

GENERAL CONDITIONS ABOUT USE AND MAINTENANCE OF THE RAISED FLOOR SYSTEM

The Raised floor system, such it is, doesn't need any maintenance; the only part that can be worn or to get dirty is the top covering, and that is the reason why it needs an ordinary maintenance.

Depending to the type of floor top covering, the client has to respect the specific rules about cleaning and maintenance operations of the raised floor.

Cleaning operation has to be done with extreme care and scrupulosity. Newfloor S.r.l. is not responsible for the maintenance methods indicated by the relevant covering manufacturer, which can cause unwanted effects on physical and aesthetic characteristics.

Methods and products for ordinary maintenance of the floor top covering

Here as follow you can find a list of the main floor top coverings used on the raised floor:

- Carpet
- Hpl
- Vinyl
- Linoleum
- Rubber
- Granite-Marble
- Ceramic
- Parquet

Each one of these type of coverings needs a specific cleaning treatment indicated by his producer.

In general, and independently from the chosen floor top covering, the customer should be very careful during cleaning operations, as the top covering is in intimate contact with the panel's core (chipboard or calcium sulphate) and the substructure (galvanized steel).

For this reason, in making the cleaning operation is necessary to respect some specific rule as follow:

1. The raised floor installation should be done just before to place the furniture in the offices; it needs to pay attention to the delicacy of the top coverings for all factors which could damage or smear them.
2. Cleaning operations should be done without direct use of water or steam; clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and possible instructions advised by the producer.
3. Cleaning operation, both manual and done with specific machinery, should be provided by specialized personnel.
4. In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels so to prevent possible water stagnation on panel's junctions, on the core, on the substructure and also on the underlying electrical plants and wirings and other systems, which shouldn't have contacts with the water.
5. In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.
6. To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:
 1. Neutral Ph (neither alkaline nor acid)
 2. No presence of any solvent
7. If floor top covering will need also some polishing or waxing treatments, you should test if the products used respect characteristics listed above.

Since there are so many different kind of floor top covering and as well, a very big range of cleaning products, available on the market, we cannot give you specific instructions for each one. Therefore, we trust on the buyer, so to choose a professional and competent cleaning company.

8. All the staff caring to the raised floor, as well as all people using it (walking on it), must know all the information described above. This is very important to the aim to prevent some irreparable aesthetic damages whether to the top covering or to the core or his substructure.

MAINTENANCE OF THE RAISED FLOOR

CARPET finish

First cleaning operation after the setting of the raised floor

Bouclé and velour carpet

First of all it needs to suck up all the dust, sand and all the other waste on the floor. Then you can use sucking carpet cleaner and after this, you can wash it with a dry-foam machine.

Needle punch carpet

To suck very thoroughly all dust up and all others waste, and then if necessary you can wash it with dry-foam machine.

Ordinary maintenance

To clean with vacuum cleaner daily.

To wash with dry-foam machine when it's necessary. If you need to use some stain remover it has to be advised by the producer of the top covering, and it has to be "dry-cleaning" and to be done by specialized staff.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

MAINTENANCE OF THE RAISED FLOOR

HPL (Laminated Plastic) Finish

First cleaning operation after the setting of the raised floor.

First of all it needs to suck up all the dust, sand and all the other waste on the floor.
Since this material is very resistant to dirt and wear, we suggest you as a first time, only to wash it with neuter cleansing using specific machines.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

- Neutral Ph (neither alkaline nor acid)
- No presence of solvents

To clean with broom or vacuum cleaner daily.

To clean with damp lukewarm cloth when it's necessary.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

Pay attention to the type of wax applied, because it can bring a change on some characteristics of the HPL material.

In general, HPL is resistant to scrubs, but it's better not to use any abrasive products (sandpaper, soaps, scourers ext.) to clean it.

MAINTENANCE OF THE RAISED FLOOR

VYNIL finish

First cleaning operation after the setting of the raised floor.

