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09-6520 Flooring O&M



OPERATIONS & MAINTENANCE

PROJECT:

RL Cousins Community Center

Submitted by: Stephen Formato

**Spectra Contract Flooring
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1.

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 Resilient Flooring (LVT and Sheet)

Post Construction Cleaning

- Dry mop floor using a microfiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner (true neutral pH is 7.0 - it is important to be as close to 7.0 as possible to prevent soil attracting residue), such as Shaw TOTALCARE® Hard Surface Cleaner or Diversey Stride, onto the floor in manageable area (spray mist will dry quickly). Use a microfiber wet mop pad to mop the floor with cleaner. If the pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad. Work floor in sections.
- Always rinse the floor by mopping it with water only to remove any remaining residue from the floor.
- Avoid using mop and shine products on resilient flooring.
- 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

- Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use microfiber dry mop pad. If microfiber dry mop pad gets dirty, replace the pad with a clean pad.
- Spray neutral pH cleaner, such as Shaw TOTALCARE® 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.
- Using a wet microfiber mop pad, rinse with water only to remove any remaining residue from the flooring. When a wet mop pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad.

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.
- Adhering tape to the surface of your resilient flooring could damage the surface. Do not use tape to secure floor protection directly to the floor during construction or renovation. Instead, adhere tape to the material used to protect the floor and secure it to the base molding along the wall. A material such as ram board can also be used to protect your flooring.

- 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:

1. www.1877floorguy.com
2. www.expandedtechnologies.com
3. www.shifflerequipment.com
4. www.allglides.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.
- Place chair pads underneath rolling chairs to prevent damage to the LVT flooring.
- 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 exceed 100F (38C) from sunlight, bed bug treatment, steam mop, etc, and temperatures should not fall below 55F (13C). Exposing products to temperatures outside the recommended range could cause expansion of vinyl planks.

2. Identify and address all sources of soiling

- Maintain a clean exterior (parking lots and walkways) 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.

DISINFECTION AND CLEANING

- Some disinfectants contain chemicals that can stain, discolor, and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. If a quaternary ammonium-based chemical is used, allow for the recommended kill time and immediately rinse the area with water. Failure to remove quaternary based chemistry from the floor can result in sticky soil attracting residue and potential discoloration. A Neutral pH cleaner is designed to aid in the removal of dirt and soil, which is any non-living particle. To aid in the removal of living bacteria or viruses, a disinfection chemistry must be used.
- ProKure V - This is an EPA registered disinfectant
- Diversey Virex II 256 can be used as a disinfectant cleaner. It is bactericidal, virucidal and fungicidal. Rinsing with water is required after use.

Kills MRSA and VRE.

Meets bloodborne pathogen standards for decontaminating blood and body fluids.

- 3M C-Diff tables are safe for vinyl flooring. Bleach will damage the wear layer of vinyl, do not use bleach. Rinsing with water is required after use.

WET CLEANING

- Always pre-vacuum or dry dust mop before wet cleaning.
- Use neutral pH floor cleaner* and follow the manufacturer's instructions for dilution and use.
- Common systems are: Microfiber wet mop or mop and two-bucket system and 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, SPC, WPC 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 a finish is applied, the stripping process be performed using a 175 RPM buffer with red pad and compatible stripping solution. 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 1.800.471.7429.

* 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's STRIDE or PROMINENCE or Shaw TOTALCARE® Hard Surface Cleaner
- Ecolab neutral cleaners – High Performance Cleaner, Oasis 100
- Spray and Buff – Diversey SNAPBACK. Unitex Rebound
- Gloss Finish – Diversey Carefree, Ecolab Maxx Durable, Hilway Direct Plus Gloss
- Matte Finish – Diversey Carefree Matte, Ecolab Maxx Matte Durable, Hilway Direct Primo · www.1877floorguy.com
1.877.356-6748

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 Resilient Flooring (LVT and Sheet)

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 TOTALCARE® 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.
- Avoid using mop and shine products on resilient flooring.
- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.
- 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

- 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.

