



Products covered by this document are Smooth Rubber Tile, Raised Design Rubber Tile, Dimensions Rubber Tile, ReNew Rubber Tile, and Designer's Choice Rubber Tile in all available colors.

This document is intended to provide a starting point for Commercial Cleaning, Care & Maintenance of these products, each unique application may require additional or further steps to ensure complete satisfaction. Please refer to the general information and then the table of contents for the specific product information. If you need a project specific maintenance document or if there are any questions or concerns, please reach out to solutions@rhctechnical.com.

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Prior to acceptance of this document refer to product website to confirm that you have the most current revision. For additional technical support, send an e-mail to solutions@rhctechnical.com.

1. RECOMMENDED CLEANERS, FINISHES, & FINISH REMOVERS

Excelsior NC-900 Neutral Cleaner is a pH neutral all-purpose cleaner for the post installation and daily cleaning of Resilient flooring products

Alternate products that provide similar results and may be used following our recommended practices and the dilutions ratios provided by the manufacturer for the stated process are XL North XL APC All Purpose Cleaner, Spartan Chemicals Damp Mop, Ecolab High Performance Neutral Floor Cleaner, Diversey Stride, Diversey Stride Citrus, Diversey Profi*

***Products that contain fragrances such as citrus or contain citrus oils may cause additional processes or maintenance cycles such as rinsing to remove the buildup of these fragrances and oils on the surface of the product**

Industry standards for pH neutral cleaners do vary, we consider pH neutral to be within a pH range of 6.5 - 8.0 at time of use with proper dilution per manufactures instructions. Multi-Surface cleaners are not the same as neutral pH floor cleaners and they may not be appropriate to use in place of these products. Using the incorrect maintenance chemistry or using the correct maintenance chemistry incorrectly can and will cause damage to the product that is not covered by the product warranty.



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Excelsior CM-910 Cleaner/Maintainer is a pH neutral cleaner and maintainer for the daily cleaning or long-term preservation of rubber floor coverings. Naturally leaves a small amount of finish to protect the flooring surface from the daily activities

Alternate products that provide similar results and may be used following our recommended practices and the dilutions ratios provided by the manufacturer for the stated process are XL North Rubber Floor Cleaner, Diversey WiWax

Excelsior PR-930 Performance Remover is a finish remover specifically designed to remove topically applied flooring finishes from resilient flooring products that are sensitive to alkalinity, such as rubber flooring and crumb/recycled rubber flooring products

Alternate products that provide similar results and may be used following our recommended practices and the dilutions ratios provided by the manufacturer for the stated process are XL North Rubber Floor Stripper, Diversey LinoSafe

Excelsior MF-940 Matte Acrylic Floor Finish is a durable scuff resistance non-reflective matte acrylic floor finish developed for resilient flooring products

Alternate products that provide similar results and may be used following our recommended practices and the application recommendations provided by the manufacturer for the stated process are XL North XL Matte, Diversey Carefree Matte

Excelsior GF-950 Gloss Acrylic Floor Finish is a durable scuff resistance reflective extended-wear gloss acrylic floor finish developed for resilient flooring products

Alternate products that provide similar results and may be used following our recommended practices and the application recommendations provided by the manufacturer for the stated process are XL North XL 25, Diversey Amplify, Spartan Chemicals iShine, Spartan Chemicals On an' On

Excelsior PF-960 Performance Floor Finish is a durable scuff resistant flexible floor finish specifically designed for use over rubber resilient and sports floor coverings

Alternate products that provide similar results and may be used following our recommended practices and the application recommendations provided by the manufacturer for the stated process are XL North Rubber Floor Finish, Diversey Over & Under Plus

Note: Since there are many maintenance products available today for the commercial environment, we cannot evaluate each available product for fitness of use. We have thoroughly evaluated these products and recommend their use.

Important Note: The use of the incorrect maintenance chemistry or the incorrect use of the correct chemistry for the maintenance of Rubber Flooring can and will cause damage to the product that is not covered by the product warranty. If you have a question about the fitness of use of other products, please contact customer service or technical services.

2. RUBBER FLOORING CARE & MAINTENANCE OVERVIEW

The following recommendations for rubber flooring are based on standard production runs of product and the recommended chemistry installed in a commercial environment. As everyone is aware of, manufacturing will contain some variances. Also, not all chemistry within the categories of our recommended products will work in the same manner. Finally, depending upon the stage of the construction project and the protection utilized after



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installation will change the conditions of the flooring surface being initially maintained. We state this information to provide guidance and a starting point to maintain the rubber flooring.

