

WINDSOR IMPORT FLOORING®

This document supersedes all printed and electronic Installation, Care and Warranty information previously distributed for Windsor Import WPC.

ProTek PLUS WPC CARE AND MAINTENANCE

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water.

Furniture should have felt pads attached to the feet to avoid scratching the floor.

Heavy appliances or furniture should sit on non-staining large surface flooring protectors.

Office chairs with castor wheels should be equipped with wide rubber castors and protective mats under the chairs. When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor. Castor wheels should be equipped with wide, rubber castors.

Protective mats should be non-staining as rubber mats may discolor the floor.

All furniture pieces should have floor protectors under them.

Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor.

Exposure of the floor to prolonged periods of sunlight is not recommended. Drapes and/or blinds are recommended for use during peak sunlight periods for all floors and in sunrooms. Prolonged direct sunlight exposure can result in discoloration, and excessive temperatures may cause tile/plank expansion or delamination.

Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches.

Do not use hard bottomed electric brooms without padding as they can scratch the floor.

Windsor Import Flooring does not recommend the use of any type of steam cleaner on our floors. The concern with these types of cleaners is that they generate too much moisture and heat. If adhesive was used the resulting moisture and heat can be enough to break down the adhesive. Also, in instances where no glue is used, we have seen both peaked and swelled edges occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Windsor Import Flooring.

If pet urine contacts the floor, it should be cleaned as quickly as possible. If the floor is not cleaned and the urine removed, it may dull the finish.

Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products like "mop and shine" types on the floor.

Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others.

STEAM CLEANERS

Windsor Import Flooring does not recommend the use of any type of steam cleaner on our WPC floors. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesive used in the manufacturing of this product. Also, in instances where no glue is used, both peaked and swelled plank or tile edges can occur. Therefore, all complaints that are determined to be from a consumer using a steamer will be denied by Windsor Import Flooring.

If you have any questions regarding the above information, please contact your local flooring dealer or distributor.