

Cleaning, Care & Maintenance Instructions

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

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| <p>Frequent cleaning and care</p> | <p>Frequent cleaning is more beneficial to the flooring and is more cost effective than occasional heavy cleaning. You can immediately walk on your new Laminate floor.</p> <ul style="list-style-type: none"> ○ Remove any liquid spillages immediately with a dry, clean cloth to reduce the risk of staining or causing slip hazards. ○ Remove any loose dirt or grit which could damage the floor with a soft dry broom or vacuum without beater bar. ○ Use a clean, micro fibre mop with a pH neutral cleaner to remove most surface dirt and other basic marks. Use a dry/damp mop method only (dry/damp mop means floor is dry 15 seconds after mopping). Remove any excess liquid. ○ Stubborn scuffs or marks can be removed using a damp micro fibre cloth with diluted white spirits (not methylated spirits) ensuring that all residue is rinsed from the floor following cleaning. ○ To reduce streaking, rinse the floor with clean water to remove any cleaning residue and let the floor dry completely. |
| <p>DO</p> | <ul style="list-style-type: none"> ✓ Ensure that the indoor climate conditions are always kept within a temperature range of 18°C - 28°C and a relative humidity of 35% to 70%. ✓ Floor to ceiling windows / doors coupled with the Australian sun can often cause surface temperatures to exceed 65° C. Your floor must be protected from thermal fluctuations and direct sunlight. Temperature and humidity must remain within the above stated guidelines. This can be achieved through the use of tinting, blinds, block out blinds, curtains, temperature control units, or awnings. Dramatic temperature or RH fluctuations and prolonged direct sunlight will cause issues including, but not limited to joints to lip, gap, or planks to fade and cup. ✓ Protect floors by adding strong felt protectors to furniture and any chair or stool legs. Furniture on casters or wheels must have easily swivelling, wide spaced, non-staining hard nylon wheels that are suitable for floors and/or use a suitable non-rubber protective mat. ✓ Use protective cups under heavy furniture to prevent indentation. ✓ Install or place non-rubber entrance mats at external doors to reduce bringing dirt, water and sand indoors. Rubber leaves indelible stains on flooring products. Do not place waxed or rubber products in contact with your floors. ✓ Double entrance mats are required for domestic installations – 1 course exterior mat, and 1 medium interior mat. ✓ Triple commercial entrance mats are required in commercial installations, with a minimum walk-off zone of 3.5m. Refer to the mat manufacturer. ✓ Avoid shoes with objects imbedded into the sole as they can mark the floor. Spiked or sharp heels and damaged shoes should be avoided and footwear should be removed when in doubt / whenever possible. ✓ Protect your floor against burns. Burns from the lit ends of cigarettes, matches and other extremely hot items will damage your floor. ✓ Use rugs or mats in high traffic areas to protect your floor. ✓ Regularly trim pet claws as these can cause fine scratches. |
| <p>DON'T</p> | <ul style="list-style-type: none"> ✗ Never use a steam mop or cleaner or wet/dry vacuum. ✗ Allow your floor to be exposed to periods of direct sunlight as this causes excessive fading. The use of blinds or tint assist in reducing the effects of fading. ✗ Use harsh cleaning products, abrasive liquids or scouring pads as these will damage the floor. ✗ Clean the floor with solvents (including Turps), caustic detergents, washing up liquids, soap powders, bleach, furniture polishes, petroleum-based products, pine gels, stain removers or highly coloured product. Such products will make the floor slippery or cause permanent damage. ✗ Use a wet or "flooded" cleaning method. The floor surface must be able to dry within 15 seconds. ✗ Drag any furniture items with unprotected feet across the floor. Use of a caddy or trolley is highly recommended when moving furniture or items that cannot be lifted. ✗ Oil, wax, sand or polish Laminate floors. ✗ Install Laminate floors in external areas or full wet rooms—although it has a waterproof surface, Laminate flooring is not suitable for installation in wet areas such as bathrooms or where in situations where the drain is inbuilt. ✗ Place heavy objects such as pool tables, large cabinets or bookcases, kitchen cabinetry or freestanding bathtubs on your Laminate floors. Heavy objects placed on floating floors will inhibit their ability to expand and contract, this will lead to gaps, squeaking/creaking noises or complete failure of the flooring system. |
| <p>Maintenance</p> | <p>The volume of traffic on your floor will determine the frequency of maintenance required.</p> <ul style="list-style-type: none"> ○ Type and colour of floor will have a bearing on care needs so ensure your selection is relative to your environment. ○ Additional maintenance may be necessary for commercial installations. |