



®

trafficMASTER™

General **Light Commercial** Limited Warranty
Sheet Vinyl

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- Manufacturing Defects
- Contract & Expansions Resistant
- Curl-Crack-Rip-Tear-Gouge
- Moisture Resistant
- Scuff Resistant
- Household Stain Resistant
- Yellowing Stain Resistant
- Wear Resistant

General Light Commercial Limited Warranty

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This document is reviewed on an ongoing basis. 10/10/14

Light Commercial Collections



Warranties	THD120
Manufacturing Defects Warranty	
Contract & Expansion Resistant Warranty	
Curl-Crack-Rip-Tear-Gouge Resistant Warranty	
Moisture Resistant Warranty	
Scuff Resistant Warranty	
Household Stain Resistant Warranty	
Yellowing Stain Resistant Warranty	
Wear Resistance Warranty	

This document is reviewed on an ongoing basis. 10/10/14

Warranties as defined below ensure that your floor will perform properly for the stated warranty period when installed in accordance with Light Commercial Installation Guide over approved substrates and underlayments and using the recommended adhesives and seam sealers with proper cleaning and maintenance.

Manufacturing Defects Warranty ensures that your floor will be free of obvious visible manufacturing defects.

Contract & Expansion Resistant Warranty ensures that your floor will not contract or expand, excluding areas of extreme localized temperature variations.

Curl-Crack-Rip-Tear-Gouge Resistant Warranty ensures that your floor will not curl, crack rip, tear or gouge from normal light commercial use* and proper maintenance.

Moisture Resistant Warranty ensures that your floor will not permanently discolor from moisture.

Scuff Resistant Warranty ensures that your floor will not permanently scuff from shoe soles.

Household Stain Resistant Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes & finishing stains.

Yellowing Stain Resistant Warranty (on products with a polyurethane lacquer) ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off**.

Wear Resistance Warranty ensures your floor will not wear through the wear layer under normal light commercial conditions and proper maintenance***.

** Light Commercial use is defined as: use in environments (which do not experience heavy commercial traffic) such as offices, boutiques, in-house businesses and those outlined in the Applications Chart in the General Light Commercial Warranty & Conditions and Owner Obligations (p.6). This excludes pet damage, such as chewing, digging, clawing, etc.*

*** A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.*

**** Wear-through is defined as: complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty. See Commercial Care and Maintenance Guide (p.20) for further details and instructions.*






**TrafficMaster sheet vinyl, in conjunction with Home Depot, is specially manufactured by IVC US.*

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These warranties only extend to the original end user and are not transferable.

In order to maintain and protect your coverage under the terms of these warranties, it is the Owner's obligation to adhere to the following:

1. Know which warranties apply to your particular vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your IVC retailer/builder that shows the date and price you paid for the vinyl flooring (including labor).
3. Understand that TrafficMaster warrants first quality products—which are used only for recommended Light Commercial use—will perform properly for the stated warranty period when installed in accordance with the **Light Commercial Installation Guide** over approved substrates and underlayments and using the **approved/recommended adhesives and seam sealers**. The warranty period, when valid, begins on the date of the original installation.
 - **Light Commercial use is defined as:** use in environments (which **do not** experience normal to heavy commercial traffic) such as those outlined in the Application Chart below. **PLEASE NOTE** warranty exclusions with respect to caster and rolling loads due to the unusual characteristics of this type of wheel traffic.
 - **The intended applications include:** privately owned in-house businesses, such as daycare centers, doctor/dentist offices and barber/beauty shops. If there is a question as to the type of use that is considered “Light Commercial,” please contact your TrafficMaster representative prior to purchase and installation.

Light Commercial* Building Type	Examples of Business Type Light Commercial* Use	Recommended Application
 HEALTHCARE	Professional Offices (i.e. accountants, lawyers), Doctors' Offices	All Non-required "Clean Room" Areas - Offices, Lobby, Waiting Rooms, Exam Rooms, Common Areas
 CORPORATE	Offices, Banks	Offices, Hallways, Lobby, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
 RETAIL	Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Bathrooms, Entire Store
 HOSPITALITY	Hotel, Motel	Guest Rooms, Bathrooms
 EDUCATION	Daycare	Common Areas, Class Rooms, Libraries

***Light Commercial use is defined as:** use in environments that **do not** experience normal to heavy commercial traffic, such as those outlined in the Application Chart above.

