-term protection and ease of maintenance.

Floor protection is a critical part of any long-term maintenance program for resilient flooring. Ensure that all chair casters and glides are manufactured from materials that are intended for resilient flooring to avoid indentation and flooring or finish

damage. Ensure that all furniture feet have proper floor protection devices installed to avoid premature wear, scratches and other damage. **See Section 5 for details on floor protection.**

Always use untreated, new or thoroughly cleaned mops and pads when conducting daily or routine maintenance. Do not use hydrocarbons (Kerosene, Gasoline, Naphtha, etc.) Re-Tire other solvents to clean flooring. As with any maintenance program, be sure to use proper PPE (Personal Protective Equipment) per the cleaning product SDS and ensure all maintenance procedures are conducted per the cleaning products instructions. The use of Caution Tape and /or Wet Floor Signs are recommended to prevent slips and falls.

## Additional Information

### Recommended Cleaners

Hilway Direct Neutral Cleaner

### Sales Support

AVA products are sold through a nationwide network of sales agents. For more information, visit [avaflor.com](http://avaflor.com) or send an e-mail to [sales@AVAflor.com](mailto:sales@AVAflor.com)

### Technical Support

Additional technical resources and documents are available online at [AVAflor.com](http://AVAflor.com). For additional technical support, send an e-mail to [support@AVAflor.com](mailto:support@AVAflor.com)

## 1. PRE-MAINTENANCE

- Prior to moving furniture or heavy equipment, sweep the floor and cover with an appropriate protective product, such as Masonite, Ram Board or equivalent, to prevent scuffing and scratching that may not come out during the maintenance procedures.
- **Do not** use vacuums that have a beater bar or electric brooms with hard plastic bottoms or no padding, as this may cause discoloration, scratching and loss of sheen.
- **Do not** use detergents, highly alkaline, acidic or abrasive cleaners or “mop and shine” type products, as they will dull the finish and sheen of the flooring material.
- **Do not** use sweeping compounds or cleaning agents containing oils or solvents.
- **Do not** scrub, buff or mop the area per the adhesives traffic limits (48-72 hours) to allow proper curing of the adhesive.
- **Do not** wet mop or over-saturate the area when cleaning.
- **Do not** allow liquids to puddle or pool for long periods of time on the surface.
- **Do not** allow the cleaning solution or topical moisture

to work its way beneath the flooring material, as this can result in an adhesive installation failure.

## 2. INITIAL MAINTENANCE

Ensure that adhesive has cured for recommended period of time prior to conducting initial maintenance (usually 48 hours). Remove all protective coverings prior to cleaning. Sweep, dust mop and/or vacuum flooring to remove all dirt, dust or debris.

Mix a pH neutral, film-free and streak-free cleaner (such as the Hilway Direct Neutral Cleaner) with clean, potable water at an initial cleaning dilution ratio (~1:20 - 1:40 ratio). Use a clean microfiber mop or equivalent to damp mop flooring installation and allow cleaning solution to stand on material for 5-10 minutes. Avoid wet mopping, puddling or pooling cleaning liquid on material.

For heavily soiled floors, Use a low-speed (180 – 360 RPM) single swing disc scrubber with a 3M 4100 White Polishing Pad or an auto-scrubber with 3M 5100 Red Cleaning pads to scrub the floor while wet.

Use a wet vacuum or clean mop to remove all excess cleaning solution. Rinse area with clean, cool water and ensure that all cleaning residue has been removed (this may require additional rinsing). Allow area to dry completely before allowing foot

traffic.

Do not use detergents, abrasive cleaners or “mop and shine” type products, as they will dull the finish and sheen of the flooring material. Do not use vacuums that have a beater bar, electric brooms with hard plastic bottoms or no padding and vacuums which have a rubber bumper, as this may cause discoloration, scratching or loss of sheen.

