

ntgrate[®]

sustainability | acoustics | design

version
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MAINTENANCE GUIDE
PREMIUM WOVEN FLOORING

15 year warranty

To benefit from our 15-year warranty, ntgrate woven vinyl tiles must be installed correctly. Failure to follow the installation and cleaning instructions may void the warranty.

If, during a warranty claim, it appears that the instructions (installation & cleaning) were not followed, ntgrate cannot be held responsible for errors resulting from incorrect installation or improper cleaning.

Ntgrate floors are only suitable for indoor applications.*

After installation of up to 100 m² a thorough evaluation must be carried out. Do you notice any deviations in relation to the original specifications or you notice a manufacturing error, please contact your ntgrate advisor before proceeding with the installation. This way we can take the necessary steps to bring the project to a successful conclusion. Failure to follow installation guidelines may void the warranty. Ntgrate is not liable for errors resulting from unprofessional installation. The warranty is only valid if the floor covering is correctly installed and maintained.**

Ntgrate flooring must be **installed by a certified installer** with experience in installing flat woven vinyl. We strongly recommend that you only start installing ntgrate floors after all other work in the room has been completed. Otherwise this may result in visible damage and contamination.

Ntgrate flooring is available in various colours, structures and patterns. Resulting in an endless number of possibilities. Correct placement is essential for optimal results. So please follow these instructions carefully.

*excluding areas of application and environments with specific technical requirements.

**Please also consult the ntgrate sales and warranty conditions before installation.

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1 | Introduction

Thanks to its stain-resistant surface and wet-cleaning capabilities, ntgrate woven flooring maintains its like-new appearance. Cleaning is quick and simple, requiring only minimal resources. This guide provides clear, step-by-step instructions to keep your floor clean. With minimal effort and maximum results. Our mass-colored PVC yarn is UV-resistant, wear-resistant, and **can be cleaned with water** and specific cleaning agents. The flooring retains its original colour and appearance. Because stains do not penetrate the yarn, they are easy to remove. However, grit, sand, and other abrasive dirt should be avoided, as they can act like sandpaper and damage the woven structure. Such dirt is harmful to the yarn with which the floor is woven.

With proper maintenance, your ntgrate floor will :

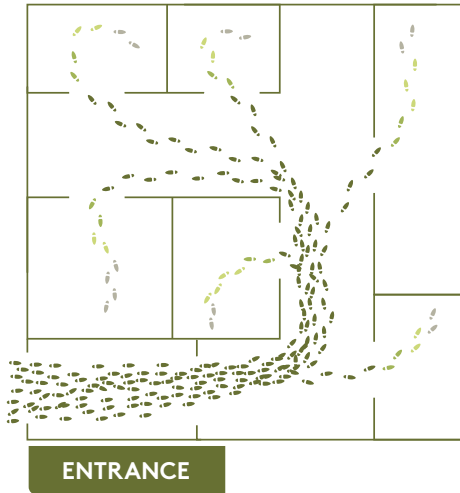
- remain hygienic
- retain its acoustic performance
- maintain its R10 slip resistance
- preserve its original look and color
- be reusable after initial use (for glue-free installations)
- be suitable for allergy and asthma sufferers



2 | Prevention & protection

A few preventative measures can significantly reduce cleaning requirements.

Some areas experience higher foot traffic than others, so adjusting the maintenance schedule accordingly is wise. Install an entryway mat system to trap dirt before it reaches the flooring. Darker tiles with irregular patterns are recommended for high-traffic zones, as they show less dirt. Lighter-coloured flooring is more susceptible to visible contamination.



Traffic intensity & dirt accumulation

The amount of dirt on the floor is directly influenced by the location within the building. Areas near entrances require more frequent cleaning. A clean walking zone and dirt collection system contribute to preventive cleaning of your ntgrate floors.

Entrance mats

Invest in a high-quality entry mat system. This can catch up to 85% of the dirt. Despite the ease of maintenance of an ntgrate floor, prevention is better than cure.