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4. Use approved/recommended adhesives and seam sealers when installing Light Commercial vinyl flooring, including **Roberts 2310 adhesive and Armstrong S-761 acrylic seam sealer or MaxGrip Installation tape if applicable.**
5. Ensure vinyl flooring is installed in an environment that maintains a temperature range between 65° to 85° Fahrenheit (18° and 29° Celsius) 24 hours before, during and after installation.
6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. TrafficMaster floorings receive extensive testing and visual examination in an attempt to assure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
 - Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with the manufacturer prior to installation.
7. Support furniture with wide, weight-bearing, smooth non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material to avoid abrasion.
8. Perform proper cleaning and maintenance regularly and as needed. See Light Commercial Care and Maintenance Guidelines (p.15) for details.

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What is NOT Covered by this Warranty

1. Product sold by the manufacturer as other than "first quality."
2. Improper Installation: Material installed not in accordance with Light Commercial Installation Guide, including any and all problems caused by the use of non-recommended adhesive or seam sealer, underlayment and/or preparation of the substrate, are not warranted. Installation errors are not manufacturing related conditions. TrafficMaster does not warrant installer workmanship.
3. TrafficMaster will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance which results in loss of gloss or buildup of a dulling film. This includes damaged caused by steam mops.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four wheel carts etc.)
7. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters*** on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
8. Damage caused by appliance or plumbing leaks and/or steam mops.
9. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 ° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
10. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Light Commercial Installation Guide. *
11. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as "non-staining."
12. Damage caused by remodel or construction related activities.
13. Discoloration caused by asphalt walk off traffic on products without a polyurethane lacquer (these products will not be warranted under our Yellowing Stain Resistant Warranty).
14. Discoloration caused by wheeled traffic.
15. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
16. Flooring installed on stairs is excluded from warranty coverage.
17. Installation of residential products that are not approved for Light Commercial settings. TrafficMaster recommends installation of commercially warranted products only in commercial settings. If there is a question as to which products qualify as "Residential," Light Commercial" or "Commercial," contact your TrafficMaster representative or call Technical Services at **888-225-8287**.

This document is reviewed on an ongoing basis. 10/10/14

Warranty Remedy

If your floor fails to perform as stated in the applicable General Light Commercial Limited Warranty, TrafficMaster will determine whether it will assist in the repair of the defective area or supply new material of the same color, design or grade if available. If unavailable or discontinued, TrafficMaster reserves the right to select and supply similar material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; TrafficMaster reserves the right to determine if this action is necessary or not.

1. If TrafficMaster authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. TrafficMaster will not credit or reimburse cost associated with the removal of those items.
2. TrafficMaster will reimburse reasonable labor costs (up to 100% based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement.
3. Labor reimbursement will not be considered for installations not adhering to the Light Commercial Installation Guidelines*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty.

If there is a question as to what is considered "reasonable cost" please call 888-225-8287 and ask for the Claims Department.

Consequential or Incidental Damages

TrafficMaster EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE LIMITED WARRANTIES. By this we mean that TrafficMaster will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

NOTE: *If your floor is replaced because of discoloration due to "bottom up staining," mold or mildew growth or asphalt / non-asphalt tracking, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.*

THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED WARRANTY. ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, ARE EXCLUDED. PLEASE NOTE: SOME STATES AND PROVIDENCES DO NOT ALLOW EXCLUSIONS OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

**TrafficMaster sheet vinyl, in conjunction with Home Depot, is specially manufactured by IVC US.*

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For details on how to file a claim, please refer to our “How to File a Claim” section. (p.20)


* The installation manual is reviewed on a regular basis, and floors must be installed according to the recommendations that are current and available at the time of installation.

