

PRODUCT CARE MANUAL

Thank you for purchasing your floor covering products from Interior Resource Group! In this manual you will find basic product care suggestions and recommendations for the material in your house. Please review this manual prior to cleaning or treating any of your products. If you encounter a situation that is not addressed in this manual, please do not hesitate to contact us for recommendations, we are here to help. Customer service can be reached at 303-373-1846. Or, contact us at customerservice@interiorresource.com.

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Hardwood Floors

Your hardwood floors can look beautiful for years to come with proper care and maintenance. By following a maintenance routine and using products specifically designed for hardwood floors, damage from debris and cleaners can be minimized, keeping your floors looking the way you want!

Maintenance:

- Sweep floors frequently to remove debris. Loose dirt can scratch and damage the floor's surface.
- Place rugs or mats designed for hardwood floors in high traffic areas to minimize the spread of dirt throughout the house. The rugs or mats should be shaken regularly to remove a build up of particles that can scratch your wood floors. Avoid using mats with rubber backing or non-ventilated mats because they can trap moisture and damage the floor. Occasionally move rugs or mats as they prohibit sunlight from reaching the covered section of floor, which may give the appearance of discoloration.
- Interior Resource Group suggests that you use cleaners such as Bona Swedish Hardwood cleaner. Bona's products can be ordered at www.BonaKemi.com. Spread the product directly on the floor surface and wipe with an appropriate applicator. Make sure excess liquid is removed from the floor's surface as it may become damaged. Do not clean your hardwood floors with water or any wax based or other cleanser that needs to be mixed with water. Doing so may result in a loss of warranty and permanently damage your floor

Prevention:

- For the first few months after installation, you may want to keep direct sunlight to a minimum and limit or eliminate rugs to minimize distinct differences in floor coloring. This is because soon after your hardwood floors are installed, their color may change slightly due to environmental exposures such as temperature, air, and sunlight. The first few months will be the most drastic time for change in the floor color and eliminating some factors will aid in keeping your floor color changing similarly.

- The coating is also prone to damage during the first few months as it is curing and becoming a durable floor protector. It is best to avoid rugs during this time as the patterns may wear into the surface of the floor.
- Use floor protectors on the feet of furniture to avoid scratches to the floor's surface. And lift rather than slide furniture across the floor to avoid indentations, gouges, or scratches.
- A humidity level of 35 – 40% is recommended for hardwood floors. A whole house humidifier is recommended to prevent wood shrinkage.
- Dents, dullness, and scratching of hardwood floors may also be prevented by removing high heeled shoes and keeping pet's nails trimmed. High heeled shoes create compression points on the floors which can lead to indentation. And a good rule of thumb for pet grooming is if you can hear clicking when your pets walk on the hardwood floors, their nails need trimmed. Be sure to wipe your feet and your pets' feet before walking on your hardwood floors.

Natural Stone Slab & Tile

Natural stone products are porous and therefore require different maintenance from ceramic tile. Proper maintenance is vital to the look and functionality of your natural stone. Following are some tips for preventing damage to and maintaining the look of your natural stone to keep it clean and beautiful.

Maintenance:

- Dampen the stone surface with clean water prior to cleaning and use only products recommended by the manufacturer. Many cleansers will damage your natural stone so make sure to use one appropriate for porous surfaces.
- Surfaces can also be cleaned with mild detergent or stone soap. Rinse thoroughly and dry the surface after washing.
- Blot up spills immediately.

Prevention:

- Don't use vinegar, lemon juice or other cleaners containing acids on marble, limestone, travertine or onyx surfaces.
- Don't use cleaners that contain acid such as bathroom cleaners, grout cleaners or tub & tile cleaners
- Don't use abrasive cleaners such as dry cleansers or soft cleansers.
- Vacuum or dust mop stone floors frequently to remove dirt and dust which can abrade the stone surface.
- Do not use cleaners containing bleach or acid as they will etch and eventually damage the natural stone.
- Use trivets and hot pads on your stone countertops to reduce the chance of damage by extreme heat. Thermal Shock will cause the stone to crack.
- Acidic substances such as lemon juice and vinegar may etch your stone countertop; take care to wipe up spills.
- Consider sealing your stone to protect it from moisture and dirt. Stone countertops should be sealed at least once a year.