- Spray neutral pH cleaner, such as Shaw TOTALCARE® 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.
- 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.

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!

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.

Resilient LVT/LVP – 15 Year Commercial Limited Warranty

Shaw Industries, Inc. (“the Company”) warrants its resilient LVT, LVP, LVT/SPC hybrid, woven, and bio-based products under this Limited Commercial Warranty when used in the proper fit for use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the resilient and extends for the limited warranty period stated above. The basis of any warranty related claim is the original “Company” invoice or authorized “Company” dealer.

The resilient must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s maintenance (resilient care) recommendations and such maintenance (resilient care) continues throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation guidelines, specifications, and resilient care recommendations can be obtained from your dealer. For additional information, please see the bottom of this page.

WHAT THE WARRANTY COVERS

Manufacturing Defects – The Company warrants that the resilient product will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F386.

Wear – The Company warrants, during the period of the warranty, wear due to normal foot traffic will not wear through to the pattern layer of the product.

WHAT CONDITIONS APPLY

For jobsite and floor preparation conditions, see product specific installation guidelines.

Any moisture related testing (i.e. relative humidity, pH, and calcium chloride) is not the responsibility of the Company and all issues related to moisture, including any resilient related issues, are excluded from this warranty. Chair floor protectors are recommended to inhibit premature wear of the surface of the resilient. Replacement resilient will come from current running-line products comparable to the warranted product.

Your warranty does not cover the following: 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 heavy static loads, high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; telegraphing due to raised access floors or uneven subfloors; discoloration, surface scratches, changes in shading, texture and/or gloss during use; damage caused by chemically reactive material, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing; and/or damage due to U.V. light, thermal heat sources, or damage to the floor caused by exposure to temperatures above 100°F (38°C) or is exposed to temperatures below 55°F (13°C).

WARRANTY LIMITATIONS

Shaw products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

Damage or gapping resulting from the failure to follow Shaw's installation instructions will not be covered by this warranty.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized Company Dealer and/or Sales Representative for warranty or claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for testing when available.

Dealers/Shaw Sales Representatives will file a claim via www.shawnow.com and submit the information you provided. A Shaw claims representative will thoroughly evaluate your claim.

Claims contact information: Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722 - 1-800-257-7429.

WHAT WE WILL DO

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for freight and labor. Any costs incurred for the moving of equipment, furnishings, partitions and the like, that were installed over the commercial product, will be at the consumer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

2.

RESILIENT WALL BASE AND ACCESSORIES MAINTENANCE

INITIAL MAINTENANCE

Allow the adhesive to dry thoroughly before completing initial maintenance. Wipe off any excess amounts of adhesive that may have come through the seams with a damp cloth. If needed, use a solvent such as Isopropyl Alcohol or Odorless Mineral Spirits to remove adhesive that has dried. Never scrape dried adhesive, scraping may cause damage to the wall base. Initial and normal maintenance procedures are as follows:

ROUTINE / YEARLY MAINTENANCE

- Wall Base and Accessories are maintained by hand.
- Wash with a wet cloth or wet mop use a neutral pH cleaner.
- Rinse with clear water.
- You may wipe with dry cloth or let air dry
- Clean as needed

RESILIENT ACCESSORIES – 5 YEAR COMMERCIAL LIMITED WARRANTY

Shaw Industries, Inc. (“Company”) warrants its resilient accessories such as through-body wall base, transitions, trims & stair treads under this Limited Commercial Warranty when used in the proper fit for use indoor commercial applications.

The warranty belongs to you, the original end-use purchaser, and begins when you purchase the product and extends for the limited warranty period stated above. The warranty is further limited to the period of time the product is owned and maintained by the original end-use purchaser. The basis of any warranty-related claim is the original Company or authorized dealer invoice.

For questions related to the product, see your dealer, the website, or service representative at the phone number below.

