



CONTRACT FLOORING CONSULTANTS, LLC

@ The Water Tower, Johns Landing

5331 SW Macadam Ave, Suite 110

Portland, OR 97239

503-445-4095

Fax: 503-445-4097

(OR) CCB152184 (WA) CONTRFC980MS

December 14, 2020

Client: Johnson Project Solutions

Project: HBB 2nd Floor

Project Address: 309 SW 6th Ave Portland, OR 97204

Closeout

BASE: Berke 4"
Color: 204 Gray

CARPET: Milliken Remix Remastered Bass Line
Color: BSL67 Snare

Milliken Nexus & Metro
Color: NEX108 State & Madison

LVT: Shaw Pigment Dir Glue 7x48
Color: 65515 Bone

TILE: Royal Mosa 24x24
Color: 237V Moss Black Matte

Break Room 3x12
Color: Sage Gloss



CONTRACT FLOORING CONSULTANTS, LLC

@ The Water Tower, Johns Landing

5331 SW Macadam Ave, Suite 110

Portland, OR 97239

503-445-4095

Fax: 503-445-4097

(OR) CCB152184 (WA) CONTRFC980MS

DATE: 12/1/2020

TO: Johnson Project Solutions Inc

JOB: HBB 2nd Floor

JOB LOCATION: 309 SW 6th Ave Portland, OR 97204

WARRANTY

This is to provide you with our warranty and guarantee covering: **SUPPLIED MATERIALS**. All workmanship is warrantee for **ONE YEAR** from date of substantial completion. Material must be maintained based on manufacturers' product care guidelines.

An extended warranty may be available on certain materials is a product care company, acceptable to Contract Flooring Consultants and the manufacturer, is retained and a regular documented schedule of maintenance meeting the manufacturer's requirements is established.

We agree to repair or replace, to the satisfaction of the Architect and/or Owner, any or all such work that may prove defective in workmanship or materials within that period. Any repairs or replacement shall bear an additional twelve (12) month's guarantee as herein stated, dated from the final acceptance or repair or replacement.

Exceptions to the warranty include damage as a result of improper cleaning; tears, rips or pulls whether intentional or accidental; wear as a result of not using chair mat protection' burns, staining or damage as a result of negligence; or other damages caused by outside agencies or equipment.

In the event of failure to comply with the above-mentioned conditions within a reasonable time, after being notified in writing, we collectively and separately do hereby authorize the Owner to proceed to have defects repaired and made good at our expense. We agree to pay the costs and legal or arbitration proceedings that are required as part of the Owner's and/or Architect's obligation to enforce this Agreement. The cost of such proceedings shall include, but is not limited to, reasonable attorney fees. The court shall fix the amounts of such costs and reasonable fees or tribunal hearing said proceedings.

Devon King

CONTRACT FLOORING CONSULTANTS, LLC

Wall Base Options

Burke wall base is available in a variety of sizes and 100 colors including 36 Accord Colors. The Accord System offers 36 color choices that span the entire spectrum of premium rubber flooring products, including tiles, stair treads and finishing accessories.

TS Vulcanized Thermoset Rubber, TP Coextruded Thermoplastic Vinyl, and TV Coextruded Thermoplastic Vinyl

Wall Base Type	2.5" x .080" toeless & coved	2.5" x 1/8" toeless & coved	4" x .080" toeless & coved	4" x 1/8" toeless & coved	4.5" x 1/8" toeless & coved	6" x .080" toeless & coved	6" x 1/8" toeless & coved	10" x 1/8" toeless only	4" lengths toeless & coved	100' seamless rolls toeless & coved	100 color offering (includes 36 Accord colors)	95 color offering (includes 36 Accord colors)
Type TV - Matte	*	*	*	*	*	*	*		*	*	*	
Type TP - Matte		*		*	*		*		*	*	*	
Type TS - Satin		*		*			*	*	*	select colors, coved only		*

* Some limitations in availability - see spec page for full details. Inside and outside corners also available.

Custom colors available for a minimum.

					
Almond 403	Off White 244	Beach Sand 030	Light Gray 208	Frosted Jade 210	Mocha 597
					
Cream 205	Baja 519	Sky Gray 663	Carmine Gray 674	Daffodil 820	Mango 070
					
Desert Sand 118	Gray Beige 209	Jackalope 190	Ash 603	Sugar Snap 055	Geranium 966
					
Ginger 503	Sandy Tan 112	Gray 204	Gray Blue 672	Mountain Meadow 077	Peacock 120
					
Tumbleweed 033	Clay 527	Moonbeam 050	Rocky 660	Dark Forest 331	Ocean Blue 115
					
Pecan 504	Brown 502	BlackBrown 523	Charcoal 217	Black 701	Navy 875

Crafted with purpose

Performance and Features

Available Heights/Sizes	BurkeBase Type TS 1/8" *	BurkeBase Type TP 1/8" **	BurkeBase Type TV 1/8" **	BurkeBase Type TV .080" **
	2.5" (64 mm)	2.5" (64 mm)	2.5" (64 mm)	2.5" (64 mm)
	4" (102 mm)	4" (102 mm)	4" (102 mm)	4" (102 mm)
	6" (152 mm)	4.5" (114 mm)	4.5" (114 mm)	6" (152 mm)
	10" (254 mm) (Toeless only)	6" (152 mm)	6" (152 mm)	
	Coved or Toeless	Coved or Toeless	Coved or Toeless	Coved or Toeless

Warranty This product is backed by our Limited 5 Year Commercial Warranty.

Corners BurkeBase® Type TS factory molded corners are available in all profile sizes except 10" and toeless corners. Must be ordered at time of wall base order to ensure color match.

BurkeBase® Type TP/TV pre-formed corners are available in all profile sizes. Must be ordered at time of wall base order to ensure color match.

Custom Colors Minimums apply.

Please make final selection for all colors from actual product samples.

For samples and information visit manningtoncommercial.com or call 800.241.2262.

Thermoset Rubber

BurkeBase® Rubber Wall Base
Type TS Benefits

- Vulcanized thermoset rubber to prevent shrinkage or expansion
- Molded to provide dimensional stability
- Smooth satin finish and inherent flexibility helps hide substrate irregularities
- Available in 4' molded lengths
- 100' seamless rolls available in colors 204, 206, 208, 209, 217, 502, 523, 597, 701 and 727
- 95 standard colors including 36 ACCORD colors

Thermoplastic Rubber

BurkeBase® Rubber Wall Base
Type TP Benefits

- Heavy gauge rubber base
- Flexible formulation easily forms to curves and corners for clean installation
- Will not fade or crack
- Scuff and scratch resistant
- Available in 4' lengths and 100' seamless rolls
- 100 standard colors including 36 ACCORD colors

Vinyl

BurkeBase® Vinyl Wall Base
Type TV Benefits

- Engineered for heavy traffic and high maintenance areas
- Scuff and abrasion resistant
- Tough matte finish helps hide substrate irregularities
- Available in .080" and 1/8" gauges
- Available in 4' lengths and 100' seamless rolls
- 100 standard colors including 36 ACCORD colors

* Type TS Coved and Toeless 4' lengths available in 2.5", 4", 6", and 10" heights (10" heights - 1/8" toeless ONLY). Type TS 100' rolls are only available in these ten colors: 204, 206, 208, 209, 217, 502, 523, 597, 701, and 727, in 4" height only.

