

Cleaning, Care & Maintenance Instruction

The Cleaning, Care & Maintenance instructions form part of the product warranty.

imagine™
floors by Airstep.

Reclaimed Wild Oak

TIMBER

Initial cleaning after your new floor has been installed

Sweep or vacuum the floor to remove the loose dirt, grit or dust.

A Timber Friendly Environment

Keeping your internal environment "timber friendly" is important. Immediately after installation, the area should be well ventilated, occupied and protected from extreme sunlight and extreme swings of humidity and temperature. Failure to provide such an environment can lead to fading, distortion of panels, excessive expansion and contraction (gaps) or noisy floors.

Preventative Care

- Placing colour-fast, dirt trapping mats at all external entrances will help to keep dirt and grit off your floor as well as absorbing any excess moisture.
 - a. Double entrance mats are required for domestic installations – 1 course exterior mat, and 1 medium interior mat.
 - b. Triple commercial entrant mats are required in commercial installations, with a minimum walk-off zone of 3.5m. Note: refer to the mat manufacturer.
- Use high density felt floor protectors on the underside of all moving furniture or furniture that may be moved from time to time to help prevent premature wear and scratches.
- Install protective, clear vinyl chair mats under any office chairs or castor wheels that may be used in areas where Airstep Flooring Engineered Wood floors are installed. Avoid plastic or castor wheel use directly on the surface of your floor.
- When moving heavy furniture or items back into position after the installation has been completed, use rigid protective sheets on the surface of your floor and avoid sliding or dragging furniture or appliances into place across the surface of your new floor.
- Floor to ceiling windows coupled with the Australian sun can create floor temperatures over 70°C. Close curtains/blinds during peak sunlight hours to minimise direct sunlight on the floor. Dramatic temperature change of the flooring could cause joints to lip, gaps to occur or dramatically fade.
- Pet claws can scratch the flooring. Keep nails trimmed.
- Avoid walking on Engineered Wood floors with heeled shoes. Shoes with objects imbedded into the sole can mark the floor.

Regular Maintenance

- Dry vacuum (bristles down) or sweep your floor regularly to remove grit or objects that may scratch the surface of your floor.
- Dry/damp mop regularly. Never use a steam cleaner. Use dry/damp mopping methods only (dry/damp mop means the floor is dry 15 seconds after mopping).
- Use a microfibre mop and pH neutral detergent. Follow the manufacturer's recommendations.
- Any spills should be wiped off the surface of the floor as soon as they occur. This will help prevent stains and possible damage to the plank surface or core.
- When cleaning your floor, it is important that you do not use soap-based detergents or "supermarket type cleaners", as these may leave a dull film on your floor that can be extremely difficult to remove (sometimes impossible).
- Do not use abrasive cleaners, steel wool, or scouring powder on your floor and never wax or polish your floor.
- Airstep Flooring never recommends the use of a steam mop on your floor.
- Timber flooring, like other types of smooth floors, can become slippery when wet. Wipe any cleaning moisture off the floor immediately after cleaning using a clean towel or rag. Immediately wipe up wet areas from spills, foreign substances, or moisture from wet feet.

Occasional Maintenance

- Airstep Flooring Engineered Wood floors can be sanded and re-sealed up to 4 times during the life of the floor and we strongly recommend a professional floor sander is used.
- It is important to re-coat your flooring using an approved coating as the flooring starts to show dull spots or signs of wear. This job is most often undertaken every several years in residential installations and is usually carried out by a professional floor sander or coater using approved water or one-part solvent-based coatings. By not using a professional floor sander as recommended or the use of non-approved floor coatings can lead to post installation coatings flaking off the surface of your timber floor or discolouring it permanently.

Stain Removal

- Airstep Flooring Engineered Wood floors are quite stain resistant. Obviously, stains are easier to remove when fresh and if your floor is stained, try the following options for stain removal:
 - Use a clean spray bottle with a neutral pH cleaner to assist with the removal of milk, cream, beer, soft drink, berries, coffee, wine, fruit, jam or urine. Do not flood the area with fluid, instead dab and wipe excess away repeatedly, then repeat as required.
 - Use cold water to assist with the removal of blood. Do not flood the area with fluid, instead dab and wipe excess away.
 - Use White Spirit neat on a clean cloth to assist with the removal of chocolate, grease, oil, shoe polish, tar or shoe scuffs (shoe scuffs can also be removed using a pencil eraser or microfibre cloth). If your floor has been coated with a water-based polish, use white spirit sparingly and it is always advisable to test the use of white spirit in an inconspicuous area first. Do not flood the area with fluid, instead dab and wipe excess away.
 - Depending upon the type of stain and how long it has been left unattended, some boards may permanently discolour. Should this occur, contact the company that installed your Airstep Flooring Engineered Wood floor as it is possible to repair boards within a floor with new ones.
NOTE: Your flooring may oxidise or turn darker in the presence of UV light. This is a naturally occurring process. Colour, grain and texture variation from sample may occur.

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Disclaimer:

- Airstep Flooring has used its reasonable endeavors to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions or errors in this information nor any actions taken in reliance on this information. Products must be installed in accordance with the relevant installation recommendations and industry best practices.