WHAT THE WARRANTY COVERS

The Company warrants that during the warranty period and under normal use:

- **Manufacturing Defects** – The product will be free from manufacturing defects.

WHAT CONDITIONS APPLY

The following are not covered by the warranty:

Damage caused by improper installation and/or maintenance, differences in color between products and samples or photographs, discoloration, including but not limited to UV light and heat sources, surface scratches, changes in shading, texture and/or gloss during use, inappropriate end-user activities, construction or installation-related damage, and damage caused by fire, flooding or intentional abuse.

WHAT IF YOU NEED WARRANTY SERVICE

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. The dealer or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722, 1-800-257-7429.

WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected product or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labor. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company’s commercial product will be at the customer’s expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Tech Services 1-800-471-7429



3.

Care & Maintenance
Porcelain & Ceramic Tile

STONESOURCE

stonesource.com

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Maintenance Tips

Wipe up any spills on tile immediately and clean the area using a damp cloth or sponge

Sweep and/or vacuum floors regularly to remove any gritty particles, dust or debris as this can be abrasive to the tile surface

Seal grout joints after installation and as required to prevent moisture absorption, staining & discolouration. Refer to grout instructions for recommendations

Use a damp mop or sponge with an all-purpose household cleaner that is not oil-based and has low VOC to clean glazed floor tiles on a regular basis

Wipe glazed wall tiles periodically using a dampened cloth or sponge and a non oil-based household cleaner

Use a mild, soapless detergent with neutral pH for cleaning unglazed tiles

Ensure the cleaning product selected is compatible with cleaning the grout joints

Thoroughly read & follow all manufacture warnings and instructions for all cleaning products before use and test all cleaning solutions and materials in a small inconspicuous area before full application

After using cleaning solutions, wipe down entire area with a clean cloth or mop and clear water to remove any residue that may have been left behind

Do not use cleaning wax, oil based cleaners, ammonia, sealants or products containing acid or bleach as part of routine maintenance

Avoid abrasive cleaning products such as scouring pads or steel wool pads

Regularly inspect tiles and have any damaged tiles professionally removed/replaced

Use felt or rubber protective pads under furniture to prevent scratching tile surfaces

Place good quality floor mats in high traffic locations and areas that are susceptible to moisture (i.e. near entrance /exit ways)

Removing Coatings, Sealers, & Waxes

Use a tile sealer & adhesive remover to clear off a topical sealer or floor wax from a ceramic tile. Be sure to test a small area before full application and always follow the instructions on the product label. Working in small manageable areas, apply the sealer & adhesive remover as directed, allowing it to set without drying. Coating should begin to soften. If necessary, reapply the remover and lightly agitate the surface with a nylon scrub pad until the sealer softens and can be easily removed. Rinse area with clear water and pat dry with a clean towel or sponge to remove any residue.

Cleaning Grout Haze

After tile installation, grout residue can form a white haze like film on the surface of the tile. This can be buffed off the surface using a clean cloth once the grout has finished curing. If the residue is very stubborn or the tiles are unglazed a special grout haze remover solution may be used. Read and follow the instructions on the product label. The solution will break down the cement and allow the haze to be wiped away. Rinse area with clear water and wipe dry with a clean towel or sponge to remove any residue. Do not use acidic solutions/cleaners as part of a regular maintenance routine. Many of the grout products on the market today are polymer modified, which means they have latex in them. Be sure to purchase a solution that is compatible with the type of grout you have used.

Cleaning Grout

Routine grout cleaning can be done with an all-purpose household cleaner that is non-oil-based and has low VOC depending on the application. For periodic deep cleaning of grout, use a concentrated tile & grout cleaner. Look for a cleaner that has non-polluting chemicals and low VOC levels. The cleaner should be capable of removing grease, soap scum, mildew and body oils. Always read and follow the instructions on the product label. Rinse area with clear water and pat dry with a clean towel or sponge to remove any residue. Do not use acidic solutions / cleaners as part of a regular maintenance routine.

