

ELEMENT  
**tier**

*Recyclable PVC-free Flooring*

# CLEANING AND CARE GUIDE

Version 1.0



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## INTRODUCTION

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TIER Flooring Americas, LLC is proud to offer low-maintenance alternatives to wood that last for years without the need for treatments, stains, or sealants. TIER PVC-free products provide a hassle-free indoor flooring option for your home or commercial space. This cleaning and care guide offers the information you need to maintain the beauty and structural integrity of your TIER flooring. Following these instructions is important for warranty compliance and to ensure that you enjoy your flooring to the fullest.

# GENERAL CARE AND MAINTENANCE

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## How to clean

### General cleaning process

- **Sweep or vacuum:** Regularly remove loose dirt and debris.
- **Mop:** Use water cooler than 60°C (140°F), mopping along the length of the planks. Remove excess water promptly.

### For tough stains

- Use a low-concentration mixture of water and dishwashing liquid. Remove excess water promptly. If residue remains, consider using a soft sponge with a mild cleaner that is compatible with the cap.

## DO NOT

- Wax or polish.
- Use undiluted chemicals, or industrial strength cleaners.
- Do not use metal brushes, or harsh scouring pads that may scratch the surface.

## Typical tools

- **Appropriate tools:** Always use tools that are appropriate for composite materials to avoid damage. Use non-abrasive, non-metal tools whenever possible.
  - **Appropriate tools include:**
    - Soft nylon brooms or brushes
    - Soap and cleaner
    - Sponge
    - PPE – Gloves, masks, eye protection.
- **Cleaning tools:** Use soft bristle brushes and soft sponges for cleaning. Avoid using metal brushes or harsh scouring pads that can scratch the surface.
- **Sealants and applicators:** When applying sealants or protective coatings to any floor components, use applicators recommended by the product manufacturer, such as foam brushes or soft rollers.
- **Masonry tools:** If conducting masonry work near the floor, cover the floor surface with a tarp or construction-grade plastic film to protect it from debris and potential damage.
- **Robotic cleaners:**
  - TIER flooring is suitable for use with robotic vacuum cleaners and robotic mops.
- **Steam cleaning:**
  - A residential steam mop may be used provided the steam is applied to a microfiber pad and not directly to the floor.
  - Set the steam mop to the appropriate setting for the TIER floor and does not exceed 60°C (140°F).
  - Steam mop in the length direction of the planks only.



## GENERAL CARE AND MAINTENANCE CONTINUED

### Specific cleaning scenario’s

Proper maintenance and cleaning of your floor are crucial to preserving its appearance and longevity. This guide outlines specific cleaning scenarios and provides detailed procedures to address common issues such as dirt and debris, oil stains, organic matter, ice, and more. By following these guidelines, you can ensure that your floor remains in top condition and continues to be a valuable addition to your indoor space. Failure to clean or maintain the floor may void the warranty.

Cleaning scenario	Procedures
Dirt and debris	Regularly sweep to prevent build-up. Clean with soap and warm water.
Oil, grease & food stains	Clean stains promptly with warm, low-concentration soapy water. Check chemical compatibility before using spot cleaners. Use a splash guard mat under grills but remove it when not in use. Petroleum-based products may damage the cap; take care not to damage the product.
Tough stains	Clean with a low-concentration mixture of water and dishwashing liquid. Remove excess water promptly.
Pencil and marker marks	Clean immediately with a commercial cleaner and soft sponge.
Additional tips	Avoid activities that can scratch the floor, like skateboarding or dragging heavy furniture. Use protective pads under furniture. Excessive activities can also damage the surface.



## PRODUCT COMPOSITION

The following table provides a simplified material composition for TIER Element PVC-free material technology. For more detailed information regarding the composition, safety, and handling of the material, please refer to the TIER Element PVC-free MSDS. Understanding the material composition is crucial for determining the compatibility of the cap material with various substances.

Component	Substance	Mass (%) TBC
Cap	Polyurethane	N/A
Core	Carbonic acid	60
	Cellulose (Bamboo fibers)	30
	Additional additives	8
Underlay	IXPE	N/A