** Type TP & TV Coved and Toeless 4' lengths & 100' rolls available in 2.5", 4", 4.5", and 6" heights. Both available in .080" & 1/8" thickness.

Crafted with purpose

Burke
COLLECTION

Milliken Recommended Carpet Maintenance Procedures

Consistent, thorough cleaning is required to remove soil that has bonded to carpet fibers. To ensure optimum performance and appearance, Milliken recommends using the MilliCare Dry Carpet Cleaning system.



MilliCare Textile and Carpet Care® is Green Seal Certified and an IICRC Certified training provider. The proprietary dry care system is CRI Certified as a Deep Cleaning Methodology and can contribute to LEED points. To find a MilliCare service provider in your area, please visit www.millicare.com.

Prevention Procedures

Barrier Mats - Barrier mats should be placed at all entrance ways into the facility and at locations where there is a transition from hard surface flooring onto the carpet if possible. This will help prevent soil from being tracked onto the carpet, improving its appearance and extending its life. Barrier mats should be vacuumed daily and cleaned or replaced frequently depending on the weather and use.

Vacuuming - Proper vacuuming is one of the most important parts of a total preventive maintenance program. Ineffective equipment or procedures will accelerate the appearance loss of the carpet by allowing dirt and grit to penetrate the pile surface. The accumulation of this soil, especially the smaller respirable particulates, can lead to Indoor Air Quality problems.

The janitorial / housekeeping staff is typically assigned the task of scheduled vacuuming. Vacuuming frequencies should be determined by four factors:

1. Type of carpet installed and appearance expectations.
2. Type and quality of vacuum used.
3. Expected traffic for each area of the facility.
4. Soiling environment of each area of the facility.

A commercial upright vacuum with a beater brush is recommended for vacuuming all carpet. Regular maintenance of vacuums is also essential. Vacuums should be emptied and inspected after every use. Particular attention should be paid to the condition of the brushes. Also, make sure that there is no material obstructing the air-flow channel.

Typical vacuuming frequencies are as follows:

High traffic: Every full work day. All entrances, exits, lobbies, food service areas, main corridors, elevators, funnel and pivot points. The vacuum should make a minimum of three passes in all high traffic areas.

Medium traffic: Every other work day. All secondary corridors, conference rooms, private offices.

Low traffic: Once a week. Minimal use corridors, rarely used conference rooms and training rooms.

Milliken Recommended Carpet Maintenance Procedures (Cont.)

Spot Cleaning - Spots and stains are one of the biggest detriments to high appearance levels. In order to maintain a consistent appearance level between periodic maintenance, it's critical that spots and stains be removed on a daily basis. In most cases, daily spotting is the responsibility of the janitorial or housekeeping staff. Milliken recommends the use of a Capture® Spot Kit or MilliCare® Spot Kit for treating most spots, following these procedures:

1. Remove as much excess material as possible prior to spot removal. Blot up liquids with a clean white terry cloth, vacuum up soil and gently scrap up encrusted material.
2. Spray Capture Pre-mist onto a clean, white terry towel and work in gently. Do not scrub. Blot, absorbing as much of the spot into the towel as possible. Work from the outside edge of the spot into the center to prevent spreading.
3. Apply Capture dry carpet cleaner to the spot. Gently agitate with a brush, wait 30 mins. And vacuum.

Note: Milliken does not recommend using any spotting agents containing solvents as they can leave residue that contributes to resoiling and can possibly damage the carpet.

millicare.com

1300 Brownwood Avenue • LaGrange, Georgia 30240 • 1.888.886.2273 (1.888.88.MCARE)

MilliCare® is a registered trademark of Milliken Services, LLC.

Milliken Commercial Modular Carpet Warranties

These warranties are subject to the Warranty Terms and Conditions provided at the end of this document and apply only to commercial modular carpet products sold by Milliken in North and South America. Details about the test methods supporting these warranties are available upon request.

WARRANTIES APPLICABLE TO ALL MILLIKEN COMMERCIAL MODULAR PRODUCTS:

(Exceptions are noted under Specialty Product Limited Warranties below.)

FACE FIBER WEAR

Milliken warrants that the carpet will lose no more than ten percent (10%) of its face fiber by weight during the Lifetime of the carpet. If the carpet is installed on stairs, this warranty will be limited to five years. A claim against this warranty requires the submittal of a sample (one square yard minimum) of unused attic stock and a like-size piece of carpet from the area that is believed to be worn beyond the terms of this warranty. These samples will be submitted to an independent testing lab for verification.

STAINING/SOILING RESISTANCE (StainSmart®)

Milliken warrants that carpet which is treated with StainSmart will resist staining and soiling during the Lifetime of the carpet.

COLOR PATTERN PERMANENCY

Milliken warrants that the carpet will exhibit no pattern loss during the Lifetime of the carpet. If the carpet is installed on stairs this warranty will be limited to five years.

DELAMINATION OF BACKING

Milliken warrants that the backing of the carpet will not delaminate during the Lifetime of the carpet.

EDGE RAVEL

Milliken warrants that the carpet will exhibit no edge ravel or "zippering" during the Lifetime of the carpet.

TUFT BIND

Milliken warrants that the carpet will maintain its tuft bind integrity during the Lifetime of the carpet.

FLOOR COMPATIBILITY

Milliken warrants that the carpet will not cause a reactivation of old adhesives due to plasticizer migration during the Lifetime of the carpet.

ANTISTATIC

Milliken warrants that the carpet will not generate static shock greater than 3.5 kilovolts during the Lifetime of the carpet.

ANTIMICROBIAL PROTECTION (AlphaSan®)

Milliken warrants that the AlphaSan antimicrobial agent will remain active during the Lifetime of the carpet. AlphaSan inhibits microbial activity that can contribute to deterioration in the carpet backing.

FLAMMABILITY

Milliken warrants that at the time of shipment the carpet will comply with the applicable provisions of the Federal Flammable Fabrics Act for carpet used as floor covering in commercial installations. Milliken does not represent that this or any other carpet fabric will not burn or generate smoke under actual fire conditions.

CUSHION RESILIENCY

The Milliken logo is a stylized, handwritten-style script in blue ink, featuring a large 'M' and a cursive 'illiken'.

Milliken warrants that the modular carpet with attached cushion will retain 90% of its cushion resilience during the Lifetime of the modular carpet.

DIMENSIONAL STABILITY

Milliken warrants that the modular carpet will maintain its dimensional stability during the Lifetime of the modular carpet.

FLOOR RELEASE

Milliken warrants that the initial installation of the modular carpet will release from the floor during the Lifetime of the modular carpet.

TOP DOWN MOISTURE RESISTANCE

Milliken warrants that the modular carpet will resist moisture penetration during the Lifetime of the modular carpet. This warranty does not include moisture penetration at the seams of modular carpet.

