



## Product Care & Maintenance Guide



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## Carpet

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### **Preventative Maintenance:**

Adding rugs and walk off mats to high traffic areas, such as entryways, doorways and hallways, helps reduce the amount of dirt and debris tracked onto your carpets and can help minimize wear and tear.

### **Spills:**

When spills occur, it's crucial to address them promptly. Letting stains sit for too long can allow them to seep into the subfloor and cause unseen damage. Blot, don't rub, the stain with a clean cloth, working from the outside in to prevent it from spreading.

### **Vacuuming Regularly:**

The most important step in caring for your carpet is vacuuming it thoroughly and frequently. Regular vacuuming is essential to remove surface dirt and debris. Aim to vacuum high-traffic areas at least once a week. Use slow, overlapping strokes and pay extra attention to areas with heavy foot traffic and under furniture. Consider investing in a high-quality vacuum cleaner that suits your carpet type. Vacuum cleaners with HEPA filters are excellent for trapping allergens.

### **Hot Water Extraction or Steam Cleaning:**

For tougher, stubborn stains, bigger messes, or a special occasion deep cleaning, hot water extraction or steam cleaning can be highly effective in restoring the freshness and cleanliness of your carpets. Hot water extraction involves the use of hot water and a cleaning solution to remove deep-seated dirt and stains from carpets, removing oils and particulates that accelerate soiling. While DIY carpet cleaning machines are available, professional hot water extraction services often yield better results and save you time and effort. Whether you choose to hire a professional or do it yourself, make sure the machine used has the CRI Seal of Approval. It is recommended to perform hot water extraction every 12–18 months, depending on the traffic in your home.

### **Create A Schedule:**

Establish a cleaning schedule based on your household's needs. Consider factors like the number of occupants, pets and amount of activity. Carpet cleaning needs may also vary with the seasons. Heavy cleaning may be required after the winter months when carpets

accumulate more dirt and moisture. Periodic professional cleaning by certified technicians ensures a thorough job and helps prolong the life of your carpets.

Regular carpet cleaning, including preventative maintenance, proper vacuuming, and hot water extraction, is essential for maintaining a clean and healthy living environment. By establishing a cleaning schedule and following the tips provided in this guide, you can enjoy the beauty and comfort of your carpets for years to come.

**Tips to Consider:**

- Heavy furniture can leave dents in your carpet and even crush the piles. Try moving your heavy furniture from time to time to prevent permanent crushing. Dents can easily be removed by stroking the area with the edge of a coin. Alternatively, you can use an ice cube to loosen carpet piles and fluff up the fibers.
- Over time and as your carpet ages, you may find snags and sprouts. It's tempting to just pull them up and get on with your day, but doing so could damage the carpet. Clip – don't pull – snags and sprouts with a scissor. Clipping will improve the carpet's appearance without damaging it. Just be careful not to clip other areas of the carpeting.
- Shedding can be a frustrating problem and dealing with pet hair is a constant battle. Vacuuming can help, but it may not remove all of the hair. For carpets with short fibers, a squeegee can make quick work of pet hair. Just run the squeegee along your carpet to pull up pet hair, and vacuum up the piles.

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## Hardwood

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### Routine Care Dos & Don'ts:

#### DO

- Use a soft cloth to blot spills and spots as soon as they happen. Always avoid allowing liquids to stand on your hardwood floor.
- Sweep, dust or vacuum the floor regularly. If vacuuming, use a hard floor attachment to avoid scratching or dulling your floor's finish
- Clean the floor with cleaners specially formulated to wipe away dirt and soil without damaging your floor's finish.
- Most flooring manufacturers carry a flooring cleaner that can be purchased either through Advanced Interiors or on the web.

#### DON'T

- Use oil-based, wax, polish or strong ammoniated products, which can dull your floor's finish.
- Use steel wool, scouring powders or other abrasive cleaners, which can scratch or damage your floor's finish.
- Wash or wet-mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination and joint-line separation, and void the warranty.
- Use any type of buffing machine.

### Tips to consider:

- Buying felt pads for the bottom of furniture or wide load-bearing bases or rollers to minimize indentations and scratches from heavy objects. Never try to slide or roll heavy objects across your hardwood floor.
- Use entry mats, which will help collect the dirt, sand, grit and other substances such as oil, asphalt or driveway sealer that can be tracked onto your hardwood flooring.
  - Don't use rubber or foam-backed plastic mats, as they may discolor the flooring.
- Remove shoes with spiked or damaged heels before walking on your hardwood floor; they can leave scratches or indentations in hardwood.
- Trim pets' nails regularly.
- Rearrange your rugs and furniture periodically to allow the flooring to age evenly.

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- Avoid prolonged exposure to sunlight, which can soften the tone of different species of hardwood to varying degrees and accelerate the oxidation and aging of wood.

Wood—whether in solid planks or in engineered planks—expands when it absorbs moisture, either from vapor in the air or in liquid form. Maintain a normal indoor relative humidity level between 35% and 55% throughout the year to minimize the natural expansion and contraction of wood. Follow these tips for winter and summer months:

- Heating Season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
- Non-Heating Season (Wet): An air conditioner, dehumidifier or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather.

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## Laminate Plank & Tile

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These floors may look like wood, tile or stone. However, you can't just treat them like other floors.

