

## CARE & MAINTENANCE GUIDE

This is a comprehensive maintenance guide for MaxCore flooring products from LUCIDA SURFACES. Following this guide is mandatory in order to validate your Exclusive Warranty by LUCIDA SURFACES in both residential and commercial applications. Contact LUCIDA SURFACES regarding any questions or concerns you may have.

### BEFORE & AFTER INSTALLATION

LUCIDA SURFACES flooring products were intelligently designed and manufactured to provide robust and low maintenance flooring systems for both residential and commercial applications. Following this guide is mandatory to validate the Exclusive Warranty and to guarantee a satisfactory experience.

- Before and after installation, ensure that your flooring remains within the specified suitable environmental conditions outlined in the installation guide for your product.
- For installations using adhesive wait 5 days before using a wet mop to clean your floors to allow the adhesive to fully bond to the sub floor and flooring.
- Immediately after installation, use a damp cloth to wipe up any excessive adhesive before it is allowed to cure. Adhesive that has dried can be removed using a plastic scraper; do not use sharp or metallic scrapers.
- After installation, dry mop or vacuum the installation area to remove debris and dirt.
- Make sure that the floors are adequately protected during installation if other trades are working within the environment. Damage caused by workers within the installation area is not covered under warranty.
- It is recommended for residential, and mandatory for commercial applications that a protective floor matting is used in entrances. Do not use rubber backed matting as it is known to discolor all-wear layers and is not covered under warranty.
- Immediately wipe off chemicals that can discolor and damage the flooring.

### MAINTENANCE & CLEANING

Cleaning your LUCIDA SURFACES MaxCore Floorings is a breeze as all of our products are manufactured with a robust polyurethane coated wear layer. Please follow the cleaning guide outlined below. Only use cleaners that are provided as examples.

- Only use a neutral PH cleaner to clean your floors such as ZEP Neutral Floor Cleaner or a mild dish detergent similar to Dawn. Use of stronger detergents such as Pine Sol is acceptable provided that the floors are followed up with a rinse to remove any residue. Failure to rinse floors may cause a buildup of

detergent and may dull the finish of your floor (which is not covered under warranty). Cleaners only need to be used sparingly; more is not always better.

- Use of abrasive and harsh cleaners such as bleach or solvents will void the wear warranty. Only use mops with non-abrasive fibers to clean Sweep or vacuum daily using soft bristle attachments.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed and use cleaners recommended for vinyl flooring.
- Use proper floor protection devices such as felt protectors under furniture.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Do not use abrasive cleaners, bleach or wax to maintain the floor.
- Do not drag or slide heavy objects across the floor

### PREVENTIVE CARE

- Felt pads must be placed under the legs of all furniture such as couches, tables, and chairs. This will protect your floor from damage and allows furniture to effortlessly glide over the flooring. Damage to the surface of flooring from dragging objects across it is not covered by warranty.
- Heavy furniture and appliances should be equipped with non-staining large surface floor protectors.
- When moving appliances or heavy objects over the flooring, ensure that sliding pads or protective blankets are used as damage caused by appliances is not covered under warranty.
- When moving appliances or heavy furniture it is always wise to lay a plywood panel, or similar, on your floor and “walk” the item across it. This protects your floor from scuffing, gouging and damage.
- Furniture with castors or wheels must swivel easily and be suitable for resilient floors. Do NOT use ball type castors as they can damage the floor. Caster wheeled chairs should have wide, rubber casters. Place protective mats under office chairs.
- Use floor protectors under furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector should be.
- Do not allow standing water to remain on the surface of your flooring. Although your flooring is 100% water proof, standing water can seep into the sub-floor through the seams in the flooring causing issues with the adhesive and mildew within the sub-floor.