SITE RELATED SOLUTIONS

Additional warranties may apply when Milliken Non-Reactive Standard, Milliken Moisture Extreme Adhesive, Milliken TractionBack®, or Milliken TractionBack® Plus is used with Milliken Modular Carpet Tile. Click on one of the links below to learn more:

[Milliken Non-Reactive Standard Adhesive - Warranty](#)

[Milliken Moisture Extreme Spray Adhesive – Warranty](#)

[Milliken TractionBack – Warranty](#)

[Milliken TractionBack Plus - Warranty](#)

SPECIALTY PRODUCT LIMITED WARRANTIES:

TRACTIONBACK® MODULAR CARPET

Milliken warrants that at the time of shipment, modular carpet with TractionBack will maintain sufficient bond strength to hold the modular carpet in place under normal foot traffic use for ten (10) years.

ENTRY BARRIER CARPET (QUADRUS)

Milliken warrants that the Quadrus entry barrier carpet will lose no more than ten percent (10%) of its face fiber by weight for five (5) years.

BLEACH RESISTANCE (ColorSeal®)

Milliken warrants that carpet treated with ColorSeal will resist color loss attributable to spills of ten percent (10%) bleach solution and other oxidizing agents during the Lifetime of the carpet.

WARRANTY TERMS AND CONDITIONS:

The following terms and conditions (the “Warranty Terms and Conditions”) apply to all warranties made by Milliken & Company (“Milliken”) for commercial carpet sold by Milliken Design, Inc. These Warranty Terms and Conditions and related warranties do not apply to non-commercial installations.

The warranties provided herein are in lieu of any and all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose. These warranties are subject to the limitations and exclusions set forth in these Warranty Terms and Conditions and in the individual warranties. These warranties only apply to carpet installed in accordance with Milliken’s then current published instructions for installation and orientation (which are specific for each carpet product), installed in an indoor commercial environment and properly maintained in accordance with current, published Milliken specifications. These warranties shall not apply to carpet which has been placed in storage for extended periods, exposed to temperature extremes, or bent or deformed. Additionally, these

The Milliken logo, featuring the word "Milliken" in a stylized, cursive blue font with a trademark symbol.

warranties do not cover damage arising from any use that is different from the normal, intended use of carpet, including, but not limited to (i) damage caused by chlorinated or any other solvent-based cleaning agents; (ii) damage caused by exposure to substances or contaminants which degrade or destroy color in carpet; (iii) damage caused by use of inappropriate maintenance methods; (iv) damage caused by sharp objects and the like; (v) damage caused by the installer or the workmanship of the installer (if not installed by Milliken or Milliken Design, Inc.); and (vi) damage arising from factors outside the control of Milliken including, but not limited to, the condition of the sub-floor, flooding, hydrostatic pressure, and moisture from broken pipes.

Milliken is not responsible for any change or modification to the carpet which might occur after it leaves Milliken's premises, including, but not limited to the presence of chemicals or materials which were not specified as components of the carpet. In no event shall Milliken be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability, or otherwise. Service properties such as pile shading, pile crushing, being used as a traffic lane, wear or abrasion and other similar properties are not defects and such properties are not warranted.

Warranty periods, whatever the length and wherever referenced in this document, begin at the date of the applicable invoice.

Milliken recommends and endorses the MilliCare® Textile and Carpet Care service network as the best way to maintain and prolong the life of Milliken Commercial Carpet.

Purchaser's exclusive remedy for any and all losses or damages resulting from defective carpet shall be the repair or replacement of the carpet in the affected area, as determined by Milliken in its sole discretion. The selected remedy shall reflect the previous usage of the carpet and may take the form of credit toward future purchases. This shall be the purchaser's sole remedy. If replacement is chosen by Milliken as the appropriate remedy, Milliken will pay the reasonable costs for such replacement. Replacement must be performed by Milliken or a Milliken approved vendor. Milliken's obligation hereunder shall not include payment of any indirect costs or incidental or consequential damages arising from replacement or repair. Purchaser must provide reasonable cooperation to facilitate Milliken's repair or replacement in the affected area. If any modular carpet is replaced as part of the remedy, the replacement will be made with a current, comparable Milliken carpet.

Warranty coverage is limited to the original purchaser of the carpet (which includes anyone purchasing carpet through a dealer), and is not transferable. Milliken requires the original sales receipt or other sufficient documentation, as determined by Milliken, as proof of warranty coverage.

"Lifetime" is defined as the period of time that the original purchaser of the carpet chooses to keep the carpet on the floor at the original installation site. Lifetime warranties only apply to carpet invoiced after February 1, 2005. For carpet invoiced prior to February 1, 2005 the warranties then in effect apply.

OBLIGATIONS OF PURCHASER-OWNER:

1. Purchaser/Owner must submit notice of all claims under this warranty within a reasonable time after discovery of the alleged defect giving rise to the claim and within the warranty period.
2. Claims must be submitted in writing to Milliken Quality Assurance at carpetclaims@milliken.com or to a Milliken Quality Assurance representative by phone at 1-800-528-8453 (Option 2 at prompt for Quality Assurance).
3. For further information about Milliken warranties please contact your Milliken Sales Representative or Milliken Quality Assurance at: Phone number: 1-800-528-8453 (Option 2 @ prompt for Quality Assurance); E-mail: carpetclaims@milliken.com; or Toll Free Fax Number: 1-866-503-6815.

OBLIGATIONS OF MILLIKEN:

The Milliken logo is written in a blue, cursive script. The word "Milliken" is followed by a small trademark symbol (TM).

Milliken will, within ten (10) business days of receipt of notice made pursuant to Section 2, above, designate a representative to promptly respond and arrange an inspection of the carpet.

The logo for Milliken, featuring the word "Milliken" in a blue, cursive script font. A small trademark symbol (TM) is located at the end of the word.

RESILIENT MAINTENANCE CHECKLIST

Proper care of your resilient floor will help maintain the appearance and performance of your resilient floor by following recommended preventative, routine and wet cleaning guidelines.

Maintenance instructions for Shaw Hard Surface Resilient and US Floor Resilient

POST CONSTRUCTION CLEANING

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Always rinse the floor with water only by mopping water to remove any remaining residue from the floor.

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

Process to remove construction residue or cloudy film from resilient flooring.

1. **Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.**
2. **Spray neutral pH cleaner, such as Shaw Hard Surface Cleaner or Diversey's Stride, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For smooth surface, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. (Never Dry Buff). For embossed or textured flooring, use a cylindrical brush scrubber with red brushes and a neutral pH cleaner applied to the floor to remove the residue film.**
3. **Using a wet micro fiber mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.**
4. **Repeat steps #2 and #3, if necessary.**

When the resilient flooring is cleaned properly, the floor will have the same visual as right out of the box!

PREVENTATIVE MAINTENANCE

1. Care for newly installed floors.

- Avoid heavy traffic for 24 hours.
- Proper furniture protection is required to prevent scratching and scuffing of LVT flooring. It is recommended to use industrial strength felt protection. These can be purchased from the following websites: www.1877floorguy.com, www.expandedtechnologies.com, www.flexifelt.com.
- Moving heavy objects requires protective barriers to distribute the weight such as plywood (¼" or thicker) or heavy cardboard to prevent damage to the wear layer.
- Remove adhesive residue with a clean white cloth dampened with odorless mineral spirits or isopropyl alcohol.
- Only low moisture or damp mopping is recommended initially, if needed.
- Wait 4 days before normal wet cleaning and/or auto scrubbing the floor.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks. Use window protection
- Surface temperature should not reach 140 degrees from sunlight or bed bug treatment as it would cause expansion of vinyl planks.

