



nora[®] MAINTENANCE GUIDE

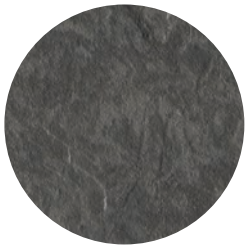
nora[®]
by Interface[®]

Contents

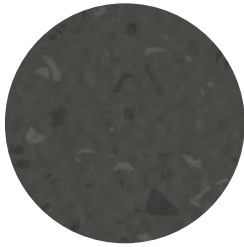
1. norament® Products:	Pages 3 – 4
2. noraplan® Products: (excluding noraplan® Iona)	Pages 5 – 6
3. noraplan® Iona	Pages 7 – 8
4. Rail & Bus Maintenance	Pages 9 – 10
5. Raised Access Floor Maintenance	Pages 11– 12
6. Sanitary Base & Wall Base Maintenance	Pages 13 – 14
7. Stair Tread Maintenance	Pages 15 – 16

MAINTENANCE GUIDE: norament[®] PRODUCTS

Surface Textures



Landscape Surface



Hammered Surface



Round (Pastille) Surface

General Remarks

nora[®] floor coverings have a production residue. This residue must be removed (see Post-Installation Maintenance) before the flooring is used, otherwise it will attract dust and dirt.

General Precautions

1. Always use "wet floor" signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring's slip-resistant properties.
4. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
5. Use nora[®] Pad 0 or 1, or a 3M™ #5100 (red), #5000 (light green) or #5300 (blue) cleaning pad, for all norament[®] surfaces, unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.
9. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
10. For areas with construction damage, please contact the nora[®] Technical Department.
11. Follow facilities' Standard Operating Procedures (SOP).
12. For specific written cleaning protocols, please contact the nora Technical Department.

Post-Installation Maintenance

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora[®] nTx or nora[®] dryfix 750 adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Remove any adhesive residue and/or spots of foreign material using Windex[®] or Goof Off[®] solvent.

3. To remove the production residue and/or nora[®] liquid wax, wet mop the floor using a high-pH cleaner (12-13pH) solution diluted as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
4. Scrub the floor thoroughly with a floor scrubber using nora Pad 0 or 1, or a 3M™ #5300 (blue) cleaning pad. Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
5. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.
6. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.

Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using nora Pad 0 or 1, or a 3M™ #5100 (red), #5000 (light green) or #5300 (blue) cleaning pad, with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

Periodic Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a pH-neutral cleaner solution as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using nora Pad 0 or 1, or a 3M™ #5000 (light green) or #5300 (blue) cleaning pad (depending on the amount of soil). Use a DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.
5. To increase the shine, the floor can be dry buffed using a 3M™ #4100 (white) pad.

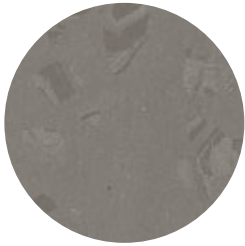
Acceptable Pads

Post installation maintenance	nora [®] Pad 0, nora [®] Pad 1, 3M™ #5300 (blue), 3M™ #4100 (white), DoodleBug™ red pad
Daily maintenance	nora [®] Pad 0, nora [®] Pad 1, 3M™ #5000 (light green), 3M™ #5100 (red), 3M™ #5300 (blue), DoodleBug™ red pad
Periodic maintenance	nora [®] Pad 0, nora [®] Pad 1, 3M™ #5000 (light green), 3M™ #5300 (blue), 3M™ #4100 (white), DoodleBug™ red pad

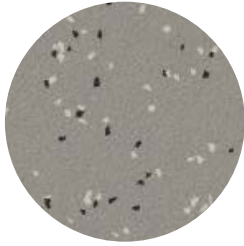
Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.

MAINTENANCE GUIDE: noraplan® PRODUCTS (EXCLUDING noraplan® lona)

Surface Textures



Smooth Surface



Slightly Textured Surface



Linear Structured Surface

General Remarks

nora® floor coverings have a natural luster and do not require any artificial coatings.