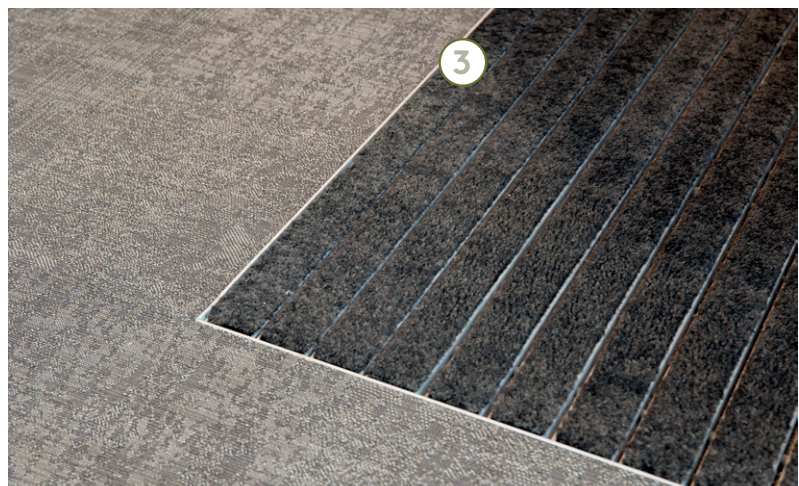


1. An outdoor mat captures wet dirt and moisture.
2. A professional brush zone removes stubborn coarse dirt.
3. A washable dirt-trapping mat – captures dust and fine debris.

A 9-meter-long 'walk-off' entry zone is recommended for optimal dirt capture.

Recommendation

We recommend using a doormat at every entrance, both outside and inside. Failure to use an entry mat system may result in partial or complete loss of warranty. Always consult a specialist for advice on the right type and size of entrance mat that suits your situation.



3 | Maintenance

Clean with water

Ntgrate flooring features a waterproof barrier, allowing wet cleaning **with a limited amount of water** (max. 0.5 liters per 200 m²), provided the water is promptly extracted. For tile, plank, or Versatile installations, we recommend using a water-resistant subfloor, as water may seep through seams and reach the subfloor.

Initial Cleaning After Installation

Once the adhesive has fully cured, perform an initial cleaning. To remove construction dust, plaster residue, and other materials that could damage the floor covering through abrasion. First use a vacuum cleaner to remove most of the dust. Use a vacuum cleaner with rotating brushes for best results.

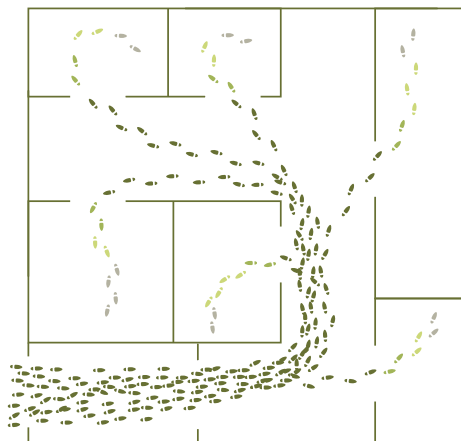
Perform a deep-cleaning session using recommended equipment. This ensures that all abrasive construction dust is removed and any visible white fibres disappear. Repeat the deep cleaning if necessary until all debris is removed.

! IMPORTANT : Always vacuum first. This removes up to 80% of dirt before using water. NEVER start with wet cleaning.

Daily maintenance



Like other floor coverings, ntgrate floor coverings also require regular maintenance. The frequency of daily cleaning depends on the intensity of use. A frequency of one to three times a week is a good guideline. Vacuum in multiple directions to remove dust from the woven texture effectively. Always ensure that the vacuum cleaner is correctly adjusted for optimal results.



Heavy foot traffic

Vacuum 3x per week



Moderate foot traffic

Vacuum 2 to 3 times a week



Light foot traffic

Vacuum once a week

Dirt barrier / entrance mats

Vacuum once a day

Periodic maintenance

Periodic maintenance is essential to maintain the appearance of your floor covering. Over time, vacuuming alone is insufficient. Depending on the intensity of use, deep cleaning with water and a suitable injection extraction device is necessary. This is typically done annually by a professional cleaning service but can also be performed with suitable equipment. The choice of machine depends on the size of the surface to be maintained.



For small areas (<50 m²), a manual deep clean with a medium-hard brush is effective.

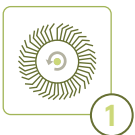


Use the brush to loosen the dirt from the carpet yarn. Then rinse the floor with a small amount of water (2).