## CRITICAL CARE POINTS

- **Pre-Installation decisions:** Installation quality impacts long-term maintenance. Ensure proper subfloor preparation and moisture control to prevent issues like warping or mold growth.
- **Timing of installation:** Install flooring as the final step in construction to prevent damage. If not possible, protect the flooring with a tarp or plastic covering.
- **Routine cleaning:** Regularly sweep or vacuum to remove loose debris. Use mild detergents, like dishwashing liquids at low concentrations to wash the floor.
- **Use appropriate cleaners:** Always use cleaners that are suitable for TIER flooring. Check the cap's chemical compatibility or test the cleaner on a small, inconspicuous area before full application.
- **Remove excess water promptly:** While TIER flooring is highly water-resistant, it is important to promptly clean up spills to prevent potential damage.
- **Avoid excessive heat exposure:** Protect against excessive heat sources like Fireplaces and heaters that may damage the floor. Avoid installing it near open flames.
- **Avoid differential weathering.**
  - **Protect from excessive sunlight:** Protect the flooring from prolonged exposure to direct sunlight as this can cause differential weathering when compared to unexposed flooring. Consider using window treatments like blinds, curtains, or other methods to diffuse sunlight.
  - **Rubber mats may discolor the floor.** Use non-staining mats.
  - Use external door mats at entrances to prevent dirt and grit from being tracked onto the floor.
- **Avoid dragging items:** To prevent scratches and damage, always lift furniture or heavy objects instead of dragging them across the floor.
- **Sweep regularly:** Regular sweeping helps prevent dirt build-up that can scratch or damage the floor over time.



## HEALTH AND SAFETY

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### Personal Protective Equipment (PPE):

- Always ensure proper ventilation when using cleaning chemicals and wear appropriate protective gear. Avoid mixing different cleaners and follow the cleaning manufacturer's instructions.

### Handling chemicals:

- Ensure proper ventilation and avoid mixing different chemicals and cleaners as this can create dangerous reactions.

### Fire safety:

- While TIER Non-PVC flooring does not contain PVC, avoid installing it near open flames or extreme heat sources to prevent the risk of fire.

### Slip hazard:

- Be aware that like other smooth floors, TIER flooring can become slippery when wet. Ensure the floor is completely dry after cleaning. Remove any excess soap that may build-up and causing the floor to be even more slippery when wet.

## PREVENTATIVE MEASURES

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Implementing preventative measures can greatly enhance the longevity and appearance of your floor.

### Protect against scratches and abrasive materials

#### Furniture:

- Use an appliance hand truck, or furniture dolly, with hardboard runways when moving furniture. Attach felt pads to frequently moved furniture. Use non-staining large surface floor protectors for heavy items and opt for wide, rubber, non-staining casters instead of ball-type casters. Place protective mats under caster-wheeled chairs.

#### Movement:

- Always lift furniture or heavy objects instead of dragging them to prevent premature wear and scratches.

#### Footwear:

- In the case of high traffic areas, wearing hard-soled safety boots, that often have additional slip-resistant features, can cause significant abrasion to the floor's surface, leading to accelerated wear and tear.
- Excessive wear from scratches and abrasion can reduce the slip resistance of the floor.



## PREVENTATIVE MEASURES CONTINUED

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### Protect against staining and damage

While TIER flooring is highly water-resistant, it is important to promptly clean up spills to prevent potential damage. Do not allow topical moisture to remain on the floor longer than the time specified in the product warranty.

#### Chemical exposure:

- Avoid mixing chemicals, such as cleaning agents, directly on the floor. If necessary, use protective mats to shield the floor from potential damage.
- Do not wax or buff the floor.

#### Heat sources:

- Use protective mats under heat-generating appliances like radiators, but remove them when not in use to prevent moisture build-up.

### Prevent differential weathering

- Rubber mats may discolor the floor. Use non-staining mats.
- Use door mats at entrances to prevent dirt and grit from being tracked onto the floor.

### Prevent mold, mildew and mineral deposits

- Use moisture barriers between the subfloor and the TIER flooring and ensure that the subfloor is properly dry at the time of installation.
- Ensure that the skirting edges are properly sealed and that no water can get under the flooring.



## MAKING CLEANER CHOICES

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Choosing the right cleaning products and methods is essential to maintaining the integrity and appearance of your floor. The following guidelines provide recommendations for routine cleaning, testing new cleaning solutions, and ensuring chemical compatibility to protect your floor from damage.

### **Routine cleaning:**

- Use mild detergents, dishwashing liquids, or specially formulated cleaners for TIER flooring. Regularly sweep or vacuum to remove loose debris.

### **Test cleaning solutions:**

- Always test new cleaning products on a small, inconspicuous area before full application.

### **Chemical compatibility:**

- Avoid strong chemicals like high-concentration alcohols, esters, and ketones that can damage the floor.
- Avoid using polishes and waxes as they have no effect on TIER flooring.
- Oil or petroleum-based products can cause surface staining. Avoid tracking asphalt driveway sealer or automobile oil drips onto TIER flooring.