** We recommend non-asphalt sealers to help avoid walk off staining.

*** We do not recommend the use of casters on Light Commercial flooring without appropriate chair pads.

Light Commercial Limited Warranty Proration

The following prorated schedule applies to material value for all Light Commercial warranty flooring:

<p>Labor Reimbursement Proration</p>	<p>1st Year up to 100% 2nd Year up to 100% 3rd Year up to 50%</p>	<p>4th Year up to 50% 5th Year up to 50% 6th + Years 0%</p>
	<p>1st Year 100% 2nd Year 100% 3rd Year 100% 4th Year 100% 5th Year 90%</p>	<p>6th Year 70% 7th Year 50% 8th Year 30% 9th Year 15% 10th Year 10%</p>

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Light Commercial Installation Guide - Sheet Vinyl Flooring

TrafficMaster recommends the following guidelines for preparation and installation of all Light Commercial products using permanent bond adhesive. Permanent Full Spread is the required installation method for all Commercial and Light Commercial applications.

Please note that Light Commercial flooring installations require specialized applications that are different than Residential. TrafficMaster recommends contracting a qualified commercial flooring installation service for all Commercial and Light Commercial installations. The installer should be well-versed and experienced with all procedures indicative of quality installations with resilient flooring.

Please contact Technical Services at **888-225-8287** with any questions.

Permanent Full Spread Bond Adhesive Installation Method (Light Commercial)

Materials Required for Installation:

- 1/16" X 1/16" X 3/32" **OR** 1/16" X 1/16" X 1/16" U notch trowel
- Roberts 2310 adhesive
- Roberts MaxGrip Installation Tape
- Acrylic Layer Floor Primer
- Sharp Utility Knife
- Straight edge
- 100 lb. roller
- Plastic putty knife, white, clean cloths and denatured alcohol if seaming is required

Acceptable Underlayments:

- **Wood underlayment**
Wood underlayment must be American Plywood Association (APA) rated underlayment grade as specified and warranted by the manufacturer. All wood subfloors require a double layer construction. Porous wood underlayments must be primed. Any failure of the underlayment or flooring due to the underlayment is NOT the responsibility of TrafficMaster. TrafficMaster does not recommend installing resilient flooring over wood flooring or sub-floors applied directly over concrete or sleeper-construction floors.
- **Concrete** — See Grade Levels below. All concrete underlayments require moisture testing.
 - Grade Levels**
 - Suspended:** *An acceptable suspended floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. TrafficMaster recommends that a moisture vapor barrier be placed on the ground below the air space.*
 - On-Grade:** *An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*
 - Below-Grade:** *An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level. The concrete slab should be protected from moisture penetration and incorporate a proven moisture vapor barrier.*

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- **VCT** (well bonded, on and above grade – in absence of waxes or sealers)
- **Ceramic** (well bonded & properly prepared)
- **Terrazzo** (well bonded & properly prepared)
- **Self-leveling and patching compounds** (latex fortified Portland cement based only)
- **Resilient floor** (no more than 1 layer, well bonded, non-cushioned)
- **Radiant heat floors** (not exceeding 85°F (29°C) and approved by the manufacturer for the use of their product with resilient vinyl flooring applications)
- **Gypcrete** can be utilized when necessary due to radiant heat and in high rise buildings. Gypcrete must be sealed using **Acrylic Latex Floor Primer** to stabilize the surface for adhesive bond. All issues with gypcrete cracking, crumbling, powdering and resulting in the release of adhesive bond are NOT warranted by TrafficMaster.
- **OSB** (underlayment grade)
OSB underlayment panels must be underlayment grade as specified and warranted by the manufacturer. Underlayment panels and joints must be fastened and reinforced according to manufacturer's instructions. Completely sand the floor with a floor sander, so that the floor is smooth and flat. NOTE: The chips in OSB overlap. Without sanding properly, OSB has high and low spots throughout the floor that could telegraph through the vinyl.
 - **Surface must be primed using Acrylic Latex Floor Primer.**
- **Particle board** (underlayment grade)
 Particle board underlayment panels must be underlayment grade as specified and warranted by the manufacturer.
 - **Surface must be primed using Acrylic Latex Floor Primer.**

Unacceptable Surfaces:

- Inter-flex and any perimeter bonded products
- Cushion-back vinyl
- Any floating floor system
- Carpet
- Resilient tile installed below grade

TrafficMaster will not warrant or accept responsibility of any kind for flooring failures related to the use of unacceptable substrates and surfaces.

