

Hero Flooring
1371 Raiders Way, STE 160
Henderson, NV 89052
702-202-4928
www.heroflooring.com



Hero Flooring
High Performance LVT
Care & Maintenance Instructions

1. Clean adhesive residue from the face of the flooring following these directions:
 - a. Wet adhesive residue on the surface of the planks can be cleaned with a clean, white cloth **dampened** with warm, soapy water. Do not use excess water as this can seep between the seams of planks and lead to an adhesion failure!
 - b. Dry adhesive residue can be cleaned with mineral spirits or denatured alcohol and a clean cloth in a sparingly manner. Carefully follow the directions on the mineral spirits container. Please note: improper use of any chemical can harm the finish of **Hero Flooring - High Performance LVT** product.
 - Aerosol spray adhesives can be cleaned up when wet with soap and water on a clean cloth. Dried spray adhesive may require use

of a solvent.

- c. Do not pour soapy water, mineral spirits or denatured alcohol directly on the Hero Flooring - High Performance LVT.
 - d. If working with epoxy or urethane adhesives you must clean these up while wet according to the adhesive manufacturer's instructions, which can be generally found on the container label.
2. Hero Flooring High Performance LVT installed with approved adhesives should be cured according to the following guidelines:
- a. It is important to allow the adhesive to set before accepting **any** foot traffic for a minimum of 12 to 24 hours. Failure to adhere to this guideline may result in shifting of planks, oozing of adhesive through seams or permanent indentations.
 - b. Do not allow heavy loads, rolling traffic, furniture or fixtures on the floor for 24-48 hours after installation.
 - c. Hero Flooring is not responsible nor will warrant our products in the event that this is not properly followed.
 - d. Proper rolling of floors during and after installation is a must on Hero Flooring - High Performance LVT products. Use a 3-section, 100 pound roller to set flooring into the adhesives.
3. In the event that the Hero Flooring - High Performance LVT is not the last portion of the construction project, the floor must be protected from construction traffic and damage. Wait 24 hours and utilize a reinforced fiber protective board or a heavy kraft paper (min. 60 lbs.) and cover the floor. Failure to wait 24 hours

before covering can impact adhesive curing.

5. Initial maintenance

- a. Wait 7 days after installation is completed and thoroughly clean the floor using a neutral pH cleaner.
- b. If necessary, a slow (275-350rpm) buffer can be utilized with a white, non-abrasive pad to remove heavier deposits.
- c. Rinse the floor thoroughly and allow to dry.

6. Daily and weekly maintenance

- a. Sweep, vacuum or dust mop the floor as needed to remove dust loose dirt and grit. In high traffic areas this may be a daily or twice daily procedure. Use only vacuums that do not have bristle beater bars.
- b. Clean liquid spills immediately to prevent the possibility of stains, slips or falls.
- c. Damp mop the floor as needed to remove dirt and stains. Use a neutral pH cleaner and a red pad if needed to remove ground in dirt. Soft bristle brushes can also be used on flooring with embossed surfaces.

7. Preventative steps

- a. Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the Hero Flooring - High Performance LVT, be sure the mats have a non-staining back. Rubber mats are also not recommended over Hero Flooring - High Performance LVT flooring products.
- b. Furniture shall have protective glides of at least 1" in diameter to minimize the chance of indentations or scratching to the surface of the floor. Do not

use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.

- c. Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.
- d. Protect the floor from direct sunlight by using appropriate window coverings.
- e. Use chair mats at desks to protect the floor from damage due to chair legs or casters.
- f. Periodically clean caster wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
- g. Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

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