## CHEMICAL COMPATIBILITY

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When maintaining your floor, avoid using strong detergents, high-concentration alcohols (above 75%), strong acids or alkalis, oxidizers, and certain solvents like esters, ketones, benzene, and undiluted chlorine. These substances can damage the protective cap on TIER PVC-free flooring. To preserve your floor's longevity and appearance, prevent these materials from contacting the surface.

Below is a list of common substances that may harm the polyurethane surface. Always check material compatibility when selecting cleaning products, and perform a patch test on a small, inconspicuous area before full application.





## CHEMICAL COMPATIBILITY CONTINUED

Chemical Interaction Impact Checklist		
Chemical component	Common name	Found in
<b>Strong acids and bases</b>		
Sulfuric Acid*	Battery acid	Battery acid, fertilizer production, drain cleaners
Ammonia, Anhydrous	Ammonia	Cleaning agents, fertilizers, refrigeration systems
Ammonium Hydroxide	Ammonia solution	Cleaning agents, water treatment, food processing
Calcium Hypochlorite	Bleaching powder	Bleach, water treatment, disinfectants
Hydrochloric Acid 37%	Muriatic acid	Cleaning agents, metal refining, food processing
Nitric Acid 10%	Aqua Fortis	Fertilizers, explosives, metal treatment
<b>Solvents and alcohols</b>		
Alcohol >75%*	Ethanol	Disinfectants, hand sanitizers, cleaning agents
2-Butanone*	Methyl Ethyl Ketone (MEK)	Industrial solvent, solvent, paint removers, coatings, adhesives
Acetone*	Acetone	Nail polish remover, solvents, cleaning agents, paint thinners
Aromatic Solvents*	Aromatic hydrocarbons	Paint, varnishes, adhesives, chemical intermediates
Benzene*	Benzene	Fuel, industrial chemicals, plastics, resins
Butyl Acetate*	Butyl Acetate	Lacquers, paints, coatings, adhesives
Butyl Aldehyde*	Butyraldehyde	Flavoring agent, fragrances, solvents, plastics
Ethyl Alcohol*	Ethyl Alcohol	Hand sanitizer, disinfectants, alcoholic beverages, fuel
Toluene*	Toluene	Paint thinner, adhesives, chemical intermediates, fuels
Xylene*	Xylene	Paint thinner, cleaning agents, solvents, rubber
Ethyl Acetate	Ethyl Acetate	Paint thinner, coatings, adhesives, cosmetics
Methyl Alcohol	Methanol	Antifreeze, solvents, fuel, formaldehyde production
Tetrahydrofuran	THF	Solvent, adhesives, coatings, pharmaceuticals
Trichloroethylene	Trichloroethylene	Dry cleaning solvent, degreasing agent, refrigerant
Turpentine	Turpentine	Paint thinner, solvent, medicinal uses, adhesives
<b>Fuels and oils</b>		
Kerosene*	Kerosene/Paraffin	Fuel, jet engines, heating, lamps
Oil or petroleum	Motor oil	Fuel, lubrication, hydraulic fluids
ASTM Fuel C	Test fuel	Fuel, testing purposes, calibration standards
ASTM Oil #4	Heavy fuel oil	Fuel, lubrication, hydraulic fluids



## CHEMICAL COMPATIBILITY CONTINUED

Chlorinated compounds		
Calcium Chloride	De-icer/Ice melt	De-icing agent, concrete acceleration, dust control, brine solution, desiccants
Chlorinated Solvents*	Chlorinated Solvents	Cleaning agents, degreasing, paint removers
Carbon Tetrachloride	Carbon TET	Fire extinguishers, refrigerants, solvents, pesticide production
Chlorine Gas	Chlorine Gas	Disinfectants, water treatment, bleach production
Freon 22	R-22, HCFC-22	Refrigerants, air conditioning systems, blowing agents
Perchloroethylene	PERC, Tetrachlorethylene	Dry cleaning solvent, degreasing, chemical intermediates
Other		
Formaldehyde	Formaldehyde (gas) Formalin (Aqueous solution)	Building materials, preservatives, disinfectants, resins
Formic Acid	Methanolic acid	Preservatives, leather production, cleaning agents
Phenol	Carbolic acid	Disinfectants, resins, pharmaceuticals, plastics
Stoddard’s Solvent 140°F	Mineral spirits	Cleaning agents, paint thinners, degreasing agents

\*These materials have been proven to affect the product cap. Other materials are provided from a consolidation of various chemical compatibility charts.





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## Contact information

### TIER Flooring Americas, LLC

**Tel:** +1 (325) 933-2701

**Email:** [sales@tierflooring.com](mailto:sales@tierflooring.com)

**Website:** [www.tierflooring.ca](http://www.tierflooring.ca)