Floor Preparation:

Floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Fill all holes and cracks with a latex fortified Portland cement based patching compound. TrafficMaster only recommends the use of latex fortified Portland cement based products as a satisfactory patching or leveling compound.

TrafficMaster recommends priming extremely porous floors with Acrylic Latex Floor Primer to prevent over absorption of adhesives, dust containment, and to insure a better bond of the adhesive to the subfloor/underlayment.

Moisture Testing: It is the responsibility of the flooring contractor and the installer to confirm all concrete substrates, both old and new, for moisture transmission using the Calcium Chloride Moisture Test according to ASTM F-1869. Moisture vapor transmission should not exceed the recommended levels of 8 lbs. or less per 1,000 sq. ft. in 24 hours. This test should be performed and documented prior to installation. A second testing option determines relative humidity in concrete floor slabs using In-Situ Probes, which should be less than 90% RH per ASTM F-2170 before, during and after installation. These acceptable moisture readings are only applicable when using iGrip adhesive for sheet vinyl.

PH LEVELS: PH must be between 5 and 9

Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the retail store from which the flooring was purchased before installation. TrafficMaster will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation. The job site and all flooring material and adhesive must be kept for 24 hours before, during and after installation between 65° F and 85° F (18°C and 29°C).

PLEASE NOTE: *If removal of existing resilient floor covering is required, follow all recommended Resilient Floor Covering Institute (RFCI) work practices at www.rfci.com.*

Trowel Specifications			
Flooring Type	Application Width x Depth x Spacing	Roberts Item #	Coverage
Fiberglass Sheet Goods & Luxury Vinyl Tile	1/16" x 1/16" x 3/32" U Trowel	49736 / 10121-12	160-180 sq. ft. per gallon
Fiberglass Sheet Goods & Luxury Vinyl Tile	1/16" x 1/16" x 1/16" U Trowel	10-810 / 10-823 10125	170-190 sq. ft. per gallon

PLEASE NOTE: *Less porous substrates typically require a smaller notched trowel and longer open time than porous substrates. Ensure 100% transfer of adhesive to the substrate and the flooring backing.*

This document is reviewed on an ongoing basis. 10/10/14

Permanent Full Spread Bond Adhesive Installation (Light Commercial) Steps:

Step 1

Align the pattern with the most dominant wall, and using a sharp utility knife trim away excess material along the walls, cabinet and other permanent objects, leaving approximately 2" of material (rough cut) to be trimmed off later.

Step 2

Make relief cuts at corners to allow the material to lay flat before the final cuts are made. Final trimming does not require a 1/8" to 1/4" expansion gap when using Roberts 2310 Adhesive for Sheet Vinyl as this is a permanent installation.

Step 3

Fold back half of the material and apply Roberts 2310 Adhesive for Sheet Vinyl to the substrate using the appropriate trowel. If a seam is required, leave an 18" dry zone at the edge of the seam. Then follow the Seaming Instructions in a Permanent Full Spread Bond Installation (Light Commercial) found below.

Step 4

Do not immediately place the material into wet adhesive. To avoid bubbling, allow time for the adhesive to flash before positioning the material. There will be a slight transfer of adhesive to the skin when it's ready for installation. Do not allow the adhesive to dry completely.

Step 5

Slide the material in place and remove air and vapors under the material using a 100 lb. roller over the entire adhered vinyl.

Step 6

Repeat steps 3-5 for the remaining half of the flooring material.