2. Identify and address all sources of soiling.

- Maintain a clean exterior (parking lots and walk ways) where dirt enters the building.
- Proper mats should have non-staining backing, use PVC backed matting. Use mats at entranceways, transition areas and special areas such as food service areas/restrooms to confine soil, oil, grease and high moisture areas.
- Entrance mats keep soil and moisture outside. Two matting categories are:
 - Soil Removal – used at exterior entrances to remove soil from shoes
 - Absorbent mats – used inside to minimize moisture
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather. Include mats in the maintenance program and keep them clean.

ROUTINE MAINTENANCE**1. Remove dry soil.**

- Sweep, vacuum or dust-mop frequently to remove soil particles that can abrade the wear layer.
- Dust mop treatments are not recommended since these products can transfer and attract soil.
- Do not use vacuums with rotating beater bars on hard surfaces.

2. Promptly address spots and spills.

- All spills should be addressed as quickly as possible to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary use a neutral pH vinyl cleaner* and rinse with water.
- Isopropyl alcohol or mineral spirits can be used for oil/grease (petroleum-based) and/or scuff marks.

3. Remove scuffs.

- Cleaning with an auto scrubber or spray buffing with a spray/buff solutions* using a low (175 rpm) machine and red pad will remove scuff marks. Agitation is the key to remove these marks.
- A tennis ball placed on the end of a stick, such as a broom handle, can be used as a tool to remove scuff marks. This allows you to remove scuffs from a standing position on smaller areas.

WET CLEANING

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH vinyl cleaner* and follow the manufacturer's instructions for dilution and use.
- Common systems are: 1) Micro fiber wet mop or mop and two-bucket system, and 2) Automatic scrubbing with a red 3M pad/equivalent brushes.
- Rinse the floor with clean water. Repeat the rinse process if necessary to remove all haze
- Do not use brown or black pads/brushes. These pads are too aggressive and can damage the floor.
- Products containing bleach and steam mops are not recommended.

The above guidelines are recommended to maintain LVT, LVP and sheet resilient products. Application of finish is optional in certain applications. Always follow the finish manufacturer's instructions for mixing and method of application. It is also recommended that if finish is applied, additional cleaning products be from the same manufacturer due to compatibility issues. Specialty floors such as sports floors with cushion back, ESD/static-control and floating floors will have exceptions to the maintenance guidelines. Contact the Information Center or Technical Support at 877.502.7429.

*There are many available cleaning and maintenance products for hard surfaces, especially resilient floors. These products should be evaluated since each location can have different requirements due to the type of soil, performance expectations and available maintenance equipment. Applying finishes will change the original product and the finish becomes the wear layer. The following are suggested products to assist the maintenance program:

- Neutral Cleaners: Diversey STRIDE® or PROMINENCE®, Shaw Hard Surface Cleaner, Hilway Direct Neutral Cleaner
- Spray and Buff: Diversey SNAPBACK®
- Matte Finish: Diversey Carefree Matte® Hilway Direct Plus Matte

- Gloss Finish: Diversey Carefree® Hilway Direct Plus Gloss
- Technical phone numbers:
 - Diversey: 1.800.558.2332
 - Shield Industries for Shaw Cleaner: 1.877.209.7309
 - www.1877floorguy.com 1.877.356-6748

SUGGESTED FREQUENCY CHART FOR RESILIENT FLOOR CARE

Traffic Level	Vacuum or Dust Mop	Spot Removal	Wet Mop or Auto-Scrub
Light <ul style="list-style-type: none"> • Private offices • Cubicles 	2+ times per week	As needed	Wet Mop Weekly Scrub Quarterly
Moderate <ul style="list-style-type: none"> • Shared offices • Secondary hallways • Conference rooms • Classrooms 	1 time per day	As needed	Wet Mop Daily Scrub Monthly
Heavy <ul style="list-style-type: none"> • Common entrances • Elevators • Main hallways • Break rooms • Work rooms • Mail rooms • Patient rooms • Waiting areas 	1+ times per day	As needed	Wet Mop Daily Scrub Weekly

This chart represents a general guideline; identify and schedule your facility for specific conditions and frequencies.

Revision: 8/2017

COMMERCIAL RESILIENT 10 YEAR WARRANTY

WARRANTY OWNER:

This limited warranty, from Shaw Industries, Inc. ("Shaw"), extends only to the original end-user. Shaw warranties are non-transferable. No installer, retailer, distributor or agent, or employee of Shaw may alter the obligations or limitations of any Shaw warranty.

INSTALLATION/WORKMANSHIP:

Shaw does not warrant installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your Shaw commercial floor should be professionally installed by contractors who have demonstrated expertise in installing commercial floors. Your Shaw commercial floor must be installed correctly over a properly prepared sub-floor. Your Shaw commercial floor must regularly and properly be maintained.

TERMS:

Within One Year: If a defect covered by this warranty is reported to Shaw in writing within one year of purchase, Shaw will supply new material of the same or similar grade sufficient to repair or replace the defective material. Shaw will pay all reasonable labor costs.*

Within Two Years: If a defect covered by this warranty is reported to Shaw in writing after one year but within two years of purchase, Shaw will supply new material of the same or similar grade sufficient to repair or replace the defective material. Shaw will pay fifty percent of reasonable labor costs.*

After Two Years: If a defect covered by this warranty is reported to Shaw in writing after two years but within ten years of purchase, Shaw will supply new material of the same or similar grade sufficient to repair or replace the defective material. Shaw will not pay any labor costs. Shaw will not pay labor costs to repair or replace materials with defects that were apparent before or at the time of installation.

*reasonable labor costs shall be determined solely by Shaw.

EXCLUSIONS: The following are not covered by this warranty:

- Damage caused by improper installation and/or maintenance.
- Differences in color between products and samples or photographs.
- Problems arising from excessive moisture, alkali or water pressure from the sub-floor.
- Indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using proper floor protectors.
- Discoloration, including but not limited to U.V. light and heat sources.
- Surface scratches, changes in shading, texture and/or gloss during use.
- Damage caused by chemically reactive material, carpet creaking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
- Inappropriate end-user activities.
- Construction or installation-related damage.
- Damage caused by fire, flooding or intentional abuse.

LIMITATION ON DAMAGES:

Shaw excludes and shall not pay any incidental or consequential damages under this warranty. This shall include any liability for lost profits or any indirect, special or consequential damages. The remedies contained herein are the only remedies available for a breach of warranty of any kind. Shaw's sole obligation and Distributor's sole remedy for claims arising hereunder for any and all losses and damages resulting from any cause shall be that Shaw shall repair, at the option of Shaw, or replace the defective material. In no event, including in the case of a claim of negligence, shall Shaw be liable for incidental or consequential damages.

CLAIMS:

Any claim must be made within seven (7) days after purchaser learns of the facts upon which such claim is based. All claims not made in writing and received by Shaw within the time period specified above shall be deemed waived. Any claims for surface defects or variations in color must be communicated to Shaw in writing prior to the actual installation. If the product is already installed, then Shaw must examine and verify the defect.