Vinyl Flooring

Vinyl flooring is tough and durable, yet is susceptible to damage from moisture and dirt just like most flooring products. It is essential to care for your vinyl floors in order to maintain their appearance and functionality.

Maintenance:

- Sweep or vacuum floors frequently. Use a vacuum that does not have a beater bar or disengage the beater bar to prevent damage to the vinyl floor.
- Mop your vinyl floor with mild cleansers or non-abrasive floor cleaners. Do not use wax, solvent-based polishes, or mop and shine products as they can produce a film that may dull the appearance of your floor.
- Change your cleaning solution frequently and allow the floor to dry completely.
- Wipe up spills as soon as possible with an appropriate vinyl floor cleanser and soft cloth or sponge. Should your floor become stained, use a heavy-duty cleaner specified for use on vinyl floors.

Prevention:

- Use floor protectors on furniture to minimize indentation. And lift rather than slide furniture and appliances across the floor to prevent tears or gouges.
- Utilize mats or rugs in high traffic areas to reduce the amount of dirt and debris brought into your home. We recommend using a non-staining vinyl-backed colorfast rug. Some rubber- backed or latex-backed rugs can permanently stain your floor and are not suggested for use.
- Dents, dullness, and scratching may also be prevented by removing high heeled shoes and keeping pet's nails trimmed. High heeled shoes create compression points on the floors which can lead to indentation. And a good rule of thumb for pet grooming is if you can hear clicking when your pets walk on the hardwood floors, their nails need trimmed. Be sure to wipe your feet and your pets' feet before walking on your floors.

Initial Maintenance

Vinyl Composition Tile

Immediately After Installation

- Sweep, dust mop or vacuum the floor thoroughly to remove all loose dust and dirt.
- Remove any dried adhesive residue with a clean white cloth dampened with mineral spirits, carefully following warnings on container.
- Damp mop the floor with a properly diluted neutral detergent solution

NOTE: Do not wet wash, machine scrub, or strip the floor for at least four days after installation. This is to prevent excess moisture from interfering with the adhesive bond and/or seam treatments.

- Apply two coats of a high-quality commercial floor polish. The use of a high-quality stain-resistant sealer should be considered in areas of high traffic, high soil load and areas where staining potential is high.

NOTE: It is important to protect the floor during the installation and construction phase. If other on-site work is continuing, consider using a protective covering such as plain, undyed kraft paper to guard against damage to the new floor. When moving heavy fixtures or appliances over the flooring on casters or dollies, the flooring should be protected with 1/4" or thicker plywood, hardboard or other underlayment panels.

Commercial Maintenance Procedures

Preparation for Commercial Traffic

Scrub the floor with a properly diluted neutral detergent solution or commercial floor cleaner and a scrubbing pad (3M blue/green or equal), or equivalent brushes. If the floor is badly soiled and/or scratched, strip it using the same procedure but substituting a Commercial Floor Stripper.

NOTE: The use of aggressive strippers such as mop-on/mop-off, no-scrub and no-rinse strippers is not recommended on tile floors less than two years old because they may affect the adhesive bond.

NOTE: Do not use brown or black pads, or equivalent brushes on any Armstrong resilient floors. Their use could result in permanent damage to the floor.

- Thoroughly rinse the entire floor with fresh, clean water and allow it to dry completely.
- Apply 3 to 5 coats of high-quality commercial floor polish. The use of a high-quality stain-resistant sealer

Daily/Regular Maintenance

- Sweep, dust mop or vacuum daily to remove dirt, grit and soil that can damage the floor and become ground into the surface. Use walk-off mats that are as wide as the doorway and long enough to trap dirt and moisture before traffic reaches the resilient floor. Remember to clean walk-off mats regularly.
- Damp mopping of the floor should be performed on a regular or daily basis depending upon traffic and soil levels in the building. Use a properly diluted neutral detergent solution or commercial floor cleaner.