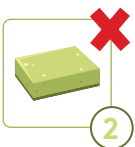


Water can be absorbed using a dry cloth or mop. This process can also be performed mechanically using a water extracting vacuum. Only machines with **vertically rotating brushes** may be used. (3)

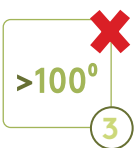
! Any dirty water left behind will evaporate, leaving stains or rings.



Large Areas (More than 50 m²). Always use a professional cleaning machine with soft, vertically rotating brushes (1) for large areas. These ensure a thorough and efficient cleaning with minimal water usage. **Never use a machine with horizontally rotating brushes,** as this may void the warranty.



Avoid the use of abrasive sponges or sandpaper (2).



Do not exceed temperatures of 100°C (3).

! Still seeing stains after deep cleaning? Check our stain removal recommendations on page 7.

4 | Stain Removal

Always try to remove stains immediately. This prevents discoloration of the surface layer and stops dirt from hardening. In most cases, stains can be removed with just a small amount of water. If a cleaning agent is used, always rinse thoroughly with water to prevent residue from drying and becoming sticky, as this can attract even more dirt.

Standard stain removal



1

Simple water-only cleaning procedure:

1. Moisten the stain with water.
2. Use a soft to medium-hard brush to loosen the dirt. Make sure to brush deep into the woven fibers to remove all debris.
3. Rinse with water.
4. Absorb excess water with a dry cloth.



2



3

! If the stain is not completely removed after the first attempt, repeat the above procedure.



4

Removing persistent stains

If stains cannot be removed with water, use a diluted pH-neutral cleaner suitable for indoor use. Diluted bleach may also be used. Never use solvents such as acetone, as they can cause irreversible damage to the flooring. Avoid abrasive materials, such as scouring pads or steel wool.

! Oil and paint stains cannot be removed. In such cases, replace the affected tile or flooring section.

Renovation-related stains

For renovation projects, install the flooring as the final step to prevent contamination from dust, plaster, or construction debris. If flooring must be installed before other work is completed, cover it with a durable, installer-approved protective layer. Avoid using adhesive protective films, as the glue can seep into the woven fibers and cause stains later.

Water-based paint Remove with water or white spirit (terpentine).

Plaster (residue or rings) Remove with vinegar and warm water.

Grease stains Use warm water with a small amount of soap or detergent.

Glue HG floor adhesive remover.

Food & beverage stains

Due to the variety of beverages and foods, stains often require a specific cleaning approach. Below are the most common stains and their recommended cleaning solutions. Greasy or strongly pigmented foods can cause permanent stains or discoloration if not treated immediately.

Hot beverages	4/5 warm water, 1/5 white vinegar.
Cold beverages	4/5 warm water, 1/5 white vinegar.
Red wine	Water.
Ketchup	Water with a small amount of soap.
Mayonnaise	Warm water with a small amount of soap or detergent.**
Food (general)	Warm water with a small amount of soap.
Red fruits	Warm water with a small amount of soap.
Chewing gum	Harden with aerosol and scrape away with a spoon. ***
Glue residue	HG floor adhesive remover.
Chocolate (grease)	Melt with hot water. Wipe with a microfiber cloth
Glue residue	HG floor adhesive remover.

Other stains such as blood, streaks from footwear, etc. also require a specific approach.

Other stains

Blood	Water or white spirit.
Shoes	Vinegar and warm water.
Urine	Bleach.
Rubber wheels	Degreaser.*

Recommended and approved cleaning products:

- * Duofort Duospray F1, Progenta Pro Neutral
- ** WD40 degreaser, Dasty Classic degreaser and Orange Power Plus Prowin.
- *** Aerosol = chewing gum remover (e.g. HG Chewing Gum Remover)

Other recommended and approved cleaning agents:

Prowin Orange Power: powerful cleaner for glue residue, nail polish, candle wax, etc....
F10 Special Stain Remover – Removes non-water-soluble stains such as oil, tar, and glue.
Crystal Cleaner Go – Loosens stubborn dirt for easy removal.

! Always read the instructions for use of the above products before using them. Always test the product on a small surface first.

5 | Maintenance in healthcare environments

For patient safety, it is essential that flooring is thoroughly cleaned and disinfected. Ntgrate woven flooring is designed to withstand intensive daily use as well as frequent maintenance.

Safety

Easy to Maintain

When the correct maintenance procedures are followed, an ntgrate floor can be quickly freed of dirt and germs.

Resistant to daily cleaning

Ntgrate flooring is highly durable, maintaining its original appearance even under daily cleaning routines. Since it is mass-dyed, its colour does not fade, even with frequent washing.

