Scope : Maintenance instruction heterogenous Sheet Vinyl IVC

This maintenance instruction provides you with the most important requirements after the installation of your sheet vinyl floor covering. To obtain the best results and to fulfill our Terms & Conditions and warranty clauses, these maintenance instructions must be carefully adhered to by all parties. We do not accept any warranty claims when incorrect usage, caused by bad maintenance, damage or by stains.

The following requirements and recommendations are intended to ensure that your chosen floor covering retains the best appearance, durability and performance characteristics. The longer your floor covering lasts, the less it costs and the more sustainable it will be. Regular up to daily cleaning is far more beneficial to the floor covering than periodic heavy or deep cleaning. Suitable care and floor protection should be used during any construction or refurbishment activities.

1. Preventive maintenance

- The right choice of product and design or emboss is key to an optimal result on aesthetics. Most of our products are designed with unique cross-linked protective PU wear layers which reduces the intensity of cleaning and the use of chemicals and therefore minimizes the impact on our environment. Our wear layer is designed to resist better to durability and wear resistance, scratches and stains or soiling, but no size fits all product nor maintenance.
- Prior to use, remove all installation loose construction waste and debris. Do not place protective plastic foils on your floor covering for longer periods as this will cause discoloration.
- Keep dirt out, sand and grit are abrasive and will damage your floor. Use a suitable barrier mat at entrances, 4 – 6 strides, because it´s known that 90 % of dirt from the foot traffic can be avoided in depth. Avoid rubber or textile backed mats, we advise using a Natural coir entrance mat or classic PVC backing mats which do not suffer from plasticizer (antioxidant) migration. When cleaning allows the floor to dry prior to replacing the mat. The best methodology for mats is to cut in the mats so those are at equal level as the floor and do not cause any migration effect or risks for slipping.
- In some cases of very intensive influences which could cause discolorations or similar like in hairdresser studios for example it might be recommendable to apply a special lacquer on top of a factory finish. Should vinyl be delivered without factory protective coating or the coating be replaced due to too heavy damage, it can be renewed according to very precise coating types and maintenance instructions. In the event of public utility buildings, or for entry level product portfolio types, or floor coverings without factory protective coating, it is an option to preserve them with a 2-component polyurethane system (PU). Note the applied coating shall be of the correct type regarding its porosity avoiding vinyl components migration or dirt and walking path migration from the surroundings. The additional coating is excluded from our warranty.
- For special applications where more aggressive products such as hair dye, mechanical influences or frequent pathways with rubber soles of shoes (safety shoes, tires, …), we strongly advise to contact your Sales prior to your purchase for a suitability check. In some of our product portfolio, adding a lacquer layer from Dr Schutz product offering could protect your floor better. Be aware applying lacquer is also impacting the emboss, gloss and color impression of your floor. The additional coating is excluded from our warranty.
- Protect against scratches from furniture feet by using nonabrasive, wide, free-moving castors type W according to EN 12529, glides, rollers or felt pad protectors. The protectors should be at least 2.5cm² and rest flat on the floor. The heavier the item, the wider the floor protector should be. The pads should be checked periodically for grit and wear and replaced when necessary. Avoid use of scrub cleaning tools or scrub particles containing cleaning products.
- Avoid local indentation by using furniture caps or other protection under heavy items or appliances to prevent indentation. Use plywood protection to move furniture. High heel shoes with thin heels will cause permanent indentation.

IVC BV
Nijverheidslaan 29
8580 Avelgem - Belgium
VAT BE 0866.682.231
T +32 56 65 32 11

Unilin Flooring Polska Sp. z.o.o.
Powstańców Śląskich 54,
42-700 Lubliniec, Poland
NIP: 5751902355
M: +48 34 34 12 360

- Avoid discoloration or yellowing by leaving any exposed metal, latex or rubber legs or products such as chair feet, tires and mats, certain types of rubber soles, small elements made of rubber or other in contact with the vinyl floor, these will cause permanent staining. Furniture or equipment are best protected by vinyl or felt pad protectors.
- Burns from cigarettes, matches or other extremely hot items will cause permanent damage, which is not covered by our warranty clauses.
- Flooding the floor or letting it be subject to standing water will cause damage such as discoloration, color changes, stains, blooming or blushing particularly for products not suited for wet rooms. Specific products from our portfolio can be used in wet rooms and showers as they are more suitable but for aesthetic reasons it remains crucial to avoid flooding or standing water. Else, dry the floor which will often reclaim your original aesthetics.
- Avoid continuous intensive exposure to UV light on specific areas and avoid continuous blinding by curtains, blinds, sunscreens, foils, and mats. Regular and normal UV light is the optimal condition. When facing South, or when there are lots of windows or glass areas, it is best to protect the floor by adding permanent transparent UV protective window or glass film. Note that over time the intensity of your floor color will change depending on the access to UV, daylight, or artificial light… as it is with many materials.
- Avoid functional degradation due to the use of polish, chemical or aggressive cleaner or products. Apply 1-2 layers of PVC floor maintenance agent on the prepared surface. Cleaners and detergents should be carefully diluted and be lightly alkaline of pH neutral (pH 6-8) at room temperature. Do not use aggressive cleaning products despite being claimed ecological products. Below cleaning or other floor contact making products will cause yellowing, stains or discolorations and are not covered by our warranty:
    - Concentrated chlorinated solutions
    - Quaternary Ammonium solutions
    - Petroleum distillates (e.g. white spirit, turpentine, cellulose thinner, acetone…)
    - Toxic or flammable solvent-based products
    - Xylene and toluene-based products or markers
    - products based on caustic soda

  In cases where disinfection is required, use a disinfectant detergent that does not contain quaternary ammonium compounds, alternating its use with a neutral detergent (or an alkaline detergent when heavy soiling is present). If this cleaning protocol is not followed, there is a risk of discoloration of the floor covering. Any such discoloration will be irreversible.

