

[SURFACE]

Tile and Stone Care & Maintenance

Dry cleansers or abrasive liquids such as Soft Scrub are not recommended as they will scratch a stone's finish. Non pH-balanced cleaners such as bleach, vinegar or ammonia should likewise be avoided.

While sealants do not insure 100% protection against staining, they are effective in inhibiting staining. Sealants are subject to wear and chemical breakdown and require periodic reapplication. Citric acid-based juices, wine, vinegar and other acidic or alkali fluids will wear away sealant. Typical residential installations should be retreated annually.

Routine Cleaning – Neutral pH cleaners for natural stone such as Revitalizer from Stone Tech or Miraclean are recommended. Blot up spills immediately. With darker stone, dry surface with clean towels after cleaning to prevent water spotting. On polished marble counters or tables, use of coasters or placemats is recommended.

Carpet Care and Maintenance

Reduce Soil Accumulation

- ✧ Use doormats at all entrances and avoid wearing shoes to keep outside dirt from being tracked onto the carpet. You may want to relocate furniture periodically to allow for an even distribution of traffic and wear on the carpet. Mats and runners on uncarpeted areas adjacent to carpet will reduce soil in heavy traffic areas.
- ✧ The most used areas, such as entrances, doorways, traffic lanes, and in front of chairs will collect dirt faster than other areas. Clean these areas as they begin to show soil to stop dirt from spreading and will extend the time between professional cleaning.
- ✧ Regular vacuuming and periodic professional cleaning are recommended to keep your carpet looking beautiful. Most dirt, even dust, is in the form of hard particles. When left in the carpet, these gritty, sharp particles abrade the pile as effectively as sandpaper. Regular and thorough vacuuming not only prolongs the life of the carpet, but will enhance its appearance as well.

Stain Removal

- ✧ Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. No carpet is stain-proof, although many are stain resistant.
- ✧ Even with regular vacuuming, soil particles and oily dirt will cling to the carpet fibers. With foot traffic, these particles and oily dirt are driven deep into the carpet. **We recommend professional cleaning with hot water extraction every 12 to 18 months.**

The following common characteristics are not covered under most manufacturer warranties:

- ✧ **Appearance Retention** - All carpets change in appearance over time, primarily due to foot traffic. Carpet in heavy traffic areas will exhibit the most change. A good quality carpet pad will add to the carpet's

durability. Over time, tips of tufts in cut-pile carpet will lose some twist, causing it to bloom. This is normal and to be expected.

- ✧ **Crushing** - Crushing is the compaction of the pile thickness due to foot traffic or furniture. Regular use of a vacuum with a beater bar in high traffic areas may help reduce changes in appearance.
- ✧ **Fading or Color Loss** - Carpet may slowly lose color over time. This can be caused from direct sunlight, ozone, emissions from heating fuels, pesticides, cleaning agents, benzoyl peroxide, and other household items. Care should be taken when using these items. Window treatments will reduce exposure to direct sunlight.
- ✧ **Footprints** - Cut-pile carpets will show footprints and vacuum cleaner marks. The selection of a carpet with a lower pile height and denser construction will help to minimize this effect.
- ✧ **Indentations** - Indentations will occur from furniture or heavy objects. Furniture coasters assist in spreading the weight of the object to a larger area. Brushing the affected area with your fingertips usually restores crushed tufts to their original position.
- ✧ **Matting** - Entanglement of fibers and tufts of yarn tips may be caused by cushion failure or, most often, improper maintenance. Residue from a spill that was not cleaned up thoroughly or cleaning residue that has not been rinsed completely leads to matting.
- ✧ **Shading** - Shading is a change in pile direction that results in an apparent change in color. Solid color cut-pile carpets will exhibit this more often than textured or patterned carpets. This is normal. Severe cases of shading are also known as pooling or watermarking. This results in a permanent pile reversal that occurs after installation. It has no known cause and is usually confined only to certain areas of an installation. Pooling or watermarking is not considered a manufacturing defect.
- ✧ **Shedding** - Shedding is a normal characteristic of cut-pile carpets. *It is more apparent in staple products versus continuous filament products.* Regular vacuuming using a vacuum cleaner with a beater bar will remove most loose fibers during the first year.
- ✧ **Filtration Soiling** - Dust, dirt, pollen, cooking vapors, and other airborne pollutants may appear as dark lines along walls, vents, and doorways. This is usually due to an imbalanced ventilation system that is incapable of removing the volume of air entering the room. The excess air escapes through gaps between floors, walls, and doorways. Professional cleaning may clean the affected areas, but the condition will usually return unless the ventilation problems are corrected. Carpet of any quality will perform the same if subjected to filtration inefficiencies.

