

URBAN  
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# Luxury Vinyl Tile Care and Maintenance



*Congratulations* on your Urban Collection purchase! At Urban Collection, we understand how important it is for you to have confidence in your new flooring.

**This document is designed to provide you with the guidance and knowledge needed to care for and maintain the performance of your Luxury Vinyl Tiles (LVT).**

To ensure the best performance, appearance, and longevity of your LVT, consistent and well-planned maintenance is essential. Regular care not only enhances the overall look of your space but also protects your investment by preserving the quality of the vinyl tiles over time. This cleaning guide is specifically designed to outline the maintenance requirements for Urban Collection LVT, helping you keep them looking their best with minimal effort and maximum effectiveness.

## Post Installation Clean

We recommend you allow a minimum of 48 hours drying time after the installation is complete to allow the adhesive to set before reinstating furniture & appliances. If removing wet adhesive from the surface of your flooring, please do so with a damp watered cloth. Any excess water needs to be removed immediately.

## Initial Clean

Do not wash your flooring for a minimum of 72 hours after installation. When the adhesive has been completely set, sweep or vacuum to remove all dust and debris. Damp mop using a microfiber mop and a pH-neutral floor cleaning fluid, diluted according to the instructions on the bottle. Your floors should be allowed to dry before anyone walks on your flooring.

If there is excess water, please remove it immediately as it can affect the adhesive and break the bonding causing the flooring to separate.

## Immediate Spot Protection & Removal

Immediately attend to any liquid or water-based spills, as well as other potential staining substances, by blotting them with a dry, clean cloth. While Urban Collection LVT surfaces are typically resistant to most stains, certain materials or colourants—such as tar, grease, oil, dyes, waxes, ballpoint or marker ink, pet accidents, and foods or beverages with strong dyes like mustard, curry, cordial, coffee, and tea—can, under specific conditions, penetrate the wear layer and cause permanent staining.

## Regular Maintenance

Vacuum (without beater bars or brushes) and sweep (with a soft bristle broom) to remove any dirt or debris. To avoid damage to your floor, ensure that the vacuum's wheels are clean and able to move freely.

Urban Collection LVT can be damp mopped using a microfiber mop and a pH-neutral floor cleaning fluid, diluted according to the instructions on the bottle. It is best to use a thoroughly drained damp mop, as using excess water and/or cleaner can cause streaking and/or soap residue build up. Only clean your microfibre mop pad in clean water, do not clean with any detergents or fabric softeners as these can contaminate and clog microfiber mops, making foot and paw prints more visible on your floors. Alternatively, consider using a Kärcher FC5 Floor Cleaner for added convenience.

### Do not use the following on your flooring:

Strong detergents or chemicals (bleach).

Scouring pads with wire or nylon wool.

Oil, soap, wax or polishes.

Seam Mop or steam cleaner.

Domestic cleaning agents will not be harmful to your floor, however if residue is not cleaned properly, this can cause discolouration.



## Protection For Your Floor

Rapid temperature shifts, excessive surface temperature in front of floor-to-ceiling windows or high humidity levels can lead to issues such as discolouration, joint separation & excessive fading. We strongly recommend the use of window tinting, awnings, or curtains/blinds to mitigate direct sunlight exposure.

We recommend entrance mats to reduce the dirt and debris coming indoors. These mats effectively prevent dirt and any abrasive substances from your footwear and act as a barrier for protection. Your mats should be regularly maintained and cleaned to continue to remove any debris in your setting.

Do not allow rubber-based materials like rubber or vinyl backed mats or rubber wheels to be left standing on the floor as all PVC based floors can get permanent staining from the rubber known as Rubber (or plasticiser) migration. Use mats and rugs crafted from "breathable" materials like woven fabric. Periodically rearranging or moving mats and rugs will promote even aging of the flooring.

Avoid appliances or conditions that could lead to hot spots that exceed heating the floor surface over 27°C. Always refer to specific manufacturer's installation instructions for recommended climatic conditions.

To avoid gouging or severe scratching, never slide heavy appliances and furniture over your floor. Should you need to move appliances or furniture, we suggest a sheet of thin felt or a similar product to be placed on the floor and moved with care.

Ensure your furniture legs have protectors. Flat glides should be equipped with self-adhesive felt pads to avoid scratching on your flooring.

Uncapped stilettos, cleats and sports shoes, or stones embedded in the sole of a shoe can damage the surface of the floor.

We recommend keeping your pet's nails trimmed to reduce the potential for surface scratching to your floors.

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Contact Urban Flooring on (03) 930-1206 or [www.urbancollection.co.nz](http://www.urbancollection.co.nz) if you need any clarification on properly caring for your LVT Flooring. Proper maintenance is key to long-lasting performance.

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