Unpolished, Textured, Outdoor, & Flamed Surfaces

Cement Based Joint Cleaning After Building-Site

We Recommend: Acid Detergent
Cement Remover by Faber Chimica, Keranet by Mapei, or Deterdek by Fila

Epoxy-Material Joint Cleaning After Building-Site

We Recommend: Alkaline Detergent
Wax Remover by Faber Chimica, or Cr 10 by Fila

Cleaning Prior to Furnishing

We Recommend: Slightly Acid or Mild Detergent
Tile Cleaner by Faber Chimica, Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Ordinary Maintenance

We Recommend: Mild Detergent
Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Stain Removal Wine, Fruit, Coffee, Nicotine

We Recommend: Multi-Functional Detergent
Colored Stain Remover by Faber Chimica, or Ps 87 by Fila

Removing Grease and Greasy Substances

We Recommend: Multi-Functional Detergent
Oil & Grease Remover by Faber Chimica, or Ps 87 by Fila

Honed, Half Polished, & Natural Surfaces

Cement Based Joint Cleaning After Building-Site

We Recommend: Acid Detergent

Tile Cleaner by Faber Chimica, Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Epoxy-Material Joint Cleaning After Building-Site

We Recommend: Alkaline Detergent

Wax Remover by Faber Chimica, or Cr 10 by Fila

Cleaning Prior to Furnishing

We Recommend: Slightly Acid or Mild Detergent

Tile Cleaner by Faber Chimica, Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Ordinary Maintenance

We Recommend: Mild Detergent

Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Stain Removal Wine, Fruit, Coffee, Nicotine

We Recommend: Multi-Functional Detergent

Colored Stain Remover by Faber Chimica, or Ps 87 by Fila

Removing Grease and Greasy Substances

We Recommend: Multi-Functional Detergent

Oil & Grease Remover by Faber Chimica, or Ps 87 by Fila

Polished Surfaces

Cement Based Joint Cleaning After Building-Site

We Recommend: Acid Detergent

Cement Remover by Faber Chimica, Keranet by Mapei, or Deterdek by Fila

Epoxy-Material Joint Cleaning After Building-Site

We Recommend: Alkaline Detergent

Wax Remover by Faber Chimica, or Cr 10 by Fila

Treatment for Polished Surfaces

We Recommend: Protective Detergent

Gres Protector by Faber Chimica, or Mp 90 by Fila

Cleaning Prior to Furnishing

We Recommend: Slightly Acid or Mild Detergent

Tile Cleaner by Faber Chimica, Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Ordinary Maintenance

We Recommend: Mild Detergent

Fila Cleaner by Fila, or Floor Cleaner by Faber Chimica

Stain Removal Wine, Fruit, Coffee, Nicotine

We Recommend: Multi-Functional Detergent

Colored Stain Remover by Faber Chimica, or Ps 87 by Fila

Removing Grease and Greasy Substances

We Recommend: Multi-Functional Detergent

Oil & Grease Remover by Faber Chimica, or Ps 87 by Fila

General Practice Disclaimer

The suggestions mentioned in this document above are for general practice. In the case of a particular project, it is recommended that a professional installer, fabricator, or restorer is consulted.

It is also recommended that cleaning solutions are tried in an isolated area to check for desired results. Stone Source disclaims any liability related to our recommendations or the use of any care & maintenance products.

STONESOURCE

Dear Sir or Madam:

We, hereby, warrant that all materials delivered to your company were first choice materials and free from defects. We warrant that our products will meet or exceed the performance specification outlined in ANSI 137.1 and in our performance data.

Because specific design installation details, structural design and environmental conditions are beyond our control, we cannot accept responsibility for our products after they are installed.

However, in the event of latent defects caused by improper manufacture, the company will replace any defective units F.O.B. our warehouse provided we are notified within one year of installation.

Best regards,

Kory Bowling

Corporate Headquarters
1298 Old Apharetta Road
Alpharetta, GA. 30005
Phone: (770) 740-0050
Toll Free: (844) 303-7274
Fax: (770) 740-1199
www.ceramictechnics.com

4.