2. Regular classic maintenance

Frequency and type of maintenance required depends on traffic flow, application, environmental conditions and the user requirements of site. Remove surface dust and grit by vacuuming, sweeping and dry/damp mopping at a regular to daily interval.

3. Intensive occasional maintenance

In function of its required appearance and intended purpose, as for seasonality that may alter the maintenance requirements, we advise yearly intensive maintenance. Note not to use an excess of water or detergent, as this will leave a film on or destroy the surface:

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- Safety flooring with anti-slip particles and/or floors with an increased surface roughness or emboss, will retain more dirt and require more frequent periodic cleaning or more intensive cleaning.
- The higher slip restraint R-value of the flooring type is, the more frequent periodic or more intensive cleaning, it requires. One product quality can have more than 1 emboss types, check the technical data sheets in order to know the exact R-value
- First clean the floor with non-abrasive, neutral-pH floor cleaner, then use a machine cleaning, with immediate wet vacuum extraction prior to mopping. No scrubbing machines or steaming machines allowed. Larger or commercial areas can benefit from a professional cleaning machine with soft rotating brushes and vacuum extraction.
- Do not polish sheet vinyl floor coverings.
- A wide range of floor disinfection products are available on the market. It is impossible for IVC Commercial to test them all, recommendations should be made from the relevant manufacturer. Chlorine based disinfecting products can be occasionally used if they are correctly diluted as per the manufacturer's instructions, applied shortly and effectively rinsed with clean water after their use.

4. Spills and stain cleaning

Spills and stains are inevitable, often prompt treatment will reduce the risk of permanent staining. Stains can be of multiple origin, like acids, alkalis, blood, oil or tomato containing sauces, mustard, food, fruit and juices, candy, cleaners, strong soaps, dye and markings, urine and feces, grass, iodine, mercurochrome, rust, dry cleaning fluids, lacquer and latex paint, nail polish, solvents, oil-based paints, wood stains, varnish, adhesives, chewing gum, oil, grease, tar, asphalt residue, candle wax, tar, rubber heel marks, shoe polish, scuffs, smudges … and many more. Each might need a different approach to remove the stain. Always use the least aggressive cleaning option first.

- Remove the spill quickly. First try to blot the spill with a dry cloth/ kitchen towel, then use water. If the spot is already hard and dry, put a towel that has been soaked with plain water onto the spot. Leave it there for some minutes until the spot softens. Then remove the spot from the edge toward the center.
- Only use detergents/cleaning products when the above is not sufficient to remove the spill/stain. Use correctly diluted neutral pH detergents and remove excess detergent with a towel or cloth soaked with plain water.
- Only in the last instance, use other products and always use them according to the manufacturer's guidelines. If in doubt, we recommend pre-testing a discreet area for color fastness and material durability.
- Do not attempt to clean adhesive residues with white spirit, turpentine or other solvents. Methylated spirit (denatured alcohol) is the best option in limited amount and contact time.
- For wet room and kitchen areas, stains or chalk or blush can be removed with diluted kettle descaler, vinegar, or a light acid cleaner with solid rinsing.
- Rubber stains from shoes could be removed with eraser gum.
- Small visible stains that are present are very easily and completely cleanable / removable with the Dr. Schutz flooring cleaners:
  □ Spraymax for easy superficial stains
  □ Clean & Strip for slightly tougher stains.
  □ Other stains: treat quickly, diluting with water and a non-abrasive household detergent
- Because of the huge number of cleaning agents and coatings on the markets, products from other companies might be suitable also. In cases of interest please contact the manufacturer of these products

5. Restoring the topcoat

Certain occasions, such as high traffic zones or abusive use will wear out the top layer. This is not covered by a warranty but can in most instances be restored. A wide range of polyurethane replacement solutions are available on the market; however, this requires intervention from a specialist floor refurbishment company.
Afterwards, market topcoats to increase chemical or mechanical and stain resistance of a newly installed product also exist. Note this might cause tension, curling, aesthetic changes or alter the slip resistance properties of your floor.

6. Waste management

Our sheet vinyl floor Take-Back Program, Recover, is designed to facilitate the collection and recycling of used heterogeneous vinyl flooring, helping to reduce waste and promote sustainability. Through this program, the flooring is processed into new materials, minimizing environmental impact, depending on the product type a reuse or a floor-to-floor recycling solution is chosen. The program is for CO2 impact reasons of transportation mainly for European countries and UK. Rest of world, contact our Sales or the recover team, recover@unilin.com to procure more information on local take back or disposal programs/centers.



7. Terms and Conditions, Warranty

Separate purchase T&C Unilin | division flooring - Sales conditions and IVC sheet vinyl warranty clauses apply https://www.ivc-flooring.com/en/warranty , available on the website and links mentioned on the purchase order confirmation. Read carefully prior to purchase, install and maintaining your sheet vinyl floor covering. Instructions are available on https://www.ivc-commercial.com/en/sheet-vinyl/installation & https://www.ivc-commercial.com/en/sheet-vinyl/maintenance

Further queries and claims are to be reported through your respective distribution channel that can transfer the claim with a claim form to IVC.aftersales@unilin.com or for Poland sales officeflooringpolska@unilin.com.

This version was issued in October 2026 and replaces all earlier versions. The English version is always leading. IVC reserves the right to update this information at any time, without notice.

Enjoy your sheet vinyl floor.

IVC BV
Nijverheidslaan 29
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