



Standard Guide for Preparation of Use and Care Booklets for Residential Resilient Nontextile Floor Coverings¹

This standard is issued under the fixed designation F 1102; the number immediately following the designation indicates the year of original adoption or, in the case of revision, the year of last revision. A number in parentheses indicates the year of last reapproval. A superscript epsilon (ε) indicates an editorial change since the last revision or reapproval.

1. Scope

1.1 This guide provides instructions for manufacturers in the preparation of use and care booklets for residential resilient nontextile floor coverings.

1.2 *This standard does not purport to address all of the safety concerns, if any, associated with its use. It is the responsibility of the user of this standard to establish appropriate safety and health practices and determine the applicability of regulatory limitations prior to use.*

2. Significance and Use

2.1 In order to appropriately care for their resilient floor covering, consumers need accurate information which is complete and authoritative. This information will assist consumers in using the flooring effectively and maximizing satisfaction with the product.

3. General Requirements

3.1 Information pertinent to the proper maintenance and safe use of the product should be included in the booklet.

3.2 Instructions for floor coverings that require dissimilar use and care procedures should be written in separate use and care booklets or, if combined in one booklet, each set of instructions should be clearly separated.

4. Format

4.1 Flooring materials, addressed in the booklet should be identified on the front cover.

4.2 Booklets should be no larger than 8½ by 11 in. (216 by 279 mm) or no smaller than 4 by 8 in. (102 by 203 mm).

4.3 Writing style and wording in the booklet should be such that it can be easily understood by the consumer (as non-technical as possible).

4.4 Recommended reading level should range from 6th to 10th grade.

4.5 Instructive illustrations should accompany text.

5. Booklet Content

5.1 It is recommended that the following concerns be

addressed when writing use and care booklets for residential resilient floor coverings. There should be a section on each of the following:

5.1.1 *Cover*—Including identification of the product(s).

5.1.2 *Table of Contents*—Provided in the front of the booklet.

5.1.3 Precisely identify the floor coverings discussed in the instruction booklet.

5.1.4 Precisely and clearly identify flooring types discussed in booklets.

5.1.5 Incorporate an explanation of soil build-up and removal of tightly bonded, hard-to-remove soil, corner build-up and stripping of finishing/shine products.

5.1.6 *Maintenance and Cleaning Schedule*—Include one for each floor covering discussed.

5.1.7 Explain procedures for gloss retention and restoration.

5.1.8 Provide guidelines for stain prevention.

5.1.9 Supply guidelines for proper floor protectors on legs of furniture and heavy appliances.

5.1.10 Describe how to protect the flooring against indenting, tearing, or gouging when moving heavy furniture or appliances.

5.1.11 Address the policy regarding flooring repairs.

5.1.12 A brief explanation of consumer rights under the warranty.

5.1.13 Title, address and telephone number of the consumer relations contact.

5.1.14 Clarify the procedure the consumer should follow in obtaining answers to questions that arise regarding the floor covering.

5.1.15 Include additional information deemed necessary by law or by the manufacturer or distributor.

5.1.16 Include information for a variety of appropriate floor care and cleaning products and finishes.

5.1.17 Include safety cautions and warnings.

5.1.18 Provide a comprehensive index at the end of the manual.

6. Keywords

6.1 resilient flooring; use and care booklets

¹ This guide is under the jurisdiction of ASTM Committee F-06 on Resilient Floor Coverings and is the direct responsibility of Subcommittee F06.40 on Special Properties.

Current edition approved April 15, 1994. Published June 1994. Originally published as F 1102 – 87. Last previous edition F 1102 – 87.

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