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring’s slip-resistant properties.
4. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
5. Use a 3M™ #5100 (red), #5000 (light green) or #5300 (blue) cleaning pad (depending on the amount of soil) for all noraplan® surfaces (excluding noraplan lona), unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
9. For areas with construction damage, please contact the nora® Technical Department.
10. Follow facility’s Standard Operating Procedures (SOP).
11. For specific written cleaning protocols, please contact the nora Technical Department.

Post-Installation Maintenance

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® dryfix 750 adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Wet mop the floor using a neutral cleaner solution diluted as per the manufacturer’s mixing instructions.

3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5100 (red) or #5000 (light green) cleaning pad (depending on the amount of soil). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.

Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using a 3M™ #5100 (red) or #5000 (light green) cleaning pad with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

Periodic Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a pH-neutral cleaner solution as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5000 (light green) or #5300 (blue) cleaning pad (depending on the amount of soil). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.

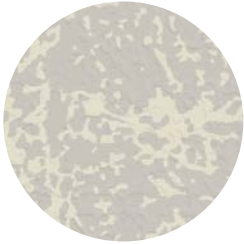
Acceptable Pads

Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Daily maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Periodic maintenance	3M™ #5000 (light green), 3M™ #5300 (blue), DoodleBug™ red pad

Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.

MAINTENANCE GUIDE: noraplan® lona

Surface Texture



Textured Surface

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean up spills and any foreign materials to maintain the flooring’s slip-resistant properties.
4. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
5. Use a 3M™ #5100 (red) or #5000 (light green) (depending on the amount of soil) for the noraplan® lona surface, unless a different pad is specified in this guide.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. Do not allow any metal furniture or trash cans to be in contact with the wet floor.
9. For areas with construction damage, please contact the nora® Technical Department.
10. Follow facility’s Standard Operating Procedures (SOP).
11. For specific written cleaning protocols, please contact the nora Technical Department.

Post-Installation Maintenance

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® dryfix 750 adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Wet mop the floor using a neutral cleaner solution diluted as per the manufacturer’s mixing instructions.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5100 (red) or #5000 (light green) for heavier soiled areas. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution. Rinse the floor with clean water and allow to dry.

Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop or auto scrub the floor using a 3M™ #5100 (red) or #5000 (light green) cleaning pad with a neutral cleaner diluted as per the manufacturer's mixing instructions. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

Note: Mopping with microfiber mops promotes better dirt removal.

Periodic Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Wet mop the floor using a pH-neutral cleaner solution as per the manufacturer's mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5100 (red) or #5000 (light green). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.

Acceptable Pads

Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Daily maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad
Periodic maintenance	3M™ #5000 (light green), 3M™ #5100 (red), DoodleBug™ red pad

Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.

MAINTENANCE GUIDE: RAIL & BUS MAINTENANCE

General Remarks

nora® floor coverings have a natural luster and do not require any artificial coatings.

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean-up spills and any foreign materials to maintain the flooring’s slip resistant properties.
4. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
5. Use a 3M™ #5100 (red) or #5000 (light green) cleaning pad for all noraplan® surfaces, and a #5300 (blue) cleaning pad for all norament® surfaces.
6. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.

Post-Installation Maintenance

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® dryfix 750 adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. To remove the production residue and/or nora® liquid wax, wet mop the floor using a high-pH cleaner (12-13pH) solution diluted as per the manufacturer’s mixing instructions. Allow the solution a minimum dwell time of 10 minutes.
3. Scrub the floor thoroughly with a floor scrubber using a 3M™ #5100 (red) or #5000 (light green) cleaning pad for noraplan® products or #5300 (blue) for norament® products. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
4. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.

Note: In areas where nora liquid wax was used for cold welding, scrub first with a 3M™ #5300 (blue) cleaning pad (noraplan®) using a high pH cleaner (12-13pH). Pick up residue with a wet vacuum and rinse with water.

Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Apply a solvent gum remover to all gum residue and black marks (allow proper dwell time).
3. Use a flat head scraper to remove the softened gum, and a DoodleBug™ pad to remove the black marks.
4. Damp mop the floor using a microfiber pad and a diluted periodic maintenance product.