Resistant to disinfectants

Regular use of disinfectants does not affect the appearance of ntgrate flooring.

Contribution to a safe environment

In addition to its excellent anti-slip properties, ntgrate woven flooring contributes to a safe environment thanks to its antibacterial, antifungal, and hypoallergenic properties.

Infection control

Cleaning vs. Disinfection

Cleaning an ntgrate floor removes dirt and dust, but does not eliminate all germs. While a thorough cleaning significantly reduces the number of germs, complete removal requires disinfection. Disinfection involves eliminating bacteria and germs using steam or disinfectant solutions, which must be applied immediately after cleaning.

Steam Disinfection

An ntgrate floor can be disinfected using a steam cleaner, without the need for detergents or disinfectants. Do not steam-clean the same area for longer than 5 minutes at temperatures above 100°C, as this may damage the flooring. **Avoid using high-pH cleaning products, as they can cause damage, discoloration, and degradation of the ntgrate floor.**

Room-specific cleaning

Ntgrate flooring is suitable for low-risk areas where no direct patient care takes place, such as entrance halls, waiting areas, corridors, restaurants, and storage rooms. It is also ideal for spaces where non-invasive care is provided, including consultation rooms, fitness areas, and relaxation spaces.

Excluded areas:

Operating rooms, emergency departments, showers and wet areas, staircases, industrial kitchens, outdoor spaces, zones with heavy rolling equipment, areas with prolonged exposure to rubber surfaces. For clarification or special applications, contact your ntgrate sales advisor or email us at info@ntgrate.eu.

6 | Recommended maintenance equipment

We have experience with a wide range of maintenance equipment, extensively tested on various types of stains and dirt. We collaborate with specialized suppliers whom we are happy to recommend. We collaborate with specialised suppliers whom we are happy to recommend.

Daily maintenance

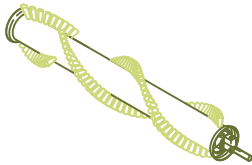


Vacuum Only use vacuum cleaners with vertically rotating brushes and sufficient suction power. This ensures that dirt and dust are completely removed from the woven, open top layer.



SEBO DART 2

The SEBO DART 2 is a user-friendly and maneuverable device, ideal for daily maintenance. Its strong suction ensures excellent dirt and dust removal, while the vertically rotating brush prevents damage to the flooring.



Vertically rotating brush roller

The SEBO DART 2 loosens and removes up to 80% of dust and dirt.

Distributors:

Contact your ntgrate sales advisor or email us at info@ntgrate.eu to find a distributor near you.

Deep-cleaning methods



Injection-extraction method

This method involves injecting water into the woven top layer and subsequently extracting it. This ensures a thorough cleaning of the entire top layer. Only machines with vertically rotating brushes should be used. Always use the correct brush type (medium-hard, no hard brushes).

!The use of detergents or cleaning agents is unnecessary.

The machine cleans effectively with minimal water, without the need for added detergents. Avoid foaming products in an injection-extraction machine.

!Hard brushes can damage the flooring.

Always use a machine with medium-hard brushes.

Recommended machines for deep cleaning

With the machines listed below, you can clean your ntgrate flooring efficiently in a single motion. Washing, scrubbing, and drying. This ensures that your floors are immediately walkable after cleaning.

BRAND	TYPE	WIDTH	SURFACE AREA
Duplex	280i	22 centimeters wide	areas up to 100 m ²
Duplex	340	28 centimeters wide	areas up to 300 m ²
Duplex	420	35 centimeters wide	areas >300 m ²
Truvox	Multiwash PRO 240	24 centimeters wide	areas up to 100 m ²
Truvox	Multiwash PRO 340	34 centimeters wide	areas up to 300 m ²
Truvox	Multiwash PRO 440	44 centimeters wide	areas >300 m ²

! STEAM function optional.

Certain devices are also available with a STEAM function. This additional disinfecting function kills up to 99.99% of bacteria.

Please consult your Duplex or Truvox dealer for more information.

Deep cleaning: alternatives for small surfaces

For small areas there are several possible alternatives available. These do not clean as thoroughly as real professional machines, but offer an affordable alternative for smaller spaces.

The requirement here too is that **only vertically rotating brushes** are used.