Porcelain Tile Care

The single most important step in caring for your porcelain floor is the complete removal of setting materials, grout residue, and/or any construction residue from the surface of the tiles before they have a chance to dry. In most cases, porcelain tiles can be cleaned successfully by scrubbing the installation with a neutral detergent cleaner followed by a thorough rinsing. If a grout residue still remains, rinse further, cleaning the tile several times with clean water, to be certain you have removed traces of grout residue from the surface of the tiles. The grout manufacturer's directions should be followed if a grout film is present on the surface of the porcelain tiles.

The following products may be used **during the installation** process for ease of grout removal:

Aqua Mix Grout Release

Purpose: to provide protection against grout and mortar staining and to ease grout cleanup.

Once the tile has been cleaned and dried **after installation**, grout joints should be treated with a silicone sealer. Grout, the material used to fill the spaces between tiles, is porous, and sealing it at this time will simplify maintenance in the future (Epoxy grouts do not require a sealer). Sealers can also ensure ease of maintenance on all unglazed porcelain tiles. Specialty Tile recommends the following grout sealers:

Aqua Mix Grout Sealer

Aqua Mix Penetrating Sealer

Aqua Mix Sealer's Choice Gold

As with any flooring material, **general maintenance** and cleaning varies depending on the surface, texture of the tile and surface contaminate. Generally, neutral cleaners are more than sufficient to clean and maintain porcelain tiles. It is important that the cleaner used is non-oil, non-soap, and non-animal fat based product. These cleaners have a tendency to act like a magnet and attract dirt and dust, due to the residue build-up left behind during the clean-up. If a cleaning product other than water is used for general cleaning only a **neutral detergent cleaner** should be used. The following products are recommended by Specialty Tile:

Routine Maintenance

Aquamix Concentrated Stone & Tile Cleaner

Heavy-Duty Maintenance

Aquamix Heavy Duty Tile & Grout Cleaner

Commercial Large Area Heavy-Duty Maintenance

Aquamix 1&2 Deep Clean



Specialty Tile Products Limited Warranty

The following warranty terms apply to all products ("Product") sold by Specialty Tile Products, Inc. ("STP") to the original purchaser thereof ("Buyer"). As a non-manufacturer distributor of the Product, STP makes no warranty concerning the quality of materials or workmanship in the manufacture or production of the Product. Subject to the terms and conditions set forth below, STP warrants that it will, at its sole discretion, provide reasonable assistance to Buyer in presenting a warranty claim to the manufacturer of the Product, or, to the extent authorized by the manufacturer, transfer the manufacturer's express warranty to Buyer in order that Buyer may pursue any warranty claims directly with the manufacturer.

DISCLAIMER OF CERTAIN WARRANTIES:

TO THE FULLEST EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY OF BUYER AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

To the extent that any portions of the foregoing disclaimer of warranties are prohibited by law, the portions not enforceable shall be severed and the remaining terms shall be fully enforced, it being STP's intention that, to the fullest extent permitted by law, its warranty obligations be limited to the express warranty given herein.

Making a Claim: Buyer shall diligently inspect all Products promptly after delivery and shall give STP notice of any defects in accordance with the time and notice requirements set forth herein. At STP's sole discretion, Buyer shall deliver samples of defective Product to STP or permit STP to inspect such Product at Buyer's location. In the event that STP elects to assist Buyer in presenting a claim to the manufacturer, STP shall have no duty to incur any cost or expense, or to join or participate in litigation or other dispute resolution proceedings of any kind or nature whatsoever.

Time and Notice Requirements for Claims: All claims under this warranty must be made by delivering written notice thereof to STP within the following time limitations: (a) prior to any installation of the Product; (b) not more than fourteen (14) days after the first appearance of the defect; and (c) within one (1) year from the date of Buyer's purchase of the defective Product. All notices shall be in writing and shall not be deemed delivered unless and until received by STP at the following address:

Specialty Tile Products, Inc.
Attn: Warranty Claims
1275 Oakbrook Drive, Suite D
Norcross, GA 30093

All claim notices shall include related purchase order numbers, invoice numbers, delivery receipts or other proof of delivery, a detailed description, and photograph(s) of the defect(s).