Seaming Instructions in a Full Spread Permanent Bond Adhesive Installation (Light Commercial):

1. After positioning the flooring, over-lap the seam edges (make sure to match patterns). For non-descript/non-patterned/random designs which do not have (an obvious) pattern repeat, over-lap the seam edges an average of 2 inches (however, some patterns may require extending beyond this suggestion). This is valid for all sheet products from IVC.
2. Place a 4"-5" wide scrap of the vinyl between the substrate and vinyl, under the seam area.
3. Double cut through the layers of vinyl, creating a compression fit when the seam edges are joined.
4. Fold back both sides of the seam area and apply the Roberts 2310 Adhesive for Sheet Vinyl to the dry zone. Allow the adhesive to flash before placing the material into the adhesive.
5. Place one side of vinyl into the adhesive and roll the seam area using a 100 lb. roller.
6. Apply small bead of Seam Sealer along the edge of the installed vinyl.
7. Place the edge of the uninstalled vinyl against the edge of the installed vinyl and press into place.
8. Remove excess bond/sealer using a plastic putty knife followed by wiping the seam area using a clean dry cloth followed immediately with a clean cloth dampened with denatured alcohol.
9. Using a clean cloth, repeat until all residue is removed from the surface of the vinyl and protect the seam for six hours minimum.

This document is reviewed on an ongoing basis. 10/10/14

Additional Instructions/Notes:






- Always inspect the flooring thoroughly before installation. Report any defects **PRIOR** to installation.
- **DO NOT** slide heavy appliances or furniture over or across the flooring. Always lift objects and place them on a hard board between the flooring and object and gently reposition them.
- Use permanent caulk next to bathtubs, showers, sliding doors, patio doors, around metal door jambs or similar areas.
- For bathroom installations, it is not necessary to remove the toilet. Make relief cuts around the perimeter of the toilet and make sure the vinyl flooring is laying flat before trimming off the excess material once installed. Apply caulk around the toilet, next to the bathtubs and showers to prevent moisture from getting under the vinyl. Note: if there is a ceramic sanitary cove and no place to install trim mold, you can apply silicone caulk around the walls.
- Make sure furniture legs have large surface, non-staining plastic floor protectors or non-staining felt pads. The protectors should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Replace small, narrow metal or dome-shaped glides with smooth, flat glides that are in flat contact with the floor.

TrafficMaster Commercial Sheet Vinyl flooring seams may be heat welded immediately after installation.

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Light Commercial Care & Maintenance Guide

TrafficMaster Light Commercial sheet vinyl flooring is designed for both Residential and Light Commercial use. As such, care and maintenance options may range depending upon the end-use application. Below are some recommended care and maintenance examples based upon end-use applications. Carefully determine what your floor's end-use and traffic conditions will be to help you select which care and maintenance practice is best for your floor.

Light Commercial Building Type	Definition & Examples of Business Type Light Commercial Use	Recommended Application	Cleaning Method
 HEALTHCARE	Professional Offices (i.e. accountants, lawyers), Doctors' Offices	Non-Required "Clean Rooms" Offices Lobby Waiting Rooms Exam Rooms Common Areas	Commercial Commercial Commercial Commercial Commercial
 CORPORATE	Offices, Banks	Bathrooms Offices Hallways Lobby Reception Areas Break Rooms Conference Rooms	Residential or Commercial Commercial Commercial Commercial Commercial Commercial
 RETAIL	Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Bathrooms Dressing Rooms Entire Store	Residential or Commercial Commercial Commercial
 HOSPITALITY	Hotel, Motel	Guest Rooms, Bathrooms	Residential or Commercial Residential or Commercial
 EDUCATION	Daycare	Common Areas Class Rooms Libraries	Commercial Commercial Commercial

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Residential Care and Maintenance Guide

To keep your floor clean using the Residential Care and Maintenance Guide, follow these proper care and maintenance guidelines:

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral PH floor cleaner.
- For everyday maintenance, a mop moistened with warm water will suffice.
- Spills should be cleaned up immediately.
- Ensure furniture legs have large surface, non-staining plastic floor protectors or non-staining felt pads. The protectors should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Replace small, narrow metal or dome-shaped glides with smooth, flat glides that are in flat contact with the floor
- Heavy furniture or appliances that are not moved often should be equipped with flat, non-staining composition furniture or cups of appropriate size.