Periodic Maintenance

- When needed, scrub the floor with a properly diluted neutral detergent solution using a single disc (300 rpm or less) or automatic floor machine and the appropriate scrubbing pad (red for light scrub, blue/green for a deep scrub) or equivalent brushes.
- If using a single disc floor machine, remove dirty cleaning solution with a wet vacuum or mop.
- Thoroughly rinse the entire floor with fresh, clean water and allow it to dry completely.
- If there is sufficient (3 to 5 coats) polish remaining on the floor, buff, spray buff or burnish to restore gloss.
- If needed, additional coats of floor polish may be applied at this time.

Laminate Products

Laminate is very low maintenance, but as with all products care is needed to maintain its beauty and serviceability.

Maintenance:

- Vacuum or sweep laminate floors frequently.
- Clean with a damp mop or sponge using a manufacturer's recommended product. Avoid flooding the floor or covered area with water or cleaning product as it may expand. Wipe dry to remove any excess water.
- For spot cleaning and spills use a damp cloth or sponge with a mild detergent.
- Difficult stains can be removed with a mild household cleaner/detergent and a soft bristle brush, repeating as needed. Use a paste of baking soda and water if the stain persists being careful not to abrade the surface of the floor by exerting too much pressure.
- Utilize mats or rugs on laminate floors near outdoor entrances to reduce the amount of dirt and debris brought into your home. We recommend using a non-staining vinyl-backed colorfast or natural rug.

Prevention:

- Use floor protectors on furniture to prevent indentation. And lift rather than slide furniture and appliances across the floor to prevent scratches or indentations.
- Do not use soap-based detergents, wax polish, or mop and shine products on your laminate product as they may result in a dull film.
- Do not use steel wool, scouring powders, or other abrasive cleaners as they may scratch your laminate surface.
- Do not place hot pots or dishes directly onto a laminate surface.

Carpet

Over time your carpet may show signs of wear, but you can minimize traffic patterns and stains with routine care and maintenance. By following some maintenance basics and using preventative techniques, you can keep your carpet clean and looking beautiful.

Maintenance:

- Vacuum frequently with a quality vacuum. If you have a looped carpet, use a vacuum that does not have a beater bar or disengage the beater bar to prevent damage.
- Vacuuming improves the appearance of the carpet and extends its life by reducing damage by dirt and debris. Change the vacuum bag or empty the canister frequently to keep your vacuum functioning to its best ability.
- Use runners or mats in high traffic areas to reduce the volume of dirt and debris brought into your home and onto your carpets. Clean the mats regularly.
- Give stains immediate attention. Although most carpets today are stain resistant, you can keep them from setting in with quick attention. Follow these steps for stain removal:
 - **One:** Using a white cloth or towel, blot liquids dry. Scrape up solid matter with a spoon or vacuum. Do not scrub the carpet.
 - **Two:** Using a pre-tested cleaning solution, apply a small amount to a white cloth and gently work it into the stain from the outside in. Repeat as necessary.
 - **Three:** Once the stain has been removed, rinse the area with cold water and remove excess water and cleaning solution by blotting dry. Failure to remove the cleaning solution may cause soiling in the area.
- Specialized cleaning products recommended by the carpet manufacturer may be necessary for hard to remove substances such as wine, pet urine, dyes, gum, etc. Keep in mind that no carpet is completely stain proof!
- Periodically reposition furniture to avoid traffic patterns and permanent damage to carpet fibers.

Prevention:

- Clean high traffic areas frequently to reduce the spread of dirt to the other areas of carpet and extend the time between professional cleanings.
- Reduce the amount of direct sunlight to keep carpet from fading or discoloring.
- When moving furniture, use protective barriers between the carpet and furniture or furniture wheels to avoid permanent damage. Using furniture coasters under heavy items is recommended to minimize permanent indentations in the carpet and padding.
- Any product containing bleach or other harsh chemicals can permanently discolor your carpet and should be kept away!

Ceramic Tile

Ceramic tile requires minimal care and offers substantial beauty, durability, and distinction.

