

MAINTENANCE GUIDELINES AND REPAIR INSTRUCTIONS

1. CLEANING

- All vinyl floors benefit from regular maintenance; accumulated soil may lead to scratching. Sweep or vacuum daily using soft bristle attachments, vacuum cleaner with correct hard floor surface attachment - beater bars, hard plastics, floor scrubbers, jet mops, buffers or similar products must not be used. Clean up spills and excessive liquids immediately.
- Damp mop as needed and use neutral cleaners recommended for vinyl flooring. Soap, oil cleaners and restorative products must never be used. Change rinse water often and never flood the floor with water.
- The use of residential steam mops on this product is allowed. Use at lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 5 minutes). Refer to the steam mop's manufacturer instructions for proper usage.
- Do not use abrasive cleaners, bleach, wax, high % non-diluted vinegar, acetone, or harsh chemicals to maintain the floor.
- After washing allow your floor the time to dry.

2. SPOT REMOVAL

- Spots must be removed immediately using a well-wrung, slightly damp cloth. To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.
- Nail polish, tar, markers, crayon, lipstick and ink can be removed using nail polish remover or denatured alcohol. Soak a clean rag in cool water and rinse the surface completely to remove residual denatured alcohol or nail polish remover.
- For stubborn spots use low odor mineral spirits or denatured alcohol applied to a clean cloth. Never pour chemicals directly on floor.
- For chocolate, grease, juice and wine stains, use lukewarm water and a non-abrasive cleaner.
- For candle wax and chewing gum, scrape carefully with a blunt plastic scraper.
- Pet stains (including urine, feces and vomit from domestic cats or dogs) need to be cleaned within 24 hours.

3. PROTECTING

- Avoid bringing dirt, sand, grit and substances such as oil or asphalt indoors, use non staining mat at entrances (inside and out). 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.
- For areas with rolling chairs (e.g. desk area) apply freely rotating, non-rubber wheels to chairs with castors and/or use a protective mat under the chair.
- Do not allow cigarettes, matches or other very hot items to get in contact with the floor as this may cause permanent damage.
- Do not drag or slide heavy objects across the floor. 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 tears.
- Use proper floor protection devices such as non-staining felt protectors and furniture cups under. Felt pads should be timely maintained. Do not use colored floor protectors.
- Pets with sharp nails can leave deep scratches on the floor, keep pet nails trimmed to minimize scratches.
- Use appropriate window coverings, such as drapes, window-treatments or UV-tinting on windows, to



protect the product from direct sunlight as long-term exposure to direct sunlight can potentially lead to discoloration or buckling.

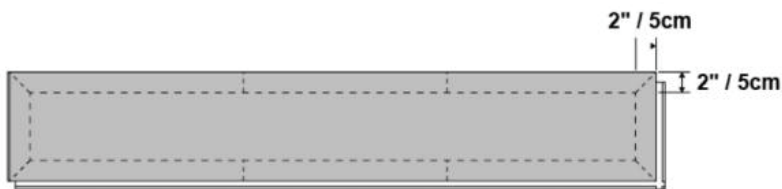
FLOORING REPAIR INSTRUCTIONS

A damaged board in the middle of the floor doesn't require disassembling the whole floor. You can fix it by cutting that single damaged board out and replacing it with a new one.

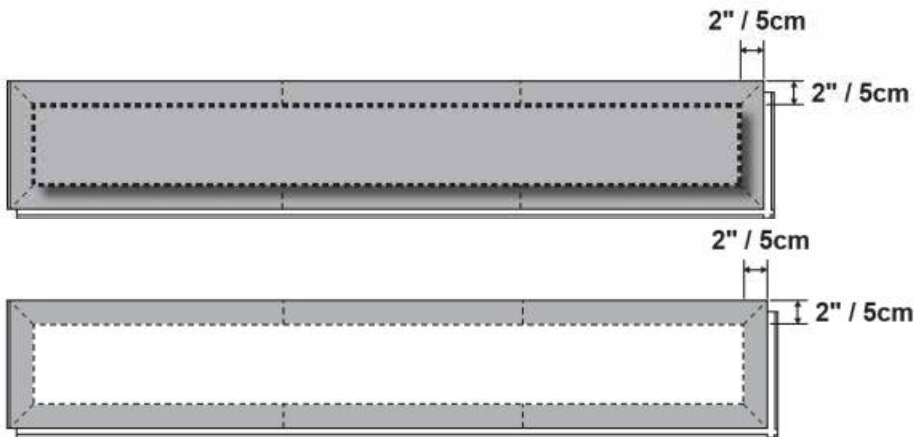
Things you'll need: tape, pencil, straightedge, plunge saw, chisel, utility blade/concave knife, rubber mallet, tapping block, premium vinyl adhesive (a high-grab high-shear hard-setting adhesive), mineral spirits, weights (approximately 90lbs / 40kg).

Instructions:

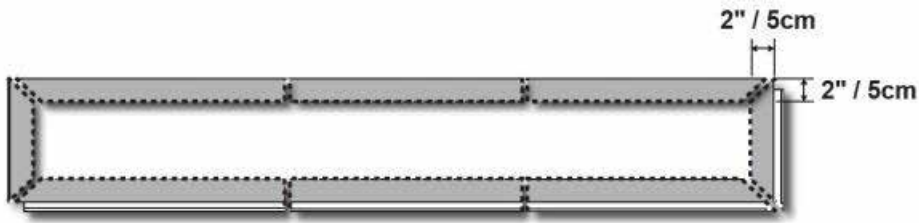
1. Tape the neighboring boards around the damaged board for visual reference and for surface protection.
2. Mark damaged board as below image, 2" / 5 cm all edges.



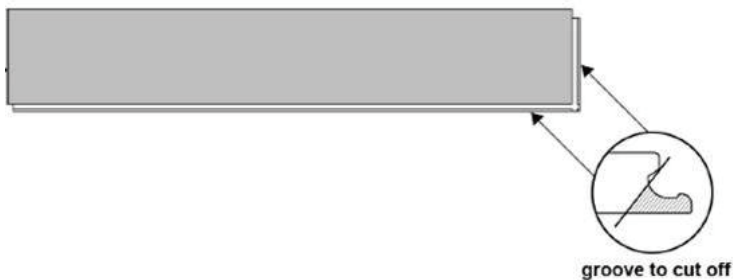
3. Set saw depth to the board's overall thickness. Cut along lines and remove center section.



4. Cut along lines to make relief cuts, then carefully lift and pull center length cuts first using a chisel, then work into corners to remove end pieces last.



5. Vacuum the area from any debris and dust.
6. Using a small plane / concave knife / a utility blade knife / a saw, prepare replacement board by removing the bottom of groove on both the short and long sides (see drawing below).



7. Apply a thin bead of glue to the edges of the remaining planks on the floor surrounding the plank being replaced.
8. Hold the board at a 45-degree angle. Slip the tongue that is still present into the groove at one end of the hole. Gently lower the board into place in the hole.
9. Use a rubber mallet and a tapping block to tap the replacement plank into place.
10. Make sure that any adhesive that squeezes to the surface is removed immediately. If necessary, use mineral spirits.
11. Weigh the board down and allow the glue to dry for at least 48 hours.