

## STONE

### 1. MAINTENANCE

- A. Understand your specific stone, preventative chemical make up & procedures.

### 2. PROTECT

- A. Place natural or 'color fast' walkoff mats at outside entrances.
- B. Use floor protectors on all furniture.

### 3. GROUT

- A. Seal grout with the manufacture recommended product.

### 4. MAINTENANCE

- A. Dust often.
- B. Wet mop with a mopping program recommended by the stone manufacture.
- C. Repair pits and cracks.
- D. Quick spill clean up.

### 5. RESTORATION

- A. Resurfacing
- B. Deep cleaning

## LUXURY VINYL TILE

### 1. ROUTINE CLEANING

- A. Sweep or vacuum using a wand attachment. Don't use a beater bar. It can visually damage the floor.
- B. Wipe wet areas or spills immediately with a cloth or sponge.
- C. Don't wet or steam mop.
- D. Don't use wax or polish, or 'mop & shine' unless recommended by manufacture.
- E. Don't use abrasive cleaners or scrubs.
- F. Use Only Manufacture Recommended Products.

### 2. PROTECT

- A. Place natural or 'color fast' walkoff mats at outside entrances.
- B. Use floor protectors on all furniture.
- C. Rolling castors, high heels, may damage your floor.
- D. When moving appliances or heavy furniture, lay plywood panel on floor and 'walk' the item across it.

## CERAMIC & PORCELAIN

### 1. ROUTINE CLEANING

- A. Sweep or vacuum using a wand attachment. Don't use a beater bar, it can visually damage the floor.
- B. Wipe with a cloth or sponge periodically.
- C. Damp mop regularly.
- D. Do not use ammonia based products- it may discolor grout.

### 2. PROTECT

- A. Place natural or 'color fast' walkoff mats at outside entrances.
- B. Use floor protectors on all furniture.

### 3. GROUT CARE

- A. Once tile is clean and dry, joints should be silicone sealed.
- B. Reapply sealant semi annually.
- C. Seal grout with the manufacture recommended product if necessary.

Sales Order

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Sales Staff

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CAP Carpet, Inc. Since 1967

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# Floor Care Guidelines

**ProSource**<sup>®</sup>  
— WHOLESALE  
Products & Pros for Home & Commercial Projects



## SYNTHETIC CARPET

### 1. KNOW YOUR MANUFACTURE WARRANTY.

Some mills warranty for defects only cover labor for 1 year from installation.

### 2. VACUUM

Use a CRI (Carpet and Rug Institute) 'Seal of approval' approved appliance.

Full list of CRI approved vacuums: [goo.gl/6eCZ0t](http://goo.gl/6eCZ0t)

### 3. CLEAN SPOTS AND SPILLS QUICKLY

#### A. Absorb the spill

1. Blot liquids with a dry, white cloth, or plain white paper towels.
2. Start at the outside of the spot and continue towards the center to prevent spreading.

#### B. Treat the spot or stain

1. Use a 'seal of approval' CRI cleaning product only if approved by manufacture.
2. Follow directions carefully.

#### C. Special tips for pet owners

1. Vacuum more frequently.
2. Use 'seal of approval' CRI products specifically designed for pet stains & odors by manufacture.
3. Clean up messes promptly.
4. Have your carpet cleaned professionally every 12 months.
5. Don't use a steam cleaner when dealing with urine as it may set the stain and odor. Dilute the urine with cool water and a wet vac to extract. If necessary then call a professional cleaner who knows how to remove stains and odor permanently.

### 4. Professionally deep clean (required for warranty)

- A. HIRE only a company which uses truck mounted steam extraction.
- B. SHOW the problem areas that need special attention to the professional.
- C. BEFORE allowing additional topical treatments during cleaning, contact the manufacturer.

ANY TOPICALLY APPLIED TREATMENT WILL VOID YOUR WARRANTY

## Recommended for All Floor Coverings

Stop dirt at the door: use mats, take off your shoes, change your hvac filters.

Save all receipts involving your floor.

Know your method of installation on your floor choice and follow the manufacture guidelines with regard to pre testing substrate, foot traffic and resetting of appliances.

## WOOL CARPET

### 1. KNOW YOUR MANUFACTURE WARRANTY.

Some mills warranty for defects only cover labor for 1 year from installation.

### 2. VACUUM – Use MANUFACTURE APPROVED APPLIANCE

### 3. CLEAN SPOTS AND SPILLS QUICKLY

A. Absorb The Spill -wool has a natural protective outer layer that prevents water-based spills from penetrating into the fiber

1. Blot liquids with a dry, white cloth, or plain white paper towels.
2. Start at the outside of the spot and continue towards the center to prevent spreading.
3. Do not rub or scrub –this will distort the yarn.
4. Use a wool care specialist to deep clean the carpet annually.

#### B. Special Tips For Pet Owners

1. Vacuum more frequently.
2. Solids should be scooped up promptly and liquid blotted. Both treated per manufacture instructions.



Manufacture specific recommendations supersede all others.

Please contact your flooring manufacturer to learn their specific recommendations.

## LAMINATE

### 1. ROUTINE CLEANING

- A. Sweep or vacuum using a wand attachment. Don't use a beater bar. It can visually damage the floor.
- B. Wipe wet areas or spills immediately with a cloth or sponge.
- C. Don't wet or steam mop.
- D. Don't use wax or polish, or 'mop & shine' unless recommended by manufacture.
- E. Don't use abrasive cleaners or scrubs.
- F. Use Only Manufacture Recommended Products.

### 2. PROTECT

- A. Place natural or 'color fast' walkoff mats at outside entrances.
- B. Use floor protectors on all furniture.
- C. Rolling castors, high heels, may damage your floor.
- D. When moving appliances or heavy furniture, lay plywood panel on floor and 'walk' the item across it.
- E. Humidity – maintain recommended levels.

## WOOD

### 1. ROUTINE CLEANING

- A. Sweep or vacuum using a wand attachment. Don't use a beater bar. It can visually damage the floor.
- B. Wipe wet areas or spills immediately with a cloth or sponge.
- C. Don't wet or steam mop.
- D. Don't use wax or polish, or 'mop & shine' Unless recommended by manufacture.
- E. Don't use abrasive cleaners or scrubs.
- F. Use Only Manufacture Recommended Products.

### 2. PROTECT

- A. Place natural or 'color fast' walkoff mats at outside entrances.
- B. Use floor protectors on all furniture.
- C. Rolling castors may damage your floor.
- D. When moving appliances or heavy furniture, lay plywood panel on floor and 'walk' the item across it.
- E. High heels and pet nails will damage the floor and are not covered by warranties.
- F. Sun UVC rays can change the color of the floor, use window covering.
- G. Humidity – maintain recommended levels.