Periodic Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Apply a solvent gum remover to all gum residue and black marks (allow proper dwell time).
3. Use a flat head scraper to remove the softened gum, and a DoodleBug™ pad to remove the black marks.
4. Wet mop the floor with a diluted periodic maintenance product, allowing the solution a minimum dwell time of 10 minutes.
5. Thoroughly scrub the floor with a floor scrubber using a 3M™ #5300 (blue) cleaning pad. Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.
6. Wet vacuum the soiled solution, rinse the floor with clean water and allow to dry.

Note: To increase the shine after initial maintenance, the floor can be mopped using a diluted cleaner/maintainer.

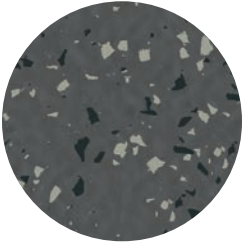
Acceptable Pads

Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), 3M™ #5300 (blue), DoodleBug™ red pad
Daily maintenance	DoodleBug™ red pad
Periodic maintenance	3M™ #5300 (blue), DoodleBug™ red pad

Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.

MAINTENANCE GUIDE: RAISED ACCESS FLOOR MAINTENANCE

Surface Textures



Hammered Surface

General Remarks

nora® floor coverings have a natural luster and do not require any artificial coatings.

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for personal protective equipment requirements before using cleaning products.
3. Do not flood the floor.
4. The floor will be slippery when wet or contaminated with foreign materials. Promptly clean-up spills and any foreign materials to maintain the flooring’s slip resistant properties.
5. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
6. Use a 3M™ #5100 (red) or #5000 (light green) cleaning pad when required.
7. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
8. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
9. Do not allow any metal furniture or trash cans to be in contact with the wet floor.

Post-Installation Maintenance

A general cleaning must be performed before the area is occupied. Wet adhesives must be allowed to cure for 72 hours post-installation. If nora® nTx or nora® dryfix 750 adhesives were used, the general cleaning can be performed immediately. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the floor to remove dirt or grit.
2. Using a spray bottle with a diluted initial maintenance product, spray-clean the floor using a 3M™ #5100 (Red) or 3M™ #5000 (light green) cleaning pad. Spray the floor every two feet and buff until the floor begins to dry (rinse or change the pad once it is loaded). Use DoodleBug™ pad holder with a red pad for wall base cleaning and in areas where floor scrubbing machines do not reach.

3. Damp mop/rinse the floor using a microfiber mop or auto-scrub the floor using a microfiber pad and a minimum amount of clean water, and allow to dry.

Note: Areas where nora® liquid wax is used for cold welding, scrub first with a 3M™ #5300 (Blue) cleaning pad (noraplan®) using a high pH cleaner (12-13pH). Pick up residue with a wet vacuum and rinse with water.

Daily Maintenance

1. Dust mop or vacuum the floor to remove dust and dirt.
2. Damp mop the floor using a microfiber mop or auto-scrub the floor using a microfiber pad and a minimum amount of a diluted daily maintenance product, and allow to dry.

Note: If required, perform another initial maintenance procedure to remove any dirt build-up.

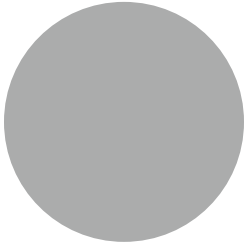
Acceptable Pads

Post installation maintenance	3M™ #5000 (light green), 3M™ #5100 (red), 3M™ #5300 (blue), DoodleBug™ red pad
Daily maintenance	n/a

Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.

MAINTENANCE GUIDE: SANITARY BASE & WALL BASE MAINTENANCE

Surface Textures



Smooth Surface

General Remarks

nora[®] sanitary base has a production residue, which must be removed (see Post-Installation Maintenance) or it will attract dust and dirt.

nora[®] wall base does not require post-installation maintenance.

nora sanitary and wall bases do not require an artificial coating.

General Precautions

1. Always use “wet floor” signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for proper personal protection requirements before using cleaning products.
3. The sanitary base toe can be slippery when wet or contaminated with foreign materials. Promptly clean-up spills and any foreign materials to maintain the flooring’s slip resistant properties.
4. Never use grit brushes, or black or brown cleaning pads.
5. Use a DoodleBug™ with a 3M™ #5100 (red) cleaning pad or a microfiber cloth.
6. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
7. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
8. Do not allow any metal furniture or trash cans to be in contact with wet sanitary or wall base.

