

# GENERAL CARE & MAINTENANCE

## Routine Care & Maintenance

- Sweep, dust mop or vacuum daily. Do not use vacuums with any type of beater bar assembly.
- Lightly damp mop with Prevail™ Neutral Cleaner. Remove excess soil by carefully scrubbing with a soft nylon brush or magic eraser sponge and Prevail™ Neutral Cleaner.
- Remove scuffs using Prevail™ Black Scuff and Adhesive Remover and a soft nylon brush or magic eraser sponge.
- Heavily soiled floors may require an occasional deep cleaning using Prevail™ Neutral Cleaner and a low-speed buffer not exceeding 300 RPM. Fit the buffer with a red or white scrubbing pad and work the solution over the floor. Remove the dirty residue by damp mopping with clear water.
- Remove standing water, pet urine and other liquids promptly. Follow with Prevail™ 1-Step Neutral Cleaner or Prevail™ Ready to Use Neutral Cleaner.

## Preventive Care

- Use walk-off mats at all outside entrances.
- Use flat glides at least 2" in diameter under furniture legs to prevent indentations and scratches.
- Use broad surface non-staining casters at least 2" in diameter on rolling furniture.
- Do not use vinegar, polishes, waxes, oil soaps, abrasive cleaners, harsh detergents, "mop and shine" products or solvents.
- Do not use rubber-backed mats.
- Do not expose to direct sunlight for prolonged periods.
- Do not use steam cleaners.
- Do not flood floor or subject to standing liquids including pet urine.

# WARRANTY REGISTRATION

To register and activate your product warranty, please visit [metroflorusa.com](http://metroflorusa.com) and click on the Warranty/Maintenance tab. The registration information you provide will be used only to register your purchase and for no other purpose.

# LIMITED WARRANTY

Effective July 20, 2015

## Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay reasonable labor costs if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

Warranted Products	Warranty Coverage / Periods	
	Manufacturing Defect or Wear, Fade or Stain*	
	Residential	Commercial
Group A	Limited Lifetime	12 Years
Group B	25 Years	10 Years
Group C	25 Years	6 Years
Group D	10 Years	5 Years Light*
Group E	10 Years	Residential Only**

<p><b>*DEFINITIONS / To Be Covered:</b></p> <p>"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.</p> <p>"Fade" must be to the degree that the floor is permanently discolored.</p> <p>"Stain" must be from normal household cleaning agents, chemicals or routine care &amp; maintenance.</p> <p><b>DEFINITIONS / Groups:</b></p> <p><u>"Group A" (Limited Lifetime Residential / 12-Years Commercial)</u></p> <p>1. Premium Plank (Addison, Avalon, Bali)</p> <p>2. Premium Tile</p> <p><u>"Group B" (25-Years Residential / 10-Years Commercial)</u></p> <p>1. Legacy</p> <p>2. Mediterranean (Athenian Stone, Roma Stone, Siena Stone)</p> <p>3. Oasis</p> <p>4. Prestige</p> <p>5. Prestige Deluxe</p> <p>6. Prestige Oak</p> <p>7. Prestige Walnut</p> <p><u>"Group C" (25-Years Residential / 6-Years Commercial)</u></p> <p>1. Sierra Plank</p> <p>2. Sierra Tile</p> <p><u>"Group D" (10-Years Residential / 5-Years Light Commercial*)</u></p> <p>1. Project Plank</p> <p>2. Project Tile</p> <p>*For light commercial environments such as private offices, common areas in multiunit dwellings, reception areas and public buildings or businesses which are not subject to frequent and harsh traffic.</p> <p><u>"Group E" (10-Years Residential; <b>NO</b> Commercial Warranty**)</u></p> <p>Elements</p> <p>**With respect to Elements products, this warranty applies only to a resident homeowner of a single-family home.</p> <p><b>All Products Sold via the Internet Come with a 1-Year Warranty against Manufacturing Defect &amp; "Wear, Fade or Stain" as defined above.</b></p>
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For further information, please call Metroflor®Technical Support Services at **(888) 235-6672**, or visit our website at **[metroflorusa.com](http://metroflorusa.com)**.