Maintenance:

- Using a damp mop or sponge, clean and wipe dry. Use an all-purpose, non-oil based cleaner on glazed tiles. And a solution of water and non-soap detergent on unglazed tiles.
- Frequently vacuum or sweep tile floors to remove dirt.
- Do not use bleach or acidic cleansers for routine cleaning as it may damage some tiles with etching.
- Do not use wax cleaners, oil-based detergents, ammonia, or metal cleaning aids such as steel wool.
- Test cleaning products prior to use and do not use colored cleaning agents on unglazed ceramic tile.
- Do not use alkaline-based cleaning products on sealed tile.
- Scouring powder and a nylon pad can be used for heavy cleaning. Let a paste of water and powder sit on the affected area for five minutes before scrubbing. Repeat as necessary.

Prevention:

- Routine maintenance using proper products basically eliminates the need for preventative care. However, if your tile is damaged and needs replacement, contact a professional to make the repair.

Grout Cleaning and Maintenance

Grout Maintenance:

Sealing the grout is recommended but not mandatory. When choosing a sealer, follow the recommendations and instructions of the sealer manufacturer.

Grout must be fully cured for 3 days before regular cleaning. Before proceeding with cleaning, consult the cleaner's manufacturer for compatibility, use and application instructions.

Immediately wipe up spills and messes. Use pH balanced cleaners and soap less detergents for daily cleaning. Agitate grout joints with a soft bristled brush to loosen debris. Thoroughly rinse, dry, and polish cleaned areas.

Acidic cleaners will eventually erode the grout in the joint making cleaning and maintenance more and more problematic. This is especially true if using acidic cleaners on sanded grout installations. This is due to the tendency of the acids to eat away the smaller aggregates first leaving the larger stain attracting aggregates in their place.

Do not use harsh chemicals to maintain the tile surface. Before proceeding with cleaning, consult the cleaner's manufacturer for compatibility, use and application instructions.

Heavy duty cleaning:

Again an attempt should be made to solve the cleaning problem with high quality pH balanced cleaners. These can include non-staining household scouring powders or poultices manufactured for this purpose. Be sure to agitate the cleaners again with a soft bristled brush to loosen stubborn grime.

A good practice is to allow the cleaner to rest on the surface for a while to take advantage of the cleaners maximum potential.

If the results are not acceptable, high alkaline cleaners are the next step. These cleaners are recognized by their names like: "heavy duty" or "deep clean."

On large areas, it is perfectly acceptable to use commercial buffing machines to clean tile and grout. The important consideration is the type of cleaner and the thorough rinse following the deep cleaning.

If the results are not satisfactory using the PH balanced cleaners, it may be necessary to use a acidic solution to solve a particular problem. Sulfamic and phosphoric acids are the safest and most used acids used in solving tile and grout cleaning problems. These two acids have very specific mixing and application recommendations that must be followed to the letter.

Regardless, thoroughly rinse the cleaned area, dry, and polish.

Corian Solid Surface Countertops

Solid surface countertops offer a great looking product for your kitchen and bathroom areas with a lifetime of easy care. Your solid surface countertop comes with a kit which will provide the necessities to care for your product. Visit www.Corian.com for more information.

Maintenance:

- Use soapy water, ammonia-based cleaners, or solid surface cleaners to remove dirt and grease.
- Darker colors may require more care to maintain an even finish. To remove water marks wipe with a damp cloth and dry.
- To disinfect, occasionally wipe surface with diluted bleach solution (1 part water/1 part bleach). Rinse surface thoroughly with water and wipe dry.
- Your countertop may develop a patina with time, which can be restored by following the manufacturer's refurbishing guidelines.

Prevention:

- When placing hot objects on solid surface, use heat trivets or hot pads.
- Cool pots and pans before placing in solid surface sink.
- Do not cut directly on solid surface countertops.
- Thoroughly rinse surface with water should it be contacted by strong chemicals such as paint remover, oven cleaners, full strength bleach, etc.