NOTE: SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR COSEQUENTIAL DAMAGES SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THERE ARE NO OTHER WARRANTIES BEYOND THIS EXPRESS WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. NO IMPLIED WARRANTIES OF ANY KIND ARE PROVIDED. EXCEPT AS HEREIN EXPRESSLY STATED, THERE ARE NO WARRANTIES OR CONDITION, EXPRESS OR IMPLIED, BY OPERATION OF LAW LOR OTHERWISE, FOR ANY BREACH OF CONTRACT, PRODUCTS LIABILITY, STRICT LIABILITY, NEGLIGENCE OR PART THEREOF FURNISHED HEREUNDER. THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES AND/OR GUARANTEES, EXPRESS OR IMPLIED, ARE EXCLUDED FROM THIS TRANSACTION AND SHALL NOT APPLY FOR THE CONTRACT PRODUCTS.

Mosa.

Professional cleaning and maintenance method

Mosa wall and floor tiles are modern, high-quality products with minimal moisture absorption. The use of so-called impregnating or protecting cleaning agents, or agents which otherwise leave a residue, is strongly discouraged, because it cannot be absorbed into the product and will therefore remain on the surface of the tile. This will alter the tile's original exterior, and can negatively influence its anti-slip properties. In addition, the application of such a layer may create a source for stubborn stains and the maintenance problems which they entail.

Builders clean

The builders clean is intended to bring the tile back to the original state in which it was delivered by the manufacturer. A cement residue which has not been completely removed can result in stubborn, hard-to-remove dirt with daily use. Removing the cement residue completely and properly promotes the ease of maintaining a tile floor in daily use and preserves its original appearance.

Anti-slip tiles and textured tiles

Anti-slip tiles and textured tiles require extra attention when removing cement and grout residue, in order to bring out the colour and texture of the tiles to their best advantage and to guarantee that the functional characteristics of the tiles work properly. Detailed information about the builders clean can be found at the English pages of www.mosa.com under the heading "Information". For professional cleaning services, the section "Removing cement residue" is of particular interest.

Regular care

- Wall tiles

Dry spaces Wall tiles in dry spaces should be regularly wiped with a slightly damp microfiber cloth. If desired, use an all-purpose cleanser that is pH-neutral or mildly alkaline. You should preferably use a spray bottle containing water and, if desired, a few drops of all-purpose cleanser. Spray this solution directly onto the microfiber cloth and then use it to clean the surface.

- Bathrooms

In bathrooms it may be necessary to replace the neutral or mildly alkaline cleaner with an acidic cleaner in order to remove limescale or urine deposits. Dilute the cleanser as instructed by the manufacturer, and spray the solution directly onto the surface. Allow it to work on the surface briefly, then rinse with clean water and wipe dry with a microfiber cloth. Acid-based limescale removers or cement residue removers must be used with care since they can damage decorative elements such as inserts or decorative strips made of natural stone or stainless steel.

- Floor tiles

Depending on frequency of use, regular care can be carried out with a floor wiper and a dry wiping cloth (not impregnated with cleaning products) or adhesive wipe, a vacuum cleaner, a damp microfiber mop, or a scrubber drier. Floor wiper or vacuum cleaner For low frequency of use or light soil. Flat tiles: Clean daily with a floor wiper and dry wiping cloths. Textured tiles: Vacuum daily.

- Microfiber floor mop

For small spaces or as an alternative to dry wiping or vacuuming with normal frequency of use or light soil. Clean daily with a microfiber mop system. Use a slightly damp mop with a high proportion of microfibers (at least 50%). It is recommended to use a system with an integrated liquid dispenser, like the Sprekler system by Greenspeed (www.greenspeed.info) or premoistened mops. For lightly textured floor tiles, use a deep-pile microfiber mop.

If desired, add 0.1% and no more than 0.5% (10-50 ml per 10 litres of water) cleaning product or cleaning vinegar to the water. Make sure that the cleaning product is suitable for unglazed floor tiles.

- Scrubber drier machines

For large surfaces, or to supplement daily dry or wet maintenance. Add no more than 0.5% (50 ml per 10 litres of water) cleaning product or cleaning vinegar to the water in the machine. The cleaning product should be low-lather so that it can be used in scrubber drier machines and suitable for use on unglazed floor tiles.

For flat tiles, use at most a red scrubbing disc.

Anti-slip tiles and textured tiles

Textured floor tiles and tiles with raised designs are more sensitive to dirt and generally require more intensive maintenance than flat tiles. Cleaning products and methods should be adjusted to meet the particular conditions. The choice of cleaning product and method must not have a negative effect on the floor tile's anti-slip properties. Choose a scrubbing disc that is sufficiently flexible (such as a white disc) or a brush which is capable of adjusting to the contour of the floor. For thorough results, it is advisable that regular dry or wet cleaning by hand be supplemented with a once-weekly cleaning using a scrubber drier. Changing between cleaning agents may further reduce the risk of building up a residue.

Mosa.

Maintenance advice for consumers

Mosa tiles have a timeless appearance which they will retain for their entire useable life if looked after correctly. This is simple so long as a few pieces of advice are followed, such as making limited use of cleaning products.

Builders clean

A good beginning is half the work done: a good builders clean will enhance the ease of maintenance of your Mosa wall and floor tiles. For further information about the builders clean please visit the English pages of www.mosa.com under the header "Information".

Spot cleaning

Spot cleaning means a reactive cleaning of ad hoc spillages. Remove dirt immediately and thoroughly using appropriate materials (e.g. a wet cloth, paper towel, sponge or mop) and dry with a clean dry cloth or mop. For advice on how to remove specific, tenacious stains please contact Mosa through info@mosa.nl.

Regular maintenance

The daily or weekly cleaning of floor or wall tiles.

Wall tiles

Wipe down wall tiles regularly with a moist microfibre cloth. An all-purpose cleaner can be used in the case of more tenacious dirt. It is recommended to use a spray bottle containing water and just a few drops of the all-purpose cleaner. Spray this solution directly onto the microfibre cloth and then use it to clean the surface concerned. If necessary, dry with a dry cloth. Once saturated with dirt, replace the microfibre cloth with a clean one.

Floor tiles

- Regular vacuuming or wiping prevents the accumulation of dust and dirt. Special dusting cloths are available with a special fibrous texture that attracts and keeps hold of dust and dirt. The use of impregnated cloths is not recommended. These cloths contain oil or paraffin, and leave a thin layer behind on the tiles during wiping which easily attracts new dust and dirt. Impregnated cloths can often be recognised by the foil packaging – often resealable – that prevents them from drying out.
- The floor will need to be wet-cleaned regularly to remove more tenacious dirt. Prior to wet cleaning, first remove loose dirt by vacuuming or sweeping.
- Mosa recommends cleaning floor tiles with a flat-mop system with a microfibre mop.
- The microfibre mop should be lightly moistened with water; the use of too much water will reduce the effectiveness of the microfibres.
- We recommend the use of a microfibre system with an integrated water-dispensing system, like the Sprekler system by Greenspeed (www.greenspeed.info).
- Alternatively use a spray bottle and spray a little water directly onto the microfibre mop. Moisten the mop again if it becomes too dry.
- A little bit of cleaning vinegar or ammonia or just a few drops of a special tile cleaner, e.g. HMK R157 from Moeller Stonecare (www.moellerstonecare.co.uk), may be added to the water.
- Replace the mop with a clean one if it becomes saturated with dirt. Microfibre mops and cloths can be machine washed after use. Do not use a fabric conditioner in the wash.