Claims not made in strict compliance with the requirements set forth herein may, in STP's sole discretion, be deemed invalid and denied.

STP makes no warranty of any kind with respect to installation of the Product. Installation of the Product shall constitute acceptance thereof by Buyer and shall terminate STP's obligations under this warranty, except that STP may, in its sole discretion, assist Buyer in filing a warranty claim with the appropriate manufacturer.

Any misuse, abuse, misapplication, or improper handling or storage of the Product shall void all warranties.

This warranty is for the sole and exclusive use and benefit of Buyer and is not assignable or transferable.

To the extent available to STP, a copy of the manufacturer's written warranty will be furnished to Buyer upon request.

Limitation of Liability: In no event shall STP be liable for any special, indirect, or consequential damages, including, but not limited to, lost profit, business interruption or delay, or cost of procurement of substitute goods or services, arising from or related in any manner to the Product. To the extent that any portions of this limitation of liability are prohibited by law, the portions not enforceable shall be severed and the remaining terms shall be enforced to the fullest extent permitted by law.

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Carpet Maintenance Checklist

1. IDENTIFY AND ADDRESS ALL SOURCES OF SOILING

- Parking lots/ Entrances: By maintaining a clean exterior, dirt coming in the building will be minimized.
- Transition areas (hard surface to carpet): Clean frequently to prevent soil from tracking to carpet.
- Food service areas/Restrooms/Water coolers: Matting may be required in areas where moisture, oil and grease are present.

2. USE ENTRY MATS (KEEP DIRT OUTSIDE)

- Two mat categories
 - Soil Removal – used at exterior entrances to remove soil from shoes
 - Absorbent mats – used inside to prevent moisture from getting on the carpet
- Mats should cover at least 6 footsteps to capture soil transferring from shoes. Additional matting may be necessary during inclement weather.
- Keep mats clean (mats must be properly placed throughout the facility and maintained on a regular basis).

3. VACUUM (THE MOST IMPORTANT PROCESS IN YOUR MAINTENANCE PROGRAM)

- 80 to 85 % of dry soil can be removed by proper vacuuming.
- Select Vacuum cleaners certified in the Carpet and Rug Institute's Seal of Approval (SOA) / Green Label Vacuum Cleaner Program (www.carpet-rug.org)
- Commercial, dual-motor upright, top-loading vacuums are recommended.
- Maintain working condition of vacuums with special attention to the bag (empty when half full).

4. PROMPTLY ADDRESS SPOTS AND SPILLS

- Use General Soil Spot Removers, like Shaw's TOTALCARE® products for most common spots and spills. (For ordering information call 1.800.257.7429 or contact your representative.) Additional cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)
- Use solvent spotters for oil/grease (petroleum-based spots). Solvent gels preferred. Follow manufacturer's recommendations when using solvents. Rinsing may be necessary.
- Use specialty products (www.proschoice.com) for set stains where color has been added or altered.
 - CTI Pro's Choice Red Relief (acid dye stains – colored soft drinks, medicines. etc.)
CTI Pro's Choice Stain Magic (organic dye stains – coffee, tea, mustard, etc.)
- Some disinfectants contain chemicals that can stain, discolor and cause general harm to your flooring product. Quaternary Ammonium Salts are among those that have been found to be harmful to your flooring when used over time. Take care to choose pH neutral products only.

5. USE INTERIM SYSTEMS TO MANAGE APPEARANCE

- Encapsulation – process using CRI SOA cleaning agents and a dual–cylindrical counter–rotating brush machine for agitation.
 - Always pre–vacuum.
 - Hot water extraction recommended after every third (3rd) encapsulation.
- Walk Behind Extractors – use CRI approved cleaning agents, be sure to operate at lowest speed.
- NOTE: Bonnet cleaning is NOT recommended!