Hardwood Care and Maintenance

General Care

- ✧ **Never** wet-mop or flood your floor with water or other products. This can severely damage the flooring and will void the warranties. The use of a Bona Cleaner, available from Surface, is highly recommended. Do NOT use oil soaps, liquid or paste wax products, or other household cleaners that contain lemon or Tung oils.
- ✧ **Biweekly** – vacuum or sweep your floor.
- ✧ **Monthly** – Spot-clean with an appropriate cleaner. Apply the cleaner to a clean, dampened sponge and wipe the surface of your floor. Follow with a clean, dry terry cloth towel to dry the surface. Never pour cleaner directly onto the floor.
- ✧ Immediately blot up spills or spots.
- ✧ Sand and water are wood's worst enemies. Place rugs inside every outside entrance of the house, in front of the kitchen sink, kitchen working stations and the dishwasher to protect the floor from water or oily detergent. Use area rugs in heavily traveled areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.

106 SE 11th Ave, Portland, OR 97214
503.235.1235
CCB 159424

- ✧ Hardwood floors are prone to dents and scratches. Protect floors by keeping high heel shoes in good condition. Damaged or worn high heels may expose a metal tip that will certainly damage the surface finish. Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
 - ✧ Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Use draperies or shades to help block out most of the sun's harmful rays. **Samples or models in the showroom may also fade, making an exact match to new flooring impossible.** Custom finishing and staining of interior millwork and/or cabinets should be done from the actual floor to be installed, not a showroom sample, if a color and/or gloss match is desired.
 - ✧ Maintain relative humidity level in your home between 40% and 60% throughout the year. Hardwood is a living material that reacts to changes in relative humidity.
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Laminate Floor Care and Maintenance

General Care

- ✧ To clean floor, a solution of one cup ammonia to one gallon of water or one cup vinegar to one gallon of water is effective. Do not use soap or detergent-based cleaners, one-step clean-and-shine type products, wax-based products, or any type of polish. These cleaners leave a dull, filmy residue.
 - ✧ Protective felt pads on chair and furniture legs are recommended to further protect the flooring.
 - ✧ Avoid flooding. Laminate flooring should not be subjected to excessive amounts of water, nor should water be allowed to stand on the floor. This can result in spotting, swelling of the joints, and other problems.
 - ✧ Do not buff, polish, or wax flooring.
 - ✧ Do not use harsh or abrasive cleansers, steel wool, or soap-based detergents.
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Vinyl Care and Maintenance

General Care

- ✧ To clean, rinse the floor with a clean damp mop, adding one tablespoon of vinegar per gallon of water. This ensures any alkaline residues are neutralized. Remember, genuine linoleum is made from natural raw materials, and products with harsh alkalis or high pH (such as ammonia or similar products) should be avoided. Never apply floor wax, furniture polish, or silicone products on your linoleum floor. **Linoleum flooring, like other types of smooth floors, can become slippery when wet.** Allow time for floor to dry after washing. Immediately wipe up wet areas.
- ✧ Damage may occur due to stains from rubber and some latex backings and dyes used in floor mats and rugs. Non-staining mats are helpful in removing harmful grit at entryways and can help prolong the life of your floor. Clean mats frequently.
- ✧ Sweep or vacuum regularly to remove loose dirt and grit that can abrade or scratch your floor. We do not recommend vacuums that have a beater bar or electric brooms with hard plastic bottoms.
- ✧ When moving heavy furniture or appliances, place plywood or hardboard panels on the floor and "walk" objects across the panels to avoid scratching or damaging your floor. **Never slide furniture directly over your floor.**
- ✧ Women's high-heeled shoes can cause permanent damage to many types of flooring.
- ✧ Repeated exposure to direct sunlight may cause bleaching or discoloration. Close drapes or blinds to block direct sunlight.

- ✧ Home appliances such as refrigerators and heating system air ducts emit a direct flow of hot air that, if not controlled, can exceed 120° F. This may cause discoloration over time. Keeping refrigerators free of dust buildup around motors and exhaust areas will greatly reduce heat buildup.