Important Note: Cleaning is meant to be understood as the process of removing unwanted substances, such as dirt and other impurities, from flooring and/or service environment. Maintenance is meant to be understood as the routine recurring work required to keep flooring in such condition that it may be continuously used, at its original or designed capacity and efficiency for its intended purpose.

One of the greatest benefits of using rubber flooring products is they do not need or require a floor finish, commonly referred to as a 'wax,' 'sealer,' or 'finish,' within the parameters of a maintenance program. Rubber flooring products are commonly referred to as low maintenance products since they do not require such a finish. Even with a naturally durable surface, daily and routine cleaning must still be performed after the proper post installation maintenance to maintain the appearance of the product.

We define low maintenance as "No Finish Required" which leads to subsequent removal and reapplication of the finish.

Performing the necessary post installation maintenance closes the surface pores of the flooring to create a more sealed, non-porous surface making it less likely to become heavily soiled, as quickly, from normal foot traffic. Without performing the proper post installation maintenance, the flooring can have poor visual appearance, become soiled quicker, scuff more, and therefore harder to clean due to the surface of the flooring not being conditioned properly for use.

After the post installation maintenance and the product placed into service, these products, like all flooring, also require daily cleaning and routine maintenance with cleaning equipment to maintain the desired appearance. The frequency of cleaning and routine maintenance will depend upon the amount and type of traffic in the area; however, maintenance may be more frequent within the first year of installation. Over time, rubber flooring products will see a reduced frequency of the scrubbing portions of the routine maintenance and ease into removal of scuffs due to the maturation of the product surface.

Rubber flooring continually evolves once placed into service and this is a natural occurrence and a good thing. Once the material goes through the press cycle during manufacturing, the material starts a crosslinking action that vulcanizes the rubber with the other ingredients so they cannot be changed. Once installed in the service environment, UV Light, atmospheric conditions, foot traffic and maintenance cycles will continue to age the surface. This aged surface will be more responsive to maintenance treatments such as buffing or burnishing and can be broken back down with more aggressive maintenance to revive the appearance of the flooring. An aged surface will be more scuff resistant, have less ability to hold soil, and produce the natural luster desired. Treating a rubber floor to additional maintenance cycles in the first year of its life will improve the ability to clean and restore the flooring later if necessary. ***It is better to clean a rubber floor once a day for 10 days straight than it is to clean a rubber floor 10 ten times in one day!*** Yes, this can and should be interpreted as the more time we spend with our new rubber floor with maintenance cycles the better the floor will respond to cleaning and maintenance in the future and will lead to decreased routine maintenance procedures later in the life cycle of the rubber flooring.

We are aware that each facility has unique needs, wants, and desires for its flooring products and sometimes it is necessary to help with the break in period or to speed this process up. If the flooring is in an area that cannot or will not be maintained using a rotary floor machine or auto scrubber, we recommend the application of a site applied finish. This application can be a one-time application and allow normal maintenance procedures to remove the surface finish or a continued application to make regular cleaning easier.

A single application of sealer will help with the break in period of the rubber flooring by helping to prevent dirt from being ground into the surface. Utilizing a cleaner / maintainer product such as Excelsior CM-910 will help as well during this period, especially if an application of finish is applied.



Note: Always use untreated, new, or thoroughly cleaned mops and pads when conducting daily or routine maintenance. As with any maintenance program, be sure to use proper PPE (Personal Protective Equipment) recommended by the cleaning product SDS and ensure all maintenance procedures are conducted per the cleaning products instructions. The use of Caution Tape and/or Wet Floor Signs is recommended to prevent slips and falls.

*With the following we have seen damage, so we are adding caution regarding these items: **DO NOT** use vacuums that have a beater bar or electric brooms with rigid plastic bottoms or no padding, as this may cause discoloration, scratching and loss of sheen. **DO NOT** use highly alkaline or acidic cleaners. **DO NOT** use detergents, abrasive cleaners or “mop and shine” type products (such as Bleach, Pine-Sol, Clorox Soft Scrub, Fabuloso, Rejuvenate, Mop & Glo, Mr. Clean, Murphy’s Oil Soap, Simple Green, or similar unapproved cleaners), as they will dull the finish and sheen of the flooring material. **DO NOT** use Mineral Spirits, Kerosene, Gasoline, Naphtha and/or other solvents. **DO NOT** use sweeping compounds or cleaning agents containing oils or solvents. **DO NOT** allow excess amounts of water to sit on floor for extended periods of time.*

3. CARE & MAINTENANCE PROCESS

Post-installation maintenance is required on these products to prepare the material for use after the installation process. There is a protectant on these products applied during manufacturing and left on to protect the flooring during installation. This protectant is water soluble and if not removed will turn tacky and attract dirt much like a surfactant that has built up on the surface. Ensure that adhesive has cured for recommended period prior to conducting post installation maintenance.