6. FOLLOW DEEP CLEANING PROCESS

- Hot Water Extraction Process:
 - Always pre–vacuum.
 - Apply an approved pre–spray cleaning agent in the CRI (SOA) Program.
 - Agitate with mechanical brush and allow 10 minutes dwell time.
 - Extract with hot water or use a low pH rinse agent in the machine. We recommend CRI Gold Rated Equipment.
- Examples of Equipment:
 - Truck mount units maintain higher pressure and temperature
 - High Flow Extractors
 - Portable box and wand – minimum 200 psi and approximately 1 gallon of water flow per minute.
- To prevent wicking use air movers to expedite drying. Be sure facility HVAC is on during cleaning and remains on for at least 12 hours afterward.

7. WOOL / WOOL BLEND

- Wool is a natural fiber, some shedding may initially occur as fibers work their way out of the product until loose. Loose fibers can easily be trimmed even with the pile.
- Indentions from furniture can be easily steamed out of wool products.
- Vacuum regularly without the use of beater bar.
- Blot (do not rub) spills with moist white cloth using cold water. Cleaning agents (wool safe products) are listed in the Carpet and Rug Institute's Seal of Approval (SOA) Program (www.carpet-rug.org)

8. RESOURCES

- Shaw's Technical Support web–based training program is available at https://www.youtube.com/watch?v=wH-y6NbFUos&list=PLPlvybF4GS2XOHTVtGL_soZZ_Ni0hyr9D
- For Technical assistance or maintenance related questions contact Shaw Contract at 1.800.257.7429.

SUGGESTED FREQUENCY CHART FOR COMMERCIAL CARPET CARE

Traffic Level	Vacuum	Spot Removal	Interim Cleaning	Hot Water Extraction
Light <ul style="list-style-type: none"> • Private offices • Cubicles 	2+ times per week	As needed	As needed	1 time per year
Moderate <ul style="list-style-type: none"> • Shared offices • Secondary hallways • Conference rooms • Classrooms 	1 time per day	As needed	As needed	2 times per year
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	Monthly	4 times per year
Extra Heavy <ul style="list-style-type: none"> • Common entrances in severe climates • Cafeterias/food service areas • Extra heavy traffic 	1+ times per day	As needed	Weekly	Monthly

- This chart represents a general guideline; your program should be customized to your specific conditions.
- Extra heavy traffic and soiling conditions require more frequent attention.
- **NOTE:** Use of a pile lifter may be a consideration. Pile lifting helps restore the surface pile yarns and helps remove embedded dry sand and soil.

Carpet Tile Lifetime Commercial Limited Warranty For EcoWorx® With Stain And Color

Shaw Industries, Inc. (“Company”) warrants this EcoWorx®, EcoWorx® ES, EcoWorx® NT, EcoWorx® PX, EcoWorx® Walkoff carpet tile products made with 100% solution-dyed yarns when used in the proper fit-for-use indoor commercial applications. The warranty belongs to you, the original end-use purchaser, and begins when you purchase the carpet and extends for the limited warranty period stated above. The warranty is further limited to the period of time the carpet is owned and maintained by the original end-use purchaser. The basis of any warranty-related claim is the original Company or authorized dealer invoice.

The carpet must be installed in accordance with the Company’s installation guidelines and specifications. The product must be maintained in accordance with the Company’s cleaning and maintenance guidelines and such product care must continue throughout the duration of the original installation. Damage resulting from a failure to follow installation and cleaning/maintenance guidelines will not be covered under this warranty. Installation and carpet care guidelines are available through your dealer, the website, or from a service representative at the phone number below.