Deep cleaning

Floor tiles that in time get a dirty and patchy appearance can be restored to their original state by means of a deep cleaning. For advice on deep cleaning please see www.mosa.com, under the header "Information".

Mosa. Tiles.

Glazed Wall tiles

Collections

10thirty®, 15thirty Collection, 30thirty, Combination Quartz®, Global Collection, Kho Liang Ie Collection®, Linea Led, Mix & Mozaïcs, More than white, Mosa Colors®, Mosa Matt Collection®, Mosa Murals®, Mosa Scenes, The White Collection, Trocadero.

Product description

Glazed, dry-pressed ceramic wall tiles, with white body, in accordance with ANSI A137.1 class P4, with a water absorption > 10%, not frost resistant, manufactured using a double-firing process. The glazed wall tile collection is divided into various series. These can contain decor tiles as well as strips. For more information about the available series see www.mosa.nl/us. Cradle to Cradle (C2C) Silver certified; designed for the technosphere and safe for the biosphere.

Product advantages

Mosa wall tiles meet or exceed the quality required by the ANSI A137.1 standard. Virtually all Mosa wall tiles are modular, based on a 1/8 inch grout line, and can be combined with modular floor tiles from Mosa. For indoor use in residential and commercial areas, not suitable for exterior use. Mosa wall tiles usually have at least one fully glazed edge, which allows for easy construction of external corners.

Sustainability and Cradle to Cradle

Mosa tiles are Cradle to Cradle (C2C) Silver certified. The composition of Mosa tiles is pure, clean and suitable for inclusion in the cradle-to-cradle cycle. This means that they do not release any hazardous substances during or after their long service life. Mosa tiles are produced in our own factories in Maastricht (NL). We utilise renewable energy sources and local materials whenever possible, resulting in a favourable CO2 balance. Specific data about Mosa tiles are included in the National Environmental Database for calculation of the material-related environmental performance conform the Dutch Building Decree. An Environmental Product Declaration (EPD type III) and MRPI sheet (containing environmentally-related product information) are available upon request via info@mosa.nl. Mosa tiles are ideally suited for use in sustainable buildings and contribute to the award of hallmarks or points from organisations such as LEED and BREEAM. For current information see www.mosa.nl/us/mosa/sustainability.

NEN-EN-ISO 14001

Since 2007, Mosa has organized her environmental management system according to the international ISO 14001 standard.

Recycling

Mosa glazed wall tiles contain 22% or 25% recycled material, depending on the product type. Our tiles do not contain lead particles hazardous to health or environment. Consult www.mosa.nl/us/mosa/sustainability.

Our limited warranty

Royal Mosa warrants that its first choice ceramic wall tiles are manufactured to specifically mentioned ASTM and ISO standards and meet or exceed the requirements of those standards, unless specifically excluded, and excluding other standards. Please consult Royal Mosa's sales conditions for complete product warranty details.

Mosa. Tiles.

Glazed Wall tiles

Technical data

Properties	ASTM test	ISO test	ANSI A137.1 P4 requirements ^A	Mosa standard
Facial dimensions (range)	C 499		calibrated: +/- 0.3% or +/- 0.04" rectified: +/- 0.25% or +/- 0.08"	L ≤ 6": +/- 0.3% L > 6": +/- 0.2% L > 18": +/- 0.15%
Actual thickness (range)	C 499		≤ 0.031"	< 0.015"
Warpage edge	C 485		min: - 0.3% or - 0.04", max: +0.4% or + 0.05"	min: -0.2% or -0.04" max: 0.3% or 0.05"
Warpage diagonal	C 485		min: - 0.3% or - 0.05" max: +0.4% or + 0.07"	min: -0.2% or -0.05" max: 0.3% or 0.07"
Wedging	C 502		calibrated: +/- 0.4% or +/- 0.05" rectified: +/- 0.25% or +/- 0.03"	L < 18": +/- 0.3% L ≥ 18": +/- 0.2%
Water absorption	C 373		< 20%	Pass
Thermal shock resistance	C 484		Pass	Pass
Bond strength	C 482		≥ 50psi	> 55psi
Crazing	C 424		Pass	Pass
Frost resistance			Not required	Not resistant
Breaking strength	C 648	10545-4	≥ 125 Lbf d < 7.5 mm (0.295"): 200 N (45 lbs) d ≥ 7.5 mm (0.295"): 600 N (135 lbs)	Pass ^C d < 7.5 mm (0.295"): 300 N (67 lbs) d ≥ 7.5 mm (0.295"): 600 N (135 lbs)
Modulus of rupture		10545-4	d < 7.5 mm (0.295"): 15 N/mm ² (2175 psi) d ≥ 7.5 mm (0.295"): 12 N/mm ² (1740 psi)	≥ 16 N/mm ² (2320 psi)
Stain resistance	C 1378			Class A ^D
Chemical resistance	C 650			Class A
Cradle to Cradle				Silver ^E

A Breaking strength and Modulus of Rupture (ISO 10545-4) produced in accordance to EN 14411 BIII.

B Actual thickness depends on size and series.

C Except 6" x 6" in 0.22" (< 125lbf)

D Except Mosa Matt Collection

E Except a few colors; see Mosa documentation or website for detailed information.

Mosa. Tiles.

Glazed Wall tiles

Glazed edge

On average, 50% of the wall tiles per box have a glazed edge.

For rectangular sizes, the installation orientation recommended by Mosa determines which edge is glazed:

- wall tiles intended for horizontal installation have a short edge glazed;
- wall tiles intended for vertical installation have a long edge glazed.

Size	Glazed edge
4" x 4"	Yes
4" x 8"	Yes, 8" edge
4" x 12"	Yes, 4" edge; 12" edge on special request
6" x 6"	Yes, except Mosa Murals (Change, Lines)
6" x 8"	Yes, 8" edge
6" x 12"	Yes, 6" edge except Mosa Murals (Change, Lines); 12" edge on special request
8" x 10"	Yes, 10" edge
8" x 24"	Yes, 8" edge
12" x 12"	Yes, except Mosa Murals (Change, Lines)
12" x 18"	Yes, 18" edge
12" x 24"	Yes, 12" edge except Mosa Murals (Change, Lines); 24" edge on special request

Please consult the Mosa documentation for additional information.

Dimensions

Modular dimensions and manufacturing dimensions Production is based on manufacturing dimensions, in accordance with Mosa's modular system. The modular size is expressed in centimetres, while the manufacturing size is expressed in millimetres. A modular size of 15x15 cm (6x6 inch) is equivalent to a manufacturing size of 147 x 147 mm. The tiles are intended for installation with a 3 mm (1/8 inch) grout line. Manufacturing dimensions are measured at the front surface of the tile. Non-rectified tiles taper outwards slightly toward the back side.

Rectified

Rectified wall tiles from the Linea LED collection have ground-to-size edges and can be installed with a minimum grout line width of 2 mm (1/16 inch).

Modular installation

'Modular installation' means that wall and floor tiles can be installed with matching grout lines, following a standard grid pattern, such as 100 mm or 150 mm or multiples thereof, based on the manufacturing dimensions (calibres). The manufacturing dimensions (calibre) determine the grout line width.