### Establish a routine:

- Sweep regularly with a soft-bristle broom to collect pet hair and dust. An angle broom will be more helpful to get into corners and along baseboards.
- Vacuum weekly. Use a soft-brush attachment to avoid scratching the flooring.
  - Depending on where you live, you may need to vacuum more frequently. For example, near a beach or the woods.
- Use the hard floor setting on the vacuum cleaner. This stops the beater brush from rotating so it won't scratch the floor

### Deep Clean Periodically:

- Periodically clean the floor with cleaning products made specifically for laminate floor care.
- Do not wash or wet mop the floor with soap, water, oil-soap detergent or any other liquid cleaning product. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
- Do not use steam cleaners or wet mops, which may cause irreparable damage to your floor.
- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- Avoid using steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- For tough spots, such as oil, paint, markers, lipstick, ink or tar, use acetone/nail polish remover on a clean white cloth. Then wipe the area with a damp cloth to remove any remaining residue.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.

### Tips to Consider:

- Do not use any type of buffing or polishing machine on your laminate floors.
- Buying felt pads for the bottom of furniture or wide load-bearing bases or rollers to minimize indentations and scratches from heavy objects. Never try to slide or roll heavy objects across your floor.

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- Use entry mats, which will help collect the dirt, sand, grit and other substances such as oil, asphalt or driveway sealer that can be tracked onto your flooring.
    - Don't use rubber or foam-backed plastic mats, as they may discolor the flooring.
  - Remove shoes with spiked or damaged heels before walking on your floor; they can leave scratches or indentations in the floor.
  - Trim pets' nails regularly.
  - Rearrange your rugs and furniture periodically to allow the flooring to age evenly.
  - Avoid excessive exposure to water during periods of inclement weather.
  - Close curtains or blinds where extreme sunlight hits the floor, as heat & sunlight cause most home furnishings to fade or discolor.
  - Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction.
    - Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
    - Non-Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity during summer months.



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## Luxury Vinyl Plank & Tile

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### Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors.
- Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH floor cleaners) are recommended.
- Absorb wet spills as quickly as possible by blotting with paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

### What to Avoid:

- Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.
- Avoid using mop and shine products on your flooring.
- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product.
- Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

### Tips to Consider:

- Steam mops are generally not recommended for vinyl flooring, as excessive heat and moisture can damage the adhesive and cause the floor to warp.
- Buying felt pads for the bottom of furniture or wide load-bearing bases or rollers to minimize indentations and scratches from heavy objects. Never try to slide or roll heavy objects across your floor.

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- Use entry mats, which will help collect the dirt, sand, grit and other substances such as oil, asphalt or driveway sealer that can be tracked onto your flooring.
    - Don't use rubber or foam-backed plastic mats, as they may discolor the flooring.
  - Remove shoes with spiked or damaged heels before walking on your floor; they can leave scratches or indentations.
  - Trim pets' nails regularly.
  - Rearrange your rugs and furniture periodically to allow the flooring to age evenly.
  - Avoid excessive exposure to water during periods of inclement weather.
  - Close curtains or blinds where extreme sunlight hits the floor, as heat & sunlight cause most home furnishings (including vinyl floors) to fade or discolor.
  - Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction.
    - Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
    - Non-Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity during summer months.

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## Sheet Vinyl

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### Routine Maintenance:

- Sweep your floor regularly (at least once a week) to remove loose dirt.
- Prevent stains by wiping spills promptly.
- Occasional mopping is recommended when dirt builds up and sweeping alone is not sufficient. Use a solution of clear, non-sudsy ammonia based cleaner in one gallon of warm water. Using more than the recommended amount of cleaning solution may leave a dulling film.
- Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care and highest shine.

Caution: Vinyl floors can be slippery when wet. Use extreme caution when walking on a wet floor.

### Tips to Consider:

- Use a doormat outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats on your floor.
- Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including vinyl floors, to fade or discolor.
- Support furniture with wide load-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented, hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all moveable furniture. Make sure any metal protectors are rust-proof. Replace your narrow dome furniture rests with wide load-bearing ones.
- If you need to move heavy furniture and/or appliances, such as your refrigerator, across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.

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## Tile & Grout

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### General Tile Cleaning:

- Dry clean ceramic tile by sweeping with a brush or dust mop or by vacuuming.
- Remove minor soils by wiping or mopping with water.
- For excessive soiling, use a general purpose, synthetic detergent mixed with warm water for washing the surface.
- Rinse thoroughly and mop up rinse water, leaving the area as dry as possible.
- DO NOT leave water or cleaning solution on the area any longer than necessary.
- DO NOT use abrasives or other gritty materials on GLAZED TILES.
- DO NOT use acids on glazed tiles
- Avoid using steel wool pads for scrubbing (they may leave rust spots)

### General Grout Cleaning:

\*\*\*Advanced Interiors utilizes Laticrete Permacolor Select grouts normally. The following tips include specific guides for this grout\*\*\*

- Spills should be wiped up immediately with a paper towel or cloth.
- If a stain remains, scrub the grout surface with warm water and a white nylon scrubbing pad, for at least 60 seconds.
- For stubborn grout stains on tile installations, dampen the grout and apply a solution of an alkaline cleaner on the surface and let it sit for 3–4 minutes, then scrub with a white nylon scrubbing pad for at least 60 seconds and rinse.
- If a second cleaning is required, repeat the above process.

Note: Before using any cleaning product on tile or grout, always test clean a small inconspicuous area and allow it to dry to ensure compatibility of the cleaner with the surface to be cleaned. Powdered cleanser is not recommended for cleaning unsealed or unglazed tile, and many types of stone. Acid based products are not recommended for polished marble and other types of stone

*When in doubt, contact the Advanced Interiors service department at **service@ainteriors.net** to explain your concerns, and we will help you out!*