First of all it needs to suck up all the dust, sand and all the other waste on the floor.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

- Neutral Ph (neither alkaline nor acid)
- No presence of solvents

In case of waxing areas, to clean with broom or vacuum cleaner daily.

To clean with damp lukewarm cloth, on waxing areas, when it's necessary.

Waxing process:

1. If floor top covering will need, as well as a cleaning treatment, also some polishing or waxing treatments, you should text if the products used to do them, respect characteristics like neutral ph (neither acid nor alkaline), and no presence of solvents.

Since there are several kind of finishes, as well as a big range of cleaning products, available on the market, we cannot give you specific instructions for each one. Therefore, we trust in the buyer to follow producer's instructions and to choose professional and competent cleaning societies.

2. Usually the protective layer applied by the producer should be taken off. To do this, you can use mono-brush machine and specific products to take off wax. It needs to let products to act on the areas for a few time and then you have to dry it quickly with sucking liquid machine. Finally, you have to rinse, as soon as possible to prevent the infiltration of water among the panels.

Afterwards, you have to apply an insulating wax layer and then, to apply two coats of acrylic protective wax with two hours from each other.

3. Carefully prevent the infiltration of waxing products among the panels; this cause some strong frictions between one panel and the other, and it could cause some annoying creaking due to some minimal movements stemmed from the trampling action.

4. Before making any operation described before, you need to check if there are some special instructions provided by the top covering's producer.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

Pay attention to the type of wax applied, because it can bring a change on some characteristics of the vinyl material.

MAINTENANCE OF THE RAISED FLOOR

LINOLEUM finish

First cleaning operation after the setting of the raised floor

First of all it needs to suck up all the dust, sand and all the other waste on the floor.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

- Neutral Ph (neither alkaline nor acid)
- No presence of solvents

In case of waxing areas, to clean with broom or vacuum cleaner daily.

To clean with damp lukewarm cloth, on waxing areas, when it's necessary.

Waxing process:

1. If floor top covering will need, as well as a cleaning treatment, also some polishing or waxing treatments, you should text if the products used to do them, respect characteristics of neutral ph (neither acid nor alkaline), and no presence of solvents.

Since there are several kind of finishes, as well as a big range of cleaning products, available on the market, we cannot give you specific instructions for each one. Therefore, we trust in the buyer to follow producer's instructions and to choose professional and competent cleaning societies.

2. Usually the protective layer applied by the producer should be taken off. To do this, you can use mono-brush machine and specific products to take off wax. It needs to let products to act on the areas for a few time and then you have to dry it quickly with sucking liquid machine. Finally, you have to rinse , as soon as possible to prevent the infiltration of water among the panels.

Afterwards, you have to apply an insulating wax layer and then, to apply two coats of acrylic protective wax with two hours from each other. Furthermore, we suggest you to do a final treatment with auto-polishing products, which are water-proof and trample-resistant, otherwise with dispersions on a polymeric base.

It should be remembered that linoleum is a natural-based material, subject to oxidation and for this reason it can suffer some changes on his shades during the first period following to the setting of the raised floor.(It depends on how much ultraviolet rays the floor gets). We, therefore, advise to wait some time before proceed with the furniture of the premises, to let the material gets his final shade.

This to avoid , in case of internal removals, to have some differences in colour due to the different oxidation between the areas exposed to the sunlight and the areas covered by the furnishings.

3. Carefully prevent the infiltration of waxing products among the panels; this cause some strong frictions between one panel and the other, and it could cause some annoying creaking due to some minimal movements stemmed from the trampling action.

4. Before making any operation described before, you need to check if there are some special instructions provided by the top covering's producer.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

Pay attention to the type of wax applied, because it can bring a change on some characteristics of the linoleic material.

