

# FLOORING CARE & MAINTENANCE GUIDE

Proper care and regular maintenance are essential to keep your floors looking beautiful and lasting for years.

This guide provides general DOs and DON'Ts for:

- Carpet
- Ceramic Tile
- Hardwood
- Laminate
- Luxury Vinyl Plank, Tile & Sheet

**Important:** Every flooring product has specific care requirements. Always check the manufacturer or distributor's instructions for your particular floor to ensure proper maintenance and warranty coverage.

# CARPET

## BASIC CARE & MAINTENANCE

### ✓ DO

- Vacuum your entire carpet at least twice per week.
  - Vacuum high-traffic areas (hallways, stairs, entryways) more frequently.
  - Use walk-off mats at entrances to reduce tracked-in soil.
  - Vacuum slowly and deliberately; go forward with the pile direction, then reverse to lift embedded soil.
  - Use felt pads under furniture legs to prevent crushing and damage.
  - Have carpet professionally cleaned every 12-18 months to remove deep soil buildup.
  - Use cleaning products specifically designed for stain-resistant carpet, and follow dilution and application instructions carefully.
  - Follow manufacturer guidelines for natural fiber carpets (e.g., wool, sisal, plant fibers), as they require specialized care.
  - Reference professional stain removal resources, such as the [Spot Solver Archive - The Carpet and Rug Institute](#).
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### ✗ DON'T

- Do not use soap, laundry detergent, dishwashing liquid, or other household cleaners on carpet.
- Do not ignore high-traffic areas. Soil buildup can cause premature wear.
- Do not expose carpet to prolonged direct sunlight, as fading will occur over time.

# CERAMIC TILE

## BASIC CARE & MAINTENANCE

### ✓ DO

- Sweep, dust mop, or vacuum regularly (use a vacuum without a beater bar) to remove sand and grit.
  - Use walk-off mats at entryways to reduce tracked-in soil (avoid rubber mats).
  - Wipe up spills immediately to prevent stains or discoloration.
  - Damp mop with water and a manufacturer-recommended cleaner; hot water can help with cleaning.
  - Use felt pads under furniture legs to prevent scratching.
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### ✗ DON'T

- Do not use abrasive cleaners or abrasive tools (e.g., steel scrubbing pads).
- Do not drag heavy furniture across the tile as it can scratch or damage the finish.
- Do not ignore spills or dirt. Sand and grit can dull the tile surface over time.

# HARDWOOD

## BASIC CARE & MAINTENANCE

### ✓ DO

- Buy the floorcare kit the manufacturer recommends.
  - Sweep your floors with a soft-bristle broom or use a dust mop daily to remove dirt, sand, and grit.
  - Use rugs or door mats outside and inside entrances and place rugs near sinks and other wet zones. Use runners or area rugs in hallways and high-traffic space.
  - Wipe up spills immediately. Clean light stains with a slightly dampened cloth.
  - Use felt protectors under all furniture legs and keep pets' toenails trimmed.
  - Use humidifiers and dehumidifiers year-round to keep humidity levels between 35% and 55%.
  - Move area rugs and furniture periodically to help wood age and change color evenly.
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### ✗ DON'T

- Don't use vacuums with beater bars. They can scratch the finish.
- Don't wet mop or damp mop.
- Don't allow standing water or excessive moisture. It can cause cupping, swelling, or gapping.
- Don't use pine soap, lemon oil, oil-based soap, bleach, ammonia, or harsh cleaners. These can dull, scratch, or damage the finish.
- Don't slide heavy furniture or objects across the floor.
- Don't walk on hardwood with high heels, cleats, or sports shoes.

# LAMINATE

## BASIC CARE & MAINTENANCE

### ✓ DO

- Sweep, vacuum, or dust mop regularly. If deeper cleaning is needed, use a manufacturer-approved cleaner.
  - Apply felt pads to furniture legs to prevent scratches.
  - Use mats or rugs at all entrances to reduce tracked-in dirt, grit, and pebbles.
  - Wipe up spills immediately to prevent stains and discoloration.
  - Maintain indoor humidity. Use a humidifier in winter and a dehumidifier in summer to reduce expansion or gaps.
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### ✗ DON'T

- Don't use soaps, detergents, or chemical cleaners as they can leave a film and dull the finish.
- Don't use wax, furniture polish, or other polishing agents.
- Don't use a steam mop or any mop that emits excessive water or wet-jet cleaning solutions. Cleaning with high heat and moisture may cause warping, bubbling, or other damage.

# LUXURY VINYL PLANK, TILE & SHEET BASIC CARE & MAINTENANCE

## ✓ DO

- Dry vacuum regularly to remove dust, grit, and debris that can scratch the floor.
  - Damp mop with a neutral pH or manufacturer-approved cleaner.
  - Always remove excess water to prevent slip hazards and protect adhesive. Standing water can break the bond and cause the flooring to lift.
  - Use walk-off mats (non-staining) at every entrance to reduce tracked-in dirt, grit, and moisture.
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## ✗ DON'T

- Do not use soap-based, caustic, or abrasive cleaners. Many leave residue that dulls or chemically damages the finish.
- Do not use a steam mop. Hot water can damage glue-down vinyl by weakening the adhesive.
- Do not apply floor wax or polish; these can create slip hazards and react with the wear layer.

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# LUXURY VINYL PLANK, TILE & SHEET BASIC CARE & MAINTENANCE

## SUBSTANCES THAT CAN CAUSE DISCOLORATION IN VINYL FLOORING

The following materials may permanently stain or chemically damage vinyl flooring:

- Tar
- Asphalt
- Acetone-Based Paints
- Solvent-Based Paints
- Varnish
- Shoe Polish
- Nail Polish
- Lipstick
- Permanent Markers
- Crayons
- Strong Spices (e.g., turmeric)
- Rubber-Backed Mats
- Rubber Soles

Discoloration typically occurs in the following ways:

- **Pigment staining:** Highly pigmented products transfer color into the wear layer.
- **Solvent damage:** Strong solvents soften or chemically alter the surface.
- **Petroleum-based staining:** Oil and tar products penetrate and darken vinyl.
- **Rubber/antioxidant migration:** Rubber materials may cause yellow, orange, or brown staining.

**Important:** Clean spills immediately. Avoid rubber-backed mats and solvent-based products on vinyl flooring, as some staining may be permanent.

# QUESTIONS? WE'RE HERE TO HELP.

The tips in this guide are intended to provide general flooring care and maintenance guidance. Because products, finishes, and installation methods can vary, we strongly recommend checking your flooring manufacturer's website or documentation for care instructions specific to your floor.

If you ever have questions about cleaning or maintaining your flooring, please feel free to reach out to us. We're always happy to help point you in the right direction. You can contact our team by phone, email, or through our website.

## A Quick Note

Every floor is a little different, so these recommendations are provided as general guidance only. Care requirements may vary depending on the product, installation, and environment. While we hope these tips are helpful, we can't guarantee specific results and are not responsible for damage resulting from the use of these recommendations.

Thank you for your business!

We appreciate the opportunity to work with you and hope these tips help keep your floors looking great for years to come.