WHAT THE WARRANTY COVERS

Under normal use during the warranty period when installed and maintained as recommended, the Company warrants the following:

- **Abrasive Wear** – This carpet using our approved face fiber will lose no more than 10% of the pile face fiber, by weight. This warranty does not cover appearance retention, matting, crushing, and normal appearance changes.
- **Static Protection** – This carpet will not generate static build-up in excess of 3.5 kV as tested by AATCC Test Method 134.
- **Stain** – This carpet will resist permanent stains caused by spills of all acid-based substances.
- **Colorfastness to Light and Atmospheric Contaminants** – Carpet made exclusively with 100% solution-dyed yarn will not display a significant change in color due to exposure to light or exposure to atmospheric contaminants (Ozone or Oxides of Nitrogen).
- **Edge Ravel** – This carpet will not edge ravel.
- **Tuftbind/Zippering** – This backing system will provide superior tuft bind strengths consistent with accepted industry standards for this type backing.
- **Delamination** – This backing will not delaminate from the face carpet.
- **Dimensional Stability** – This backing will provide dimensional stability, per the AACHEN Test.

WHAT CONDITIONS APPLY?

- For jobsite and floor preparation conditions, see product-specific installation guidelines.
- Any moisture-related testing (calcium chloride, relative humidity and pH) is not the responsibility of the Company and all issues related to moisture, including any carpet-related issues, are excluded from this warranty.
- For best results, ambient temperatures should remain above 50°F and the ambient humidity should not fall below 40%.
- Chair pads are recommended under roller caster chairs to inhibit premature wear of the surface of the carpet.
- Replacement carpet will come only from current running-line products comparable to the warranted product.
- In order to make a stain claim under this guarantee, the owner must have attempted to remove the stain within (3) three working days after occurrence of the spill using the Company's recommended cleaning procedures and must notify the Company immediately if stain removal is not successful.
- The owner must allow a Company representative to attempt to remove the stain. If, under testing and analysis performed by the Company, and subject to other limitations set forth herein, the tested carpet or the cleaned area is found to have a rating of less than 8 under the AATCC 175, Stain Resistance of Pile Yarn Floor Covering Test, the Company will pay for the attempted removal of the stain by the Company representative and replace the original carpet in the affected area, up to 100 times the size of the stain, free of charge, including installation. If the stain is removed as warranted, all stain removal costs will be the responsibility of the owner.

This warranty does not cover the following:

- Carpet installed on stairs or in areas subject to abnormal foot-traffic use (i.e. golf spikes, other spiked footwear, ski boots, and the like).
- Damage from flooding or excessive moisture from existing moisture or alkalinity-related issues.
- Burns, cuts, fading, matting, pills, pulls, odor, soiling, staining, tears or damage due to improper installation.
- General soiling, discoloration, appearance change due to pile distortion, and exposure to substances or contaminants which degrade or destroy yarn or the color of the carpet.
- Carpet which has been surface treated with materials not recommended by the Company or which have been subjected to abnormal use or to cleaning agents or maintenance methods not recommended or approved by the Company.

WHAT IF YOU NEED WARRANTY SERVICES

You, the original purchaser, will contact your authorized dealer or Company sales representative for claim service. Please provide a valid proof of purchase and a detailed description of the issue, along with photographs showing the concern. Samples should be submitted for review/testing when available. The dealer

or Company sales representative will file a claim via www.ShawNow.com and submit the information you provided. A Company claims representative will thoroughly evaluate your claim. If you have questions, you can contact Shaw Industries Financial Services, PO Box 2128, Dalton, GA 30722, 1-800-257-7429.

WHAT WE WILL DO

If we find a defect covered under this warranty, we will repair the affected area to conform to the warranty. If repair is not commercially practical, the Company may, at its sole option, replace the affected carpet or refund the proportional purchase price for the affected area. The Company will pay the reasonable costs for product, freight and labor for claims filed within the first 15 years. After 15 years, the Company will pay only for product. Any costs incurred for moving equipment, furnishings, partitions and the like that were installed over the Company's commercial product will be at the customer's expense.

NOTE: The warranty is not transferable. It extends only to the original end use purchaser. Shaw Industries Inc. does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw Industries Inc. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.