MAINTENANCE OF THE RAISED FLOOR

RUBBER finish

First cleaning operation after the setting of the raised floor

First of all it needs to suck up all the dust, sand and all the other waste on the floor.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

- Neutral Ph (neither alkaline nor acid)
- No presence of solvents

In case of waxing areas, to clean with broom or vacuum cleaner daily.

To clean with damp lukewarm cloth, on waxing areas, when it's necessary.

Waxing process:

1. If floor top covering will need, as well as a cleaning treatment, also some polishing or waxing treatments, you should text if the products used to do them, respect characteristics like neutral ph (neither acid nor alkaline), and no presence of solvents.

Since there are several kind of finishes, as well as a big range of cleaning products, available on the market, we cannot give you specific instructions for each one. Therefore, we trust in the buyer to follow producer's instructions and to choose professional and competent cleaning societies.

2. Usually the protective layer applied by the producer should be taken off. To do this, you can use mono-brush machine and specific products to take off wax. It needs to let products to act on the areas for a few time and then you have to dry it quickly with sucking liquid machine. Finally, you have to rinse , as soon as possible to prevent the infiltration of water among the panels. Afterwards, you have to apply an insulating wax layer (metallic type) by floor polisher with mono-felts brush machine.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

Pay attention to the type of wax applied, because it can bring a change on some characteristics of the rubber material.

Carefully avoid contact with tyres or plastic-based products, because it can happens an irreversible reaction due to the transmission of PVC's particles on the rubber, so to change his aesthetic characteristics.

MAINTENANCE OF THE RAISED FLOOR

PARQUET finish

Wood is a natural and living material, which is adaptable to the different environmental conditions, and if these are extreme or unnatural, it can suffer obvious deformations. Wood floor top covering needs a good and attentive maintenance; in this way it will keep his comfort, elegance and heat characteristics.

It needs to do some simple operations as follow:

1. Keep a temperature between 5°C and 35°C. In any case, it has to be never less than 5°C.
2. Keep humidity level between 40 and 65%. An higher humidity level will bring wood to dilate, on the contrary a lower humidity level will bring it to shrink and crack. In wintertime we suggest to check always the humidity level and to use air-humidifier.
3. After the setting of the raised floor, if you want to cover it with some protective cloths or something else, you have to pay attention to cover it homogeneously, in order to avoid the appearance of darker patches due to the process of oxidation of the light.
4. Do not wet.

First cleaning operation after the setting of the raised floor

It needs to suck up all the dust, sand and all the other waste on the floor. It's very important to do this operation very well, because , even if the varnish applied is very resistant to scratches, it could be scratched dragging some dust under our shoes. For this reason, we suggest to put, at the entrance areas, some carpets to absorb dirt and wet.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

3. Neutral Ph (neither alkaline nor acid)
4. No presence of solvents

To clean with broom or vacuum cleaner daily.

To clean with some damp cloths with special wood cleansings when it's necessary. If you want to do a periodic treatment (more specific), to return the natural softness to the varnish, you should keep using mono-felts brush.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels.

MAINTENANCE OF THE RAISED FLOOR

CERAMIC finish

First cleaning operation after the setting of the raised floor

General rules.

First of all it needs to suck up all the dust, sand and all the other waste on the floor. To do a deep cleaning operation by mono-brush machine which goes up to 150 per minute, with brown disc, and to wash by washer-drier machine. Do not gush too much liquids on the floor (to be wetted by spray). At the end to rinse always by washer-drier machine.

Important: for polished porcelain ceramic
Smooth ceramics can be still further protected applying a soaking protective product. Since this material has an high level slippery, we advise to do some wax-based treatments.

Ordinary maintenance

Cleaning operations should be done without direct use of water or steam; to clean with damp cloths or dry-cleaning, respecting normal rules of maintenance and eventual instructions advised by the producer of the same ones.

Cleaning operation, both manual and done with specific machines, should be provided by specialized societies.

In case producer's cleaning instructions advise use of water, it must be used as a minimum quantity as possible. In any case, you must prevent water infiltration and humidity induction among the panels, the core, the substructure and also their finishes.