Removing Minor Cuts and Scratches:

- Assess the severity of the scratch and use the corresponding finest grit sanding pad to remove the scratch.
- Wet the surface and rub over scratch in a straight line periodically switching direction by 90 degrees. Occasionally rinse pad to remove residue.
- Be sure to remove entire scratch. If the process becomes time consuming, use the next roughest pad.
- Clean surface with water, select next smoothest pad and repeat process. Be sure to rub a larger area than affected to blend.
- Continue using smoother pads until desired gloss is attained. Rinse pads and make sure they are dry before storing.

Quartz Countertops

Quartz countertops are warm, beautiful, and provide a low maintenance product for your kitchen.

Maintenance:

- Wipe with warm water and soap or regular household cleaners.
- Use a blade or putty knife to remove hardened debris followed by warm water and soap.
- To disinfect, occasionally wipe surface with diluted bleach solution (1 part water/1 part bleach). Rinse surface thoroughly with water and wipe dry.

Prevention:

- When placing hot objects on Quartz, use heat trivets or hot pads. Even though Quartz is very heat resistant it can be damaged by extreme changes in temperature.
- Do not use oven cleaners or similar products containing high alkaline/PH levels.
- Do not cut directly on Quartz as it may damage your knives.

Cabinets

Cleaning and Care:

- **Dusting.** Dust cabinets frequently with a soft lint-free cloth. You can dampen the cloth slightly with water or a spray-type dust remover.
- **Spills.** Clean spills immediately. Use a clean cloth and mild soap if necessary. Wipe dry with a clean soft cloth.
- **Cleaning.** There are a number of products available for your wood cleaning needs. Use a clean cloth and mild soap if necessary. Wipe dry with a clean soft cloth.
- **Polishing.** We recommend that you wash and polish cabinets once or twice each year. Use a light coat of quality furniture polish.
- **Don't's.** Never use detergents, soap pads, or steel wool on your cabinetry. These harsh abrasives will mar the wood finish. Additionally, we recommend that you avoid the use of paste wax and polishes that contain silicone; the wax build up is difficult to remove and will leave a residue that attracts dust.
- Periodically clean the interior and exterior surfaces of the door using a damp, soft cloth. Wipe dry with a clean soft cloth if necessary.

Glass Doors:

- You can use any commercial glass cleaner to clean the glass. Additionally, the glass can be cleaned while mounted on the door, or can be removed for better access.
- While cleaning mounted glass, be careful not to damage the finish of the door and cabinet parts while cleaning.
- To remove the glass panel, carefully loosen the screws and lift panel out. The door glass is tempered to resist chipping and shattering. However, all glass is fragile so handle carefully.
- Do not spray glass cleaner directly onto glass or cabinet parts. Glass cleaner seeping into areas behind the mullions may discolor the wood. Instead, spray a small amount of cleaner onto a lint-free cloth or paper towel, then wipe the glass.

Self Cleaning Ovens:

- Self-cleaning ovens are cleaned through the use of intense heat. If the heat gasket does not seal properly, heat may escape from the oven.
- Cabinets installed near a self-cleaning oven can suffer finish or surface damage. To minimize the risk of damage during cleaning cycles, we recommend that you remove doors and drawers from cabinets that are above and adjacent to a self-cleaning oven.
- We recommend that you do not mount heat-producing appliances, such as coffee makers and toaster ovens, beneath cabinets. Excess heat and moisture from these appliances can damage cabinets.

UV Effects:

Over time, Ultra Violet light rays in natural sunlight may affect the appearance of your cabinets. Merillat applies UV inhibitors to all its wood cabinetry as part of the finishing process. The finish on your cabinetry will not change, but the wood may, depending on its natural characteristics, the amount and direction of light exposure, and the portion of the cabinet that receives light.

For Additional Information :

Carpet:

www.mohawk-flooring.com

www.shawfloors.com

www.tuftexcarpet.com

www.modacarpets.com

Tile:

www.arizonatile.com

www.designmaterials.com

www.daltile.com

www.interceramic.com

www.emsertile.com

Quartz Products:

www.silestoneusa.com

www.zodiag.com

Solid Surface:

www.corian.com

Cabinets:

www.merillat.com