Do not use the following on your vinyl flooring:

- Soap based detergents
- Abrasive or mop and shine products
- Floor wax
- Vacuum cleaners with a rotating beater bars
- Ammonia or bleaches*

*For spot treatment, a diluted 1/10 solution of bleach/water is tolerable for stain removal.

NOTE: Always read the cautionary information on all cleaners prior to use!

IMPORTANT: Never push, pull or drag furniture, appliances or other items across the floor. When moving furniture or heavy items, always lift and carry the items. Place hardboards between the flooring and object to move.

How to Treat Stains, Spills & Scuffs

Follow the remedies in order. Unless instructed otherwise, use a clean, white cloth or towel with products recommended for vinyl flooring. Always rinse the affected area with clean water after treatment.

The Stain or Spill – acids, alkalis, blood, catsup, mustard, food, fruit, fruit juices, candy, cleaners, strong soaps, dye, dye markings, urine and feces, grass, iodine, mercurochrome and rust

The Remedy

- First, remove as much solid material as possible.
- Scrub area with cleaner full strength.
- Rub the area with a 10 to 1 dilution of water to liquid bleach.
- Rub the area with isopropyl alcohol.
- If rust stain does not respond, use lemon juice or a cream of tartar solution.

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The Paint & Solvent Spills – Dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains and varnish

The Remedy

- If substance is dry, gently peel it from the floor. Avoid sharp instruments that could scratch floor.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits or paint thinner.

NOTE: *Do not use acetone or nail polish remover!*

Substances That Won't Wipe Up – adhesives, chewing gum, oil, grease, candle wax and tar

The Remedy

- First, remove as much solid material as possible.
- Carefully remove excess with a spoon or fingernail.
- Scrub area with non-abrasive cleaner.
- Rub lightly with odorless mineral spirits, isopropyl alcohol or lighter fluids.

Scuffs & Smudges – rubber heel marks, shoe polish, scuffs and smudges

The Remedy

- Rub the scuff with fingertip, rubber will come right off. The friction from the rubbing will remove rubber.
- Scrub area with non-abrasive cleaner.
- Rub lightly with isopropyl alcohol or lighter fluid.

CAUTION!

Isopropyl alcohol, lighter fluid, odorless mineral spirits and paint thinner are flammable solvents. Carefully read and follow cautionary information on their respective labels. Keep traffic off treated area for 30 minutes.

Commercial Care and Maintenance Guide

To help keep your light commercial flooring clean using the Commercial Care and Maintenance Guide, there are three proper care and maintenance methods, which are as follows:

1. No Polish, No Buffing Maintenance Method
2. Machine Spray Buff Maintenance Method
3. Polish Maintenance Method

Choose which method is most appropriate and follow the respective care and maintenance guidelines below.

No Polish, No Buffing Maintenance Method

Preventative Maintenance:

- When moving heavy items/objects, always lift and never slide them across the surface of your vinyl flooring. Always use strips of hard board or plywood when using furniture glides, carts, and/or dollies with wheels.
- Furniture legs should be equipped with large plastic, non-staining flat surface protectors or glides.
- TrafficMaster recommends that you protect Commercial Flooring with heavy cardboard or craft paper on construction sites where other trades are active. (Never place the printed side of any material against the vinyl).
- Never use asphalt-saturated felt paper (roofing felt) to protect your vinyl floor.

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- **CAUTION:** Rubber-backed mats may cause permanent staining when placed directly on the vinyl. Place walk-off mats/rugs outside the entrances to the building to capture soil particles prior to entering the environment. Use non-staining mats/rugs inside the entrances if outside locations are not feasible.
- Some solutions contain chemicals that may permanently stain or damage flooring if not cleaned up immediately. Asphalt driveways (particularly those recently installed or resealed with asphalt type sealers) can cause permanent staining in high traffic areas.
- Allow adhesive and sealers to cure a minimum of 48 hours before cleaning the vinyl floor. If this is not possible, avoid over wetting or saturating the seam areas.
- Remove scuffs and any adhesive smears with a clean cloth dampened with mineral spirits while being careful to avoid contaminating the seam areas. Immediately clean the area using a neutral pH floor cleaner to remove any residue remaining from the mineral spirits.