Post-Installation Maintenance (nora[®] sanitary base only)

A general cleaning must be performed after installation. If seams are cold welded, wait a minimum of 8 hours.

The following procedures should be performed by the facility:

1. Dust mop the sanitary base to remove dirt or grit.
2. Remove any spots of foreign material using Windex[®] or Goof Off[®] solvent.
3. Damp mop the sanitary base using a diluted high pH (12-13pH) post-maintenance product cleaner/degreaser and allow the solution to dwell for a minimum 10 minutes.
4. Lightly scrub the sanitary base with a DoodleBug™ pad holder with a 3M™ #5100 (red) cleaning pad.
5. Wet vacuum the soiled solution, rinse the sanitary base with clean water and allow to dry.

Daily Maintenance

1. Remove any spots of foreign material using Windex® or Goof Off® solvent.
2. Damp mop the sanitary or wall base using a microfiber mop or cloth and a diluted daily maintenance product, and allow to dry.

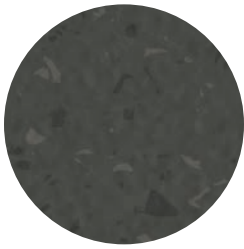
Acceptable Pads

Post-installation maintenance	nora sanitary base only: DoodleBug™ red pad
Daily maintenance	n/a

Note: Never use grit brushes, or black or brown cleaning pads.

MAINTENANCE GUIDE: STAIR TREAD MAINTENANCE

Surface Textures



Hammered Surface



Round (Pastille) Surface

General Remarks

norament® stairtreads have a production residue. This residue must be removed (see Post-Installation Maintenance) before the stair treads are used, otherwise it will attract dust and dirt. norament® stairtreads have a natural luster and do not require any artificial coating.

General Precautions

1. Always use "wet floor" signs and/or caution tape when performing any wet cleaning.
2. Refer to SDS for proper personal protection requirements before using cleaning products.
3. Do not flood the stair treads/floor.
4. The stair treads/flooring will be slippery when wet or contaminated with foreign materials. Promptly clean-up spills and any foreign materials to maintain the flooring's slip resistant properties.
5. Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.
6. Use a DoodleBug™ with a 3M™ #5300 (blue) cleaning pad.
7. To reduce dirt, debris and moisture coming into the facility, maintain walk-off mats at all exterior entry points.
8. Spots from petroleum-based products such as grease and tar must be removed with spotting agents containing solvents. Immediately rinse with water after spot removing and allow to dry.
9. Do not allow any metal furniture or trash cans to be in contact with the wet floor.

Post-Installation Maintenance

A general cleaning must be performed after installation and before the space is occupied. If joints/seams are cold welded, flooring can be wet mopped after 8 hours, machine scrubbed after 24 hours and, if required, burnished after 72 hours.

The following procedures should be performed by the facility:

1. Dust mop or vacuum the stair treads/flooring to remove dirt or grit.
2. Remove any adhesive residue and/or spots of foreign material using Windex® or Goof Off® solvent.
3. Wet mop the stair treads/flooring, from the top down (do not stand on the wet floor), using a diluted high pH (12-13pH) post-maintenance product cleaner/degreaser and allow the solution to dwell for a minimum 10 minutes. Mop one flight at a time.
4. Lightly scrub the stair treads/flooring with a DoodleBug™, using a cut 3M™ #5300 (blue) cleaning pad. Scrub from the top stairtread going down. Always stand on the area you scrubbed.
5. Wet mop the soiled solution. Rinse the stair treads/flooring with clean water and allow to dry.

Daily Maintenance

1. Dust mop or vacuum the stair treads/flooring to remove dust and dirt.
2. Damp mop the stair treads/flooring using a diluted daily maintenance product, and allow to dry.

Acceptable Pads

Post installation maintenance	3M™ #5300 (blue)
Daily maintenance	n/a

Note: Never use grit brushes, or black, brown or 3M™ diamond cleaning pads.