Shades

Tiles are a natural product. Minor shade differences may occur. Mosa sorts products by shade, which is indicated on the box.

Article coding on the packaging

The following information can be derived from the coding on the packaging:

Sample article coding on packaging: **45260 L 015020 1 00 TL 0 C33**

45260	color	
015020	modular format 15 x 20 cm (6 x 8 inch)	
L	glazed edge	L long side for rectangular format. K short side for rectangular format. Not applicable for square formats.
1	grade	Mosa only packages and delivers grade 1 tiles.
00	calibre designation	Mosa's precise process control limits the calibre designation for wall tiles to 00 (or 77 for Global and Colors 6 x 6 inch).
TL	shade designation	
0	thickness designation	Standard 0. If a standard article is to be produced in a non-standard thickness, a different thickness designation will be shown here.
C33	packaging code	Indicates the type of box and the number of pieces per box.

Mosa. Tiles.

Glazed Wall tiles

Light reflectance value

The light reflectance value (LRV), determined in accordance to ASTM C609, is the ratio of the total quantity of light reflected from a surface to the total quantity of incident light on the surface. The LRV can be used to determine the contrast between different colors. LRV is important for tasks such as preparing a lighting plan and selecting colors for non-ventilated facades. See the Mosa documentation or www.mosa.nl/us for the LRV for each color.

HACCP

Mosa glazed wall tiles have an impermeable glazed surface that is chemically resistant. The Global Collection and Holland 2040 series feature matching, modular quarter-round strips and internal and external corners for rounded transitions from vertical to horizontal surfaces. In combination with the thin coved skirting (DP) a curved transition can be made from floor to wall, which is particularly recommended in areas subject to HACCP requirements, such as:

- bakeries
- fruit and vegetable processing areas
- hotels, restaurants and cafés
- supermarkets
- slaughterhouses and butcher shops
- fish processing and retailing areas
- food preparation areas
- dairy production and processing areas
- breweries
- changing and shower rooms

Tiling recommendations

Mosa wall tiles can be installed with any conventional tiling method, using any mortars, adhesives and grout compounds (ANSI 108 and 118 or ISO 13007) suitable for use with ceramic wall tiles. Consult the tile adhesive manufacturers' installation instructions. For additional installation recommendations see www.mosa.nl/us.

Maintenance

General: Refer to the Mosa documentation or www.mosa.nl/us.

Metallic-colored wall tiles and strips, natural stone strips, aluminium strips and decors, and glass strips and decors are susceptible to acid and chlorinated or abrasive products, even when diluted. Deterioration may occur in the form of spots or scratches. Cement or grout residue may only be removed with a neutral or light alkaline cleaner, in the concentration prescribed by the manufacturer. For daily cleaning please refer to the current maintenance recommendations at www.mosa.nl/us.

General questions and samples

Sales Support: info@mosausa.com



Koninklijke Mosa bv

Meerssenerweg 358
P.O. Box 1026
NL-6201 BA Maastricht - The Netherlands
T +31 (0)43 368 92 29
F +31 (0)43 368 93 56
info@mosa.nl
www.mosa.nl



Our tiles should be installed in accordance with the current application guides of the Tile Council of America and/or American National Standards Institute guides and standards. Errors and omissions excepted. This Technical Product Sheet contains information about Mosa products, properties and applications, and should not be construed as a guarantee based on the provided recommendations. Mosa accepts no liability based on the content of this document. For information concerning warranties and liability please refer to our General Terms and Conditions of Sale. No rights can be derived from the contents of this Technical Product Sheet. We take no responsibility for typographical errors. This technical product sheet replaces all previous versions. For the most actual version see www.mosa.nl



Cleaning Glazed Porcelain and Ceramic

Glazed porcelain and ceramic tiles are among the easiest flooring materials to clean. Due to their impenetrable glazes, their surfaces are resistant to water, dirt, chemicals, oil, debris, and even germs and bacteria.

Always Remember:

- Do not clean porcelain tile flooring with ammonia or with cleaners that contain bleach and/or acid. Acid and ammonia based cleaners may modify grout color and product stability.
- Use a cleaner that is pH neutral. This ensures cleaning will not harm your grout or surrounding surfaces.
- Do not use wax or oil-based cleaners.
- Use rugs at entrances to prevent dirt and grit from being tracked onto the tile flooring from outdoors. Tiles are scratch resistant but not scratch proof.
- Do not use steel wool or other abrasive pads to remove tough debris or stains. Steel wool may scratch your tiles and loose steel particles may eventually create rust stains in the grout over time.
- Although glazed surfaces are impervious, the use of a grout release will aid in post installation clean up, especially if the glazed surface has a texture to it where mortar, grout and other construction debris can get trapped inside grooves during and after installation.

Standard Cleaning Guidelines for Glazed Products

1. Sweep or vacuum loose dirt and dust from the floor prior to washing with water to prevent the tile from becoming muddy or leaving a residue after cleaning. On textured surfaces sweep in multiple directions to ensure the removal of all foreign material that might be residing in the textured surface. For wall surfaces tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. For textured floors, the use of a medium bristle brush is recommended. A sponge or clean cloth can be used to apply the cleaning agent to wall surfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Unglazed Porcelain and Ceramic

Unglazed products are highly desirable due to their double loaded and throughbody characteristics. Polished finishes are typically protected by nano and/or wax coatings and are resistant to water, chemicals, and scratching. Matte and textured finishes are generally unprotected and although the surface is impervious, it may be more difficult to clean post install than a polished surface due to the inherent surface characteristics of these finishes on a micro pore level.

Always Remember:

- Do not clean porcelain tile flooring with ammonia or with cleaners that contain bleach and/or acid. Acid and ammonia based cleaners may modify grout color and product stability.
- Use a cleaner that is pH neutral. This ensures cleaning will not harm your grout or surrounding surfaces.
- Do not use wax or oil-based cleaners.
- Use rugs at entrances to prevent dirt and grit from being tracked onto the tile flooring from outdoors. Tiles are scratch resistant but not scratch proof.
- Do not use steel wool or other abrasive pads to remove tough debris or stains. Steel wool may scratch your tiles and loose steel particles may eventually create rust stains in the grout over time.
- Nano coatings should remain intact post install for added protection. However, if electing to remove nano coatings, a nano scrub or poultice type product may be used. Ask a sales associate for details.
- Although unglazed surfaces are impervious, the use of a grout release will aid in post install clean up, especially if the unglazed surface has a matte or textured finish to it where construction debris can get trapped during grouting. Sealing may also be recommended post install to aid in day to day maintenance of these surfaces.
 - It is suggested that a breathable penetrating sealer be applied to matte unglazed surfaces after grouting. This treatment provides an excellent defense against staining and may be desirable in high traffic areas. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.

Standard Cleaning Guidelines for Unglazed Products

1. Sweep or vacuum loose dirt and dust from the floor prior to washing with water to prevent the tile from becoming muddy or leaving a residue after cleaning. On textured surfaces sweep in multiple directions to ensure the removal of all foreign material that might be residing in the textured surface. For wall surfaces tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. For textured floors, the use of a medium bristle brush is recommended. A sponge or clean cloth can be used to apply the cleaning agent to wallsurfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Metal Tile

Many of the metal tiles you see on the market today are made from solid metal, coated in metal glazes, or cast from polymers that are fused with real metal particles. Due to the presence of actual metal in most cases, careful attention must be paid when cleaning these unique surfaces.