Furthermore, it must be remembered that in the interstice underneath the panels, there are usually some wirings and other systems, which cannot have contacts with water.

In any case, water necessary to clean the top covering, has to be dried as soon as possible. Do not let it dry by itself for any reason.

To clean floor top covering you are supposed to use chemistries substances made up of water. Whatever will be the substance used, customer has to be sure that it owns characteristics as follow:

- Neutral Ph (neither alkaline nor acid)
- No presence of solvents

To clean with broom or vacuum cleaner daily.

To clean with some damp cloths with special wood cleansings when it's necessary

In case of stains you can use specific products, applied directly on them.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels. Absolutely forbidden the contact of this material with hydrofluoric acid.

Regular and proper cleaning is very important for the maintenance of the of the access flooring; the following precautions must be observed:

- Do not use water or liquid detergents directly on the access flooring: use a damp and well squeezed floor-cloth and be particularly careful near electric and telephone services; do not use water for cleaning under the flooring.
- Do not use alkaline detergents, soda, soaps and solvents. Do not use pumice-stone, sand-paper, steel wool or other abrasives.



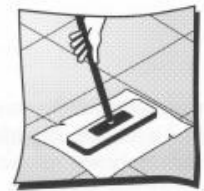
Raised floors with stoneware top finishes .

- Remove dust by a vacuum cleaner.
- Wash by using a well wrung out cloth, damp with tepid water and neutral detergent in normal proportions.
- Wipe then with a dry cloth.
- **Do not polish the ceramic tiles with waxes.**



Raised floors with stoneware top finishes

- Do not use steel wool which could dull the finish.
- Do not use acid-based detergents in order not to damage the plastic edge trim on the joints.
- Do not use polishes treatments on ceramic tiles, since it is not an absorbent material.
- Avoid wet-cleaning machines



MAINTENANCE OF THE RAISED FLOOR

NATURAL MARBLE OR RECONSTITUTED MARBLE-BASED finishing

First cleaning operation after raised floor installation

First of all it needs to suck up all the dust, sand and all the other waste on the floor. To do a deep cleaning operation by mono-brush machine which goes up to 150 per minute, with felt disc, and to wash by washer-drier machine. Do not gush too much liquids on the floor (to wet by spray). Finally, to rinse always by washer-drier machine. Sometimes, in order to make the material more resistant to dirt, there is the possibility to apply some soaking stain-resistant products. It needs to pay attention, because these products can change the natural shade of the stone.

Ordinary maintenance.

Daily cleaning with broom or vacuum cleaner.

To clean with some damp cloths with special neutral cleanings when it's necessary.

In case of stains you can use specific products, applied directly on them.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels. Absolutely forbidden, especially in case of polished material, any contact with any kind of acid products in whatever dilution, as well as any products containing hydrofluoric acid.

MAINTENANCE OF THE RAISED FLOOR

STAINLESS-STEEL AISI 304 finish decorated

Fist cleaning operation after the setting of the raised floor.

First of all it needs to suck up all the dust, sand and all the other waste on the floor. To take off the protective layer., then to do a deep cleaning operation by mono-brush machine which goes up to 150 per minute, with felt disc.

Ordinary maintenance

To clean with broom or vacuum cleaner daily.

To clean with damp cloth, wet with water and vinegar, or with neuter cleansings, when it's necessary.

It has to be remembered that water contains calcareous salts, which can leave un-aesthetic spots. To prevent this fact, it's better to dry the floor straight after have washed it. Stainless-steel is very easy to clean also with spray cleansings usually used to clean glasses.

Absolutely forbidden to use halogen-based (chlorine, bromine, iodine) or very acid compound.

NOTE:

It's very important to prevent the deposit of water and any other liquid on the surface of the panels. The absorption of them could seriously damage the panels. To be careful on walking with wet shoes, because of the high level slipperiness of this material.