Depending on traffic, routine maintenance will need to be performed regularly within the first year of the installation. Within this time, ensure daily cleaning is performed to maintain the appearance of the flooring material.

3.1 POST INSTALLATION, PRIOR TO SERVICE MAINTENANCE

Remove any protective coverings prior to maintenance. Use dust mop to remove any dirt, dust, or debris.

Mix 4-6 ounces of Excelsior NC-900 Neutral Cleaner in a gallon of clean, potable water. Use a clean mop or pump-up sprayer to apply cleaning solution to the area and let stand for 5-10 minutes. If flooring is heavily soiled, re-apply the solution and allow cleaner to remain on surface for an additional 5-10 minutes before scrubbing and removing.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Scrub Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used but the brushes will work better for textured surfaces.

If using an auto-scrubber, wet scrub the floor using a Mal-Grit Scrub Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used but the brushes will work better for textured surfaces.

Use an auto-scrubber, wet vacuum, or clean mop to remove all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure the flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

After the area has cooled for a minimum of three (3) hours, dry buff area with a low-speed rotary floor machine (175 – 350 RPM) using a White Tampico Brush from Malish or equivalent polishing brush attachment. A 3M 4100 White Super Polish Pad or equivalent may be used. Ensure to utilize multiple passes in opposite directions.

The more consecutive days this buffing process can be repeated, the better the results will be. We would recommend a minimum of three buffing processes prior to placing the area into service.



3.2 DAILY CLEANING

Use dust mop to remove any dirt, dust, or debris.

Mix 2-4 ounces of Excelsior NC-900 to a gallon of clean, potable water. Use a clean mop to clean spills, dirt buildup and other debris. Rinse area with clean, cool water and allow floor to dry completely. Ensure the flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing) before allowing foot traffic.

3.3 WEEKLY CLEANING

Use dust mop to remove any dirt, dust, or debris.

To clean surface, mix 2-4 ounces of Excelsior NC-900 or equivalent to a gallon of clean, potable water. Use a clean mop to wet mop the entire area. Rinse area with clean, cool water and allow floor to dry completely. Ensure the flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing) before allowing foot traffic.

To clean and revive the surface, mix 4-6 ounces of Excelsior CM-910 or equivalent to a gallon of clean, potable water. Use a clean mop to wet mop the entire area. Rinse area with clean, cool water and allow floor to dry completely. Ensure the flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing) before allowing foot traffic.

After the area has cooled for a minimum of three (3) hours, dry buff area with a low-speed rotary floor machine (175 – 350 RPM) using a White Tampico Brush from Malish or equivalent polishing brush attachment. A 3M 4100 White Super Polish Pad or equivalent may be used. Ensure to utilize multiple passes in opposite directions.

Alternative Burnishing, after the area has cooled for a minimum of three (3) hours; and if a higher sheen is desired, use a high-speed rotary floor machine (1500 RPM) to burnish the area using a 3M 4100 White Super Polish Pad, 3M 3300 Natural Blend White, or 3M 3500 Natural Blend Tan Pad or equivalent. Other burnishing pads can be used if they are for burnishing. Keep in mind the machine needs to stay moving and a higher shine can show subfloor irregularities.

The more consecutive days this buffing process can be repeated, the better the results will be.

3.4 ROUTINE MAINTENANCE

Routine maintenance is seen as something that needs to be done on a regular basis. Routine could be twice a week, weekly, etc. Given that each installation is different, the frequency of the routine will be determined by the following factors: type of soil or debris, type of facility, location within the facility, and use of the facility. It is likely the routine can and will change depending on factors such as time of year, increased or decreased use, etc. With the application of the sealer, this routine should be done at a minimum of twice a month, if possible, to maintain the desired look of the flooring.

Use dust mop to remove any dirt, dust, or debris.

Mix 4-6 ounces of Excelsior NC-900 in a gallon of clean, potable water. Use a clean mop or pump-up sprayer to apply cleaning solution to the area and let stand for 5-10 minutes. If flooring is heavily soiled, re-apply the solution and allow cleaner to remain on surface for an additional 5-10 minutes before scrubbing and removing.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a Mal-Grit Scrub Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used but the brushes will work better for textured surfaces.