DAILY MAINTENANCE:

- Sweep or dust with an untreated dust mop daily to remove loose soil contaminants.
- Spills should be cleaned up immediately.
- Never use sweeping compounds or oil treated mops.
- Damp mop with a neutral pH floor cleaner using overlapping strokes.
- Rinse the mop frequently and changing the rinse water often as needed.
- Avoid over wetting the floor.
- Allow floor to dry before allowing any foot traffic on the cleaned area.

PLEASE AVOID:

- The use of detergents, abrasive cleaners or “mop and shine” products. These products may leave a residue on your floor or scratch the surface.
- Applying paste wax or solvent-based polishes.
- Using highly abrasive scrubbing tools, pads, etc.

REMEMBER TO:

- Clean floors on a regular schedule (additional cleaning, when needed).
- Use a clean mop head.
- Rinse the mop head often to remove soil particles and build up.
- Replace rinse water frequently to keep it clean.

This document is reviewed on an ongoing basis. 10/10/14

Tips – Dealing With Spills

- Food and beverage, chemicals and other foreign matter need to be cleaned immediately to avoid staining:
 - Wipe up spills with an absorbent cloth.
 - Wash thoroughly with a neutral pH floor cleaner until the spill is completely clean.
 - Rinse with clean water and allow to dry completely.
- Always follow the neutral pH cleaning instructions and comply with safety warnings.

Machine Spray Buff Maintenance Method

NOTE: ALL BUFFING TYPE EQUIPMENT MUST BE LOW SPEED (450 RPM OR LESS)

- Follow the **Preventative Maintenance and Daily Maintenance** instructions listed above in the No Polish, No Buffing Maintenance Method prior to using buffing machinery:
 - If normal maintenance incorporates the use of a low speed scrubber, the machine should be fitted with a **WHITE** pad. (Never use darker colored pads, as they are more abrasive).
 - Spray cleaning may also be used to maintain the surface appearance. Pour the manufacturers recommended mixture using a neutral pH floor cleaner into a suitable spray container.
 - Apply solution onto an area, approximately 20 square feet at a time. Use a low speed rotary (450 RPM or less) buffing machine fitted with a **WHITE** scrubbing pad. Work in parallel overlapping passes until the floor is clean.
 - Rinse with clean water and mop as needed to remove residue.
 - **DO NOT** continue buffing after the floor has dried as this may burnish the vinyl.
- A neutral pH floor cleaner is the recommended product to maintain the vinyl flooring.
- TrafficMaster recommends following the manufactures' specific instructions for maintenance products and to comply with all safety warnings. TrafficMaster does not warrant other manufacturers' maintenance products. Any claim associated with the use of another manufacturer's product will not be considered part of the Commercial warranty.

Polish Maintenance Method

- Prior to applying polish to a newly installed TrafficMaster Commercial floor, it is required that the floor be thoroughly cleaned with a neutral pH floor cleaner, manufactured for use on commercial sheet vinyl products.
- An auto-scrubber or slow speed scrubbing machine using a tan pad or soft bristle brush can be used for cleaning.
- Rinse thoroughly and allow the floor to dry fully before applying polish.
- Apply two or more coats of commercial floor polish, allowing for adequate dry time between coats. The floor polish used must be manufactured for use on commercial sheet vinyl products.
- Please follow the commercial floor polish manufacturer's instructions carefully.

This document is reviewed on an ongoing basis. 10/10/14

How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the retailer who sold you the floor covering material. The retailer will review and if necessary file a claim and help you answer any questions you may have.

After a warranty claim is properly filed, a service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with Home Depot and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.

What You'll Need

Proof of your purchase in the form of a bill, invoice or statement from your Home Depot retailer that shows the date and price you paid for the vinyl flooring (including labor).

**TrafficMaster sheet vinyl, in conjunction with Home Depot, is specially manufactured by IVC US.*

This document is reviewed on an ongoing basis.