



Commercial maintenance instructions

Immediately after the installation of your floor

Pergo vinyl floors are ready to be used and don't need a special surface treatment. Just note that if your floor is glued down to the base floor, you have to take into account the drying time of your glue. Please use recommended Pergo vinyl glue and follow the instructions carefully. If your floor is installed floating you can walk on it immediately.

Remove all loose debris from the floor with, first, a vacuum cleaner and second, a damp microfiber mop. Use just water until your water is clear and no dirt is left on the floor.

Glue, plaster and paint should be removed as soon as possible with a cloth. Most residues can be removed with water and a regular vinyl flooring cleaning product. If the floor became too dirty during construction works, the vinyl stripper can be used (see next page).

Daily care & maintenance

In case you are using a cleaning machine please take into account the following:

For optimal performance, we recommend the strict respect of the Pergo vinyl installation instructions, including the guidelines on expansion gaps and taking into account the room operating loads and dimensions. The subfloor needs to be flat.

The recommended cleaning machine is a low speed small compact machine aimed for light daily cleaning. Steam and high pressure cleaners are not recommended. Depending on the need, a single disc cleaner or a scrubber-dryer machine can be used. Medium, large or ride-on machines are also not recommended due to their weight. The weight of the machine is normally less than 50 kg. The brush or pad pressure lies between 15-30 kg. Scrubbing or stripping machines are not allowed.

Use a soft fibre brush or white pad aimed for light daily cleaning. The water temperature should not exceed 45°C and may not be applied under pressure.

In case you are working with single disc machines, the speed setting must be low to avoid unwanted polishing of the floor. Also the moisture needs to be wiped off the floor surface after the cleaning using a dry mop or using or wet vacuum cleaner.

With regards to the products used, the vinyl floor should never be polished (with pad on high-speed machine or polish detergent) or waxed. Use a non-film forming cleaning product.

In case you are not using a cleaning machine, the daily care & maintenance instructions for residential use can be followed:

1. Remove all loose debris from the floor by using a vacuum cleaner or sweeping brush. Then clean the floor on a regular basis with the Pergo vinyl advised cleaning agent diluted in water. Use the cap of the bottle to measure two capfuls of cleaner. Add them to a bucket of lukewarm water.
2. Wipe the floor with a damp, non-fluffy cloth or mop which has been dipped in the water with the cleaning product.
3. Wipe the floor off with a dry cloth until no moisture is visible on the floor.

Periodic care & maintenance

After intensive use, your floor might need some thorough cleaning.

The Pergo vinyl stripper is an intensive cleaner for periodic treatment of Pergo vinyl floors. It removes the remains of old vinyl cleaning products and stubborn dirt. Use it every 24 months or whenever necessary as followed:

- Remove coarse dirt with a sweeping brush or vacuum cleaner.
- Apply the cleaning solution to the floor diluted in a ratio of 1:5 with lukewarm water.
- Distribute and leave it on the flooring surface for approx. 10 minutes (do not allow to dry).
- Clean the floor with the Pergo vinyl microfiber mop. Remove all the loosened dirt.
- Wipe the floor using fresh water until it is perfectly clean.

In case your floor needs a periodic treatment you can use Pergo vinyl refresh.

This can be used every 3-6 months or whenever necessary. Use Pergo vinyl refresh if your old treatment is worn out or after 4 applications of Pergo vinyl clean. Use it as followed:

- First thoroughly clean your floor with Pergo vinyl stripper as described above. Make sure your floor is perfectly clean.
- Shake the bottle well and apply a first coat on your floor, undiluted in a thin, even film, using a clean wiper mop. Do not pour directly onto the floor.
- The first layer should be applied crossways to the direction of your Pergo vinyl floor.
- Apply a second coating after at least one hour, this time lengthwise to the direction of your Pergo vinyl floor.
- Let it dry. The floor can be used after 12 hours.

Stripper tips & tricks:

- Usage is about 20-30 ml/m².
- Do not allow the stripper to dry on the floor.
- Work in sections.
- Wear rubber gloves during use and ensure that rooms to be treated are well ventilated.
- Keep the mop you used exclusively for the stripper.
- Ensure sufficient ventilation but avoid strong sunlight and draft during application.
- Preferably turn off any floorheating/cooling systems prior to use (to avoid the stripper leaves behind stripes).
- Cannot be used in cleaning machines.

Refresh tips & tricks:

- Usage is about 50 ml/m² (two coats)
- Refresh is not frost free, stripper is frost free.
- Not applicable in industrial cleaning machines. Must always be used undiluted.

Trouble shooting

Scuff marks:

Cause: Black streaks usually left by items that have a hard rubber bottom.

Solution: Scuff marks can easily be wiped away with the Pergo vinyl advised cleaning agent and a sponge.

Scratches:

Cause: Scratches can appear due to excessive grit and/or dirt on the floor.

Solution: Use an appropriate entrance mat to prevent this problem. Also sweep the floor daily when a lot of sand or grit enters the room. Using the Pergo vinyl cleaning product can also help to make micro scratches less visible. A deep scratch it can be filled using a special repair kit with wax. Please contact the technical department for information on how to use and obtain this kit.

Poor or dull appearance:

Cause: After applying many layers of cleaning products unevenly, your floor might get a dull or poor appearance. This is due to a layer build-up of layers of dirt.

Pits:

Cause: very heavy objects with sharp edges may leave a pit in your floor.

Solution: A pit can be filled using a special repair kit with wax. Please contact the technical department for information on how to use and obtain this kit.

Stains:

Cause: Permanent staining is very unlikely to occur on a Pergo vinyl vinyl floor. It can occur when extremely aggressive chemicals or products are left on your floor for a long time.

Solution: Remove stains as fast as possible. The longer spilled materials are left on the floor, the greater the risk of permanently staining. Persistent stains may be removed using the Pergo vinyl cleaning product or some diluted acetone.



For all damages on your floor that cannot be restored by cleaning or these instructions, please contact technical services to find a suitable solution.

Tips & tricks

TIP 1: Grit, sand, dragging heavy furniture can all cause scratches in your floor. Precautions need to be taken to avoid this. Always lift up heavy furniture, install a cleaning zone at the entrance of your house and use a mat under your office chair and felts underneath furniture.

TIP 2: Use quality entrance mats at every door in connection with outside to protect against grit and substances from scratching the floor. Ensure they are big enough and cleaned on a regular basis to maintain their effectiveness.

TIP 3: Always follow the instructions as mentioned on your cleaning product. It is recommended to use Pergo vinyl vinyl cleaning product as other products may harm your floor. Never use aggressive cleaning agents, soap or abrasive cleaners or cleaners containing oil or waxes.

TIP 4: Be aware that wet floors can be dangerous. If possible install wet floor signs and always wait to walk on the floor until it is completely dry.

Contact details technical services

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