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If using an auto-scrubber, wet scrub the floor using a Mal-Grit Scrub Brush from Malish or equivalent 22 gauge soft-bristled scrubbing brush. A 3M 5100 Red Buffer Pad or equivalent may be used but the brushes will work better for textured surfaces.

Use an auto-scrubber, wet vacuum, or clean mop to remove all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure the flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing).

After the area has cooled for a minimum of three (3) hours, dry buff area with a low-speed rotary floor machine (175 – 350 RPM) using a White Tampico Brush from Malish or equivalent polishing brush attachment. A 3M 4100 White Super Polish Pad or equivalent may be used. Ensure to utilize multiple passes in opposite directions.

Alternative Burnishing, after the area has cooled for a minimum of three (3) hours; and if a higher sheen is desired, use a high-speed rotary floor machine (1500 RPM) to burnish the area using a 3M 4100 White Super Polish Pad, 3M 3300 Natural Blend White, or 3M 3500 Natural Blend Tan Pad or equivalent. Other burnishing pads can be used if they are for burnishing. Keep in mind the machine needs to stay moving and a higher shine can show subfloor irregularities.

The more consecutive days this buffing process can be repeated, the better the results will be.

4. OPTIONAL FLOOR FINISHES

None of our rubber flooring products require a floor finish. However, it is recommended and may be desired if areas that will not be maintained regularly with either a Rotary Floor Machine or Auto-Scrubber to apply a finish to provide an easier area to keep clean.

4.1 FINISH APPLICATION

If applying finish, complete post installation, prior to service maintenance without the dry buffing steps. Flooring area must be free of dust, dirt, debris, adhesive or cleaning residues, and any potential contaminations. Once a finish is applied, cleaning and maintenance will require upkeep of the finish until the finish is removed from the flooring.

The Excelsior MF-940, Excelsior GF-950, and/or the Excelsior PF-960 may be utilized per the application instructions. 3-4 coats of either finish should be applied while allowing each coat to dry completely before the next coat is applied.

After application of a finish, we would recommend the use of the Excelsior CM-910 Cleaner/Maintainer in place of the NC-900 Neutral Cleaner. This will help repair the finish with each cleaning and stretch the timeframe before needing removal and recoat.

4.2 FINISH REMOVAL

If a floor finish is applied, it will need to be regularly removed and reapplied, depending on traffic. The extent of removal will depend on the condition of the finish and if daily maintenance has been performed to protect the finish.

For removal of a light coat of finish or preparation for a recoat, mix 16 ounces of Excelsior PR-930 to a gallon of clean, potable water.

For removal of single application of finish (3-5 coats), mix 32 ounces of Excelsior PR-930 to a gallon of clean, potable water.



For removal of multiple applications of finish, mix 64 ounces of Excelsior PR-930 to a gallon of clean, potable water.

Use dust mop to remove any dirt, dust, or debris from flooring.

Using a new or thoroughly cleaned mop, apply the finish remover solution to the flooring material and allow it to stand on the surface for 10 - 20 minutes. Do not allow solution to dry.

If using a low-speed rotary floor machine (175 – 350 RPM), wet scrub the floor using a 3M 5300 Blue Cleaner Pad or equivalent.

If using an auto-scrubber, wet scrub the floor using a 3M 5300 Blue Cleaner Pad or equivalent.

Use an auto-scrubber, wet vacuum, or clean mop to remove all excess cleaning solution. Rinse area with clean, cool water and allow floor to dry completely. Ensure flooring area is clean and that all cleaning residue has been removed (this may require additional rinsing). To reapply the selected finish, follow the application section above.

Finish Removal is not an exact science and may take more than one attempt. For further information please contact us at solutions@rhctechnical.com.

5. DISINFECTION OVERVIEW

Due to the heightened sense of awareness regarding disinfection of surfaces, we wanted to provide up to date information regarding the disinfection of our flooring materials. Flooring is categorized as a **NONCRITICAL** environmental surface within Health Care environments according to the CDC due to the lack of skin contact with the flooring material. This means that Low Level Disinfection is required in these areas. We feel all spaces containing resilient flooring products should be treated the same way if end users wish to disinfect.

Despite being a noncritical surface, low level disinfection requires cleaning processes to be performed prior to any disinfection processes. Therefore, cleaning and disinfecting needs to be treated as two separate processes that make up a full maintenance program. We recommend that this maintenance program be personalized to meet your facility's specific needs. Therefore, all chemistries, equipment and processes must be safe to use on the flooring products but also meet cleaning and disinfection standards.