### 3. DAILY MAINTENANCE

Ensure that initial maintenance has been conducted prior to conducting daily maintenance. Sweep or dust mop and vacuum flooring to remove any dirt, dust or debris. Do not use vacuums that have a beater bar or electric brooms with hard plastic bottoms or no padding, as this may cause discoloration, scratching and loss of sheen. When using a mop, use a two bucket system for cleaning - one bucket with cleaning solutions and another bucket with clean, potable water for rinsing.

If using a mop, mix a pH neutral, film-free and streak-free cleaner (such as the Hilway Direct Neutral Cleaner) with clean, potable water at a daily cleaning dilution ratio (~1:200 - 1:400 ratio). Use a clean, damp mop to clean spills, build-up, dirty areas or overall cleaning. Avoid wet mopping, puddling and pooling of cleaning liquid.

If using an auto-scrubbing machine, mix a pH neutral, film-free and streak-free cleaner (such as the Hilway Direct Neutral Cleaner) with clean, potable water at a cleaning machine dilution ratio (~1:400 - 1:600 ratio). Clean floor while wet using a 22 gauge soft bristled scrubbing brush or a 3M 5100 Red Cleaning Pads.

Ensure flooring area is clean and that all cleaning residue has been removed (this may require rinsing with clean, cool water). Allow area to dry completely before allowing foot traffic.

### 4. ROUTINE MAINTENANCE & HEAVY CLEANING

If flooring becomes heavily soiled or does not receive daily maintenance, the flooring may need a thorough cleaning periodically. Mix a pH neutral, film-free and streak-free cleaner (such as the Hilway Direct Neutral Cleaner) with clean, potable water at an initial or heavy cleaning dilution ratio (~1:10 - 1:40 ratio) and use a clean mop to apply cleaning solution to area. Let solution stand for 10-15 minutes.

Use a low-speed (180 – 360 RPM) swing single disc scrubber or an auto-scrubber and 3M 4100 White Polishing Pads to scrub the floor. For heavily soiled floors, use a 3M 5100 Red Cleaning Pad and ensure floor stays wet through the entire cleaning process.

Use an auto-scrubber, wet vacuum or clean mop to remove any and all excess cleaning solution. Rinse area with clean, cool water and ensure that all cleaning residue has been removed (this may require additional rinsing). Allow area to dry completely before allowing foot traffic.

### 5. FLOORING PROTECTION

Protect newly installed flooring with construction grade paper or protective boards, such as Masonite or Ram Board, to protect flooring from damage by other trades. Do not slide or drag pallets or heavy equipment across the new flooring. Limit usage and foot traffic according to the adhesive's requirements. When moving appliances or heavy furniture, protect flooring from scuffing and tearing using temporary floor protection.

All furniture casters or glides must be intended for resilient flooring and made of a soft material (such as a felt, rubber or a poly-based material). Casters and glides must have a flat contact point that is at least 1 sq. in. or 1.125 in. in diameter to limit indentation and flooring or finish damage. All rolling seating in desk areas must have a resilient flooring chair pad installed over the finished floor to protect floor covering. **Do not use nylon/hard plastic glides or casters.**

All fixed furniture legs or corners must have permanent floor protectors installed on all contact points to reduce indentation, wear, scratching and other flooring or finish damage. Floor protectors must be intended for resilient flooring and made of a soft material (such as a felt, rubber or a poly-based material). Floor protectors must have a flat contact point of at least 1 sq. in. or 1.125 in. diameter and must cover the entire bottom surface of the furniture leg. **Do not use nylon/hard plastic floor protectors or furniture feet.**

Ensure all furniture castors and chair legs are clean and free of all dirt and debris. Routinely clean chair castors and furniture legs to ensure that dirt or debris has not built up or become embedded in castors or floor protectors. Replace chair castors and floor protectors at regular intervals, especially if they become damaged or heavily soiled.

Place walk-off mats at outside entrances. Prevent water and moisture from accumulating underneath walk-off mats. Ensure mats are manufactured with non-staining backs to prevent discoloration.

**For more information regarding cleaner application, floor finish application or finish removal, please consult all associated product data sheet, SDS and warranty information.**