Dry/wet vacuum cleaner

Dreame

H12 Pro

battery capacity up to 200 m²
cordless
self-cleaning function

Encapsulation method

For smaller surfaces, a manual device such as the Magic Roller from Carpet Cleaner can be used. First, apply a spray, like Crystal GO, to the area to be cleaned. Then, use the Magic Roller to loosen the dirt. The dirt gets encapsulated in microscopic crystals formed by the spray. Once these crystals have dried, you can easily vacuum them up along with the dirt using a regular vacuum cleaner.

Carpet Cleaner

Magic roller Set

surfaces up to 20 m²

7 | Recommendations and warnings

Here's a handy overview of recommendations and warnings.

Recommendations

- Always clean with a small amount of water whenever possible.
- Diluted amounts of bleach, vinegar, white spirit, or vinyl cleaner can be used.
- Provide an entryway dirt-trap zone and doormat at each entrance.
- Use a protective mat under office chairs with wheels.
- Opt for hard, polyamide swivel wheels.
- Remove stains as quickly as possible.
- Use protective pads to prevent point load damage from heavy furniture.

Warnings

- Never use machines with horizontally rotating brushes.
- Never use foaming cleaning agents.
- Never use acetone
- Never use scouring pads or other abrasive cleaning materials
- Avoid prolonged exposure to temperatures above 100°C.
- Avoid using office chairs with rubber wheels

8 | Frequently Asked Questions

Here's a handy overview of recommendations and warnings.

Can you mop a ntgrate floor?

For daily maintenance, a ntgrate woven vinyl floor can be lightly mopped, but this only provides surface-level cleaning and may spread dirt rather than remove it. For a thorough clean, it's important to remove both dirt and water effectively using a machine with liquid extraction or a dry cloth. This prevents dirt from spreading and keeps the floor in optimal condition.

Can I use soap or other cleaning agents?

Using soap or standard cleaning products can leave residues between the woven fibers. When these residues dry, they become sticky and attract more dust and dirt, making the floor appear dirty. For deeper cleaning, add a small amount of vinegar to the water to clean effectively without leaving residue.

How do I keep my ntgrate floor looking like new?

For optimal maintenance, you only need three essentials:

- Clean water
- A brush with medium-hard bristles to loosen dirt
- Efficient removal of dirty water after cleaning to prevent residue buildup.

Can grease stains cause permanent damage?

Yes, grease stains can cause permanent discoloration if not removed immediately, especially on lighter floors. To remove such stains, use approved cleaning products. Refer to our cleaning guide for more details.

How do I remove scuff marks?

Scuff marks occur when two materials rub against each other, such as shoe soles or wheels. If the woven vinyl top layer is undamaged, these marks can be removed with a mild degreaser. If the yarns are damaged, replacement tiles may be needed.

Can a professional cleaning machine damage my floor?

When used correctly, professional machines with vertically rotating brushes will not damage ntgrate floors. However, ensure that : the brushes are not too hard, the machine does not stay in one spot for too long and temperatures above 100°C are not applied for extended periods.

Can chewing gum be removed from an ntgrate floor?

Yes, but the removal method depends on how long the gum has been on the floor. Use a gum remover or freeze spray to harden the gum, then scrape it off. Rinse the area with lukewarm water and brush away any remaining residue.

Can I use a steam cleaning machine?

Yes, steam cleaners can be safely used on ntgrate floors. However, avoid applying steam for too long in one spot to prevent heat damage.

What if a section of the floor gets damaged?

If the floor is installed in rolls, the entire area must be replaced. If installed in tiles, individual damaged tiles can be replaced. Always keep spare tiles from the same batch to avoid colour variations.

Can an ntgrate floor be installed near a (open) fireplace?

Yes, thanks to its Bfl-S1 fire safety classification, the floor is safe for use near a fireplace. However, the PVC top layer is heat-sensitive and should not be exposed to direct flames or extreme heat. Hot ashes or sparks can cause irreparable damage.

9 | Warranty

Failure to follow the cleaning instructions may void the warranty. Ntgrate is not liable for errors resulting from unprofessional cleaning or negligence in maintenance. The warranty is only valid if the floor covering is correctly installed and maintained.

Please contact your representative/dealer for full warranty terms and conditions.

Always check www.ntgrate.eu for the latest version. The original English version is binding.

In the event of any conflict between these installation instructions and local technical standards/legislation, the stricter of the two shall prevail.

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