For optimal results when disinfecting our floor coverings, please follow the guidelines below for optimal results.

Resilient Flooring Materials require a disinfectant at or above a pH of 6 and at or below a pH of 10.5 when properly diluted. Products that we approve of and that fall into this quaternary disinfectant category are:

XL North's Vital Oxide, Diversey's Virex II 256 Disinfectant, Eco-Lab's Multi-Purpose Disinfectant Cleaner, Spartan's HDQ Neutral, Spartan's Super HDQ to name a few.

Since there are many disinfection products available today for the commercial environment, we cannot evaluate each available product for fitness of use. We have thoroughly evaluated these products and recommend their use. If you have a question about the fitness of use of other products, please contact customer service or technical services.

The use of the incorrect maintenance chemistry or the incorrect use of the correct chemistry for the maintenance of Rubber Flooring can and will cause damage to the product that is not covered by the product warranty. If you have a question about the fitness of use of other products, please contact customer service or technical services.

5.1 CLEANING THE FLOORING SURFACE FOR DISINFECTION

CLEANING THE FLOORING SURFACE as defined by the CDC removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Follow the existing guidelines published in the flooring material's care and maintenance guidelines. With resilient flooring materials, a high-quality, pH neutral cleaner is always the recommended choice but in certain circumstances, other chemistry may be recommended. If there is a situation that calls for something different or something is not working properly, please contact RHC Technical at solutions@rhctechnical.com.

Always follow the chemical manufacturer's recommendations regarding dilution ratios and **DO NOT** let the chemistry dry at any point during this process. Remove the slurry that is created using a wet vacuum or auto-scrubbing machine. Be sure to thoroughly rinse the flooring material with clean, fresh water.

Failure to follow the above and recommended guidelines will render the disinfection process less effective as there are organic and/or inorganic materials left behind on the surface of the flooring material. Proper cleaning decreases microbial counts, allowing the disinfection process to be more efficient.

5.2 DISINFECTING THE FLOORING SURFACE

DISINFECTING THE FLOORING SURFACE as defined by the CDC kills germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

After the flooring material has been scrubbed clean and is completely dry, you can begin the disinfection process. Utilize an EPA Registered Disinfectant in accordance with the chemistry's guidelines.

Allow the solution to dwell for the recommended period (based on bacteria or virus that you are targeting). Completely rinse and remove all disinfecting chemistry from the flooring material and allow the floor to completely dry. Left behind chemistry can soften materials and lead to damage or create a film on the surface and cause scuffing.

When choosing a disinfectant to use on your flooring materials, be sure to use a high-quality, reputable branded product to ensure the performance and safety of the disinfectant. Be sure to always follow instructions and dilution ratios outlined by the chemical manufacturer. Straying from these instructions can result in severe damage to the flooring materials. We have provided a list of disinfectants that we are recommending for use on our products above.

Should you choose to perform disinfection with a chemical other than one of those listed below, ensure that testing is performed prior to use by using attic stock or material installed in a non-exposed area for damage that could be done to the flooring materials. Any damage done to the flooring material from the use of an unapproved disinfectant will not be covered by the product warranty.

6. FLOORING PROTECTION RECOMMENDATIONS

Do not slide or drag anything across the flooring. When moving appliances or furniture, protect flooring from scuffing and tearing using temporary floor protection.



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All furniture, fixtures, and/or moving equipment casters should be made of a soft material such as neoprene rubber designed for use on resilient flooring and must have a contact point of at least 1" in width to aid in reduction of indentation and flooring damage.

All rolling chairs or seating should have a resilient flooring chair pad installed over the finished floor or have proper castors installed for resilient to protect floor covering.

All fixed furniture legs should have permanent felt or soft rubber floor protectors installed on all contact points and to help reduce indentation. Floor protectors must have a flat contact point of at least 1 sq. in. or 1 in. diameter and must cover the entire bottom surface of the furniture leg.

All doorstops need to be constructed of either rubber or vinyl and free of burrs and damage.

Ensure all furniture castors, chair legs, and doorstops are clean and free of all dirt and debris. Routinely clean and/or chair castors, furniture legs, and doorstops to ensure that dirt or debris has not built up or become embedded.

Place walk-off mats at outside entrances. Ensure mats are manufactured with non-staining backs to prevent discoloration. Walk off mats do provide a level of protection and are critical to the reduction of soil and debris levels within the facility. If chosen not to use them, we can guarantee your maintenance will be more difficult.