Always Remember:

- Stainless steel cleaners for appliances tend to work well on stainless steel tiles as they are typically made from similar grades of steel. However, it is important to note that not all metal tiles are made from stainless steel and as such a pH neutral cleaner or water with a mild soap solution can be used.
- It is not recommended that any abrasive cleaners or scouring pads be used to clean metal as it may scratch the surface and cause the tiles to oxidize.
- It is also important to keep the tiles dry and away from heat as much as possible.
- Be sure to follow grout manufacturer's instructions on cleaning and sealing grout properly.
- Grout cleaners containing bleach or ammonia may be harmful to the metal if not applied properly.

Standard Cleaning Guidelines for Metal Products

1. Wipe loose dirt or grease from the surface. An untreated paper towel or cloth is recommended.
2. Wash the surface with a mild detergent, degreaser, or cleaning solution (do not use abrasive cleaners or abrasive applicators).
3. Rinse the tile thoroughly with clean water if a detergent is used.
4. Drying with a clean cloth or paper towel is recommended to prevent water spots or streaks.

Cleaning Glass Tile and Decorative Mosaics

Glass is one of the easiest surfaces to clean. Due to its impervious nature, all stains will remain on the surface and can be wiped away with no effort. When cleaning glass and/or resin based blends the least abrasive method should always be used first as not to damage, discolor, or scratch the surface.

Always Remember:

- Do not use any abrasive cleaners or scouring pads to clean glass as they may scratch the surface.
- There are many cleaning solutions on the market today suitable for cleaning glass tile. In most cases a standard glass or multi-surface cleaner applied with a cloth or paper towels will work well.

Standard Cleaning Guidelines for Glass Products

1. Wipe loose dirt or grease from the surface. An untreated paper towel or cloth is recommended.
2. Wash the surface with a mild detergent, degreaser, or glass cleaning solution (do not use abrasive cleaners or abrasive applicators).
3. Rinse the tile thoroughly with clean water if a detergent is used.
4. Drying with a clean cloth or paper towel is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Natural Stones

Natural stone is a very durable surface when protected and maintained properly and is widely used in residential and commercial applications.

Always Remember:

- Sweep or vacuum your floors regularly.
- Protect your stone from sand and grit as floors may scratch from dirt and debris.
- Be careful with acidic foods and drinks (lemonade, orange juice, etc.) as they may etch certain stones.
- Never use any cleaners that contain ammonia, acids, or bleach.
- Never apply wax or acrylics to the surface as they may damage the stone.
- Tend to spills quickly. Sealers do not prevent 100% of damages caused by spills.
- Sealing all natural stone is highly recommended.
 - It is suggested that a breathable penetrating sealer be applied before and after grouting. This treatment provides an excellent defense against staining and may be desirable in high traffic areas. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.

Standard Cleaning Guidelines for Natural Stone

1. Sweep or vacuum loose dirt and dust from the floor. For wall surfaces, tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. A sponge or clean cloth can be used to apply the cleaning agent to wall surfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Commercial Deep Cleaning

Commercial cleaning can present its own challenges due to the high traffic nature of most applications and exposure to foreign debris that a standard residential application may not be subject to. Commercial floors must be maintained properly to ensure the longevity of an application.

Always Remember:

- In addition to following standard cleaning protocol for your product type, also consider the following:
 - Floors need to be kept as dry as possible after cleaning to prevent slip accidents
 - When mopping, the water should be changed frequently so you are not pushing around muddy water
 - Scrubbing the floors too often with a buffer may cause irregular wear patterns
 - Always be sure to protect furniture legs and stanchions with felt pads to protect the floors from scratching
 - Chewing gum, grease and other debris difficult to remove may require use of a plastic putty knife
 - Prior to removing graffiti and other difficult stains, test a small area to make sure the chemical agents will not damage the surface.
 - For embedded stains, the use of a poultice mix may be required
 - When electing to remove nano coatings, a nano scrub or poultice type product may be used

Standard Deep Cleaning Guidelines

1. Sweep or vacuum loose dirt and dust from the floor. For wall surfaces, tile can be gently wiped down with a clean, dry cloth or rag.
2. Mix a high concentration cleaner, degreaser, or stripper as needed based on manufacturer's guidelines for periodic deep cleaning.
3. Agitate with scrub brush or floor scrub machine.
4. Mop up dirty solution. A wet/dry vac may be used in large areas.
5. Rinse thoroughly with clean water, changing water every 500 sq. ft. or as needed.
6. Drying with a clean cloth or rag as well as a final dry vac extraction is recommended to increase the shine, prevent water spots and streaks, and to prevent slip accidents in a commercial setting.

Cleaning Grout

There are many grouts on the market today that are stain resistant and do not require a sealer. However, not all grouts will have these characteristics and special care must be taken to ensure product performance is not compromised due to exposure to harsh cleaners.

Always Remember:

- Clean tile and stone regularly according to standard cleaning guidelines. Anything safe for the tile will typically be safe for your grout. PH neutral cleaners are highly recommended. Mopping dirty tiles will cause muddy water to get stuck in the grout joints, so keeping tiles cleaned regularly will improve the look of the grout.
- Be careful with acidic foods, drinks and dyes as they may stain certain types of grout.
- Never use cleaners that contain ammonia, acids, or bleach. Some stains may be set so deep in the grout that bleach may be the only thing to get your grout clean. Bleaching causes the pores of the grout to open and hold dirt even more. As such, sealing after bleaching is highly recommended.
- Prolonged use of bleach and ammonia based products may cause the grout to become brittle over time and in wet applications may result in water damage due to cracking and deterioration.
- Sealing grout prevents staining. Sealers are not chemical proof and may break down from continued exposure to harsh household chemical cleaners.
- It is suggested that a breathable penetrating sealer be applied before and after grouting. This treatment provides an excellent defense against staining, mold and mildew. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.
- Tend to spills quickly. Sealers do not prevent 100% of damages caused by spills.
- A medium bristle brush can be used to scrub the grout joints

Pre and Post Grout Install Tip:

- Using a grout release or sealer prior to installation is recommended especially for product that is porous or has a textured surface. Often times grout particles may become trapped and difficult to clean during the standard grouting process and the use of a rag or sponge may not pull up all the grout haze. Using a grout release and/or sealer will help prevent this from happening. Also important to note is that grout haze left on the surface of a tile will become difficult to remove and the chemicals needed to remove it at a later time may damage the tile or alter its looks. Heavy duty grout haze removers should be used according to the grout manufacturer's recommendations before trying more concentrated acid solutions.

Standard Cleaning Guidelines for Grout

1. Sweep, brush, or vacuum loose dirt and dust from the surface. For wall surfaces, grout can be gently wiped down with a clean, dry cloth or rag.
2. Mop, brush, or sponge the surface with a mild detergent, degreaser, or tile cleaning solution.
3. Rinse the grout thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to prevent water spots or streaks on the tile.
5. Reseal grout periodically as needed.