



## CUSTOMER MAINTENANCE & CARE GUIDELINES

### General Laminate Flooring

Proper maintenance is necessary and a vital requirement to maximise the performance and enjoyment of your flooring investment. A well-maintained floor will provide many years of service life and will add to the overall warmth and charm that only a natural flooring product can provide.

If you follow these industry acknowledged guidelines the task of maintaining your flooring will become a regular function in the overall upkeep of the property. If you're unsure regarding any of these steps, please consult with your flooring retailer.

#### General maintenance; how to care for your laminate floor.

- Sweep floor regularly with an electrostatic broom, soft bristled broom or wood floor mop.
- Dust and or clean with a soft bristled vacuum head. Ensure vacuum head is non-abrasive with no metal contact points.
- Remove spills promptly with an absorbent cloth or similar.
- Place mats at exterior and interior doors to trap sand and grit from incoming traffic and for drying feet if pool activity is nearby.
- Use a rug or matt in high traffic areas to reduce wear & scuffing.
- Stick soft pads to the base of all furnishings in contact with the floor.
- When moving heavy furniture or appliances always pick it up rather than sliding it across the floor.
- Keep pets' claws properly trimmed to avoid excess scratches and gouges.
- If necessary, clean with a well rung out mop with warm water and a **PH neutral floor cleaner**. We strongly recommend BONA or LOBA laminate floor care solutions; these are available from reputable flooring retailers. Consult instructions before use. **Do not use supermarket floor or general cleaning solutions as they are likely to be concentrated and if used incorrectly will damage the surface coating.**

#### Prevention maintenance.

- **Do not steam mop or wet mop floor surface area after installation.** Too much water may cause the planks to swell and warp and damage the laminate plank.
- **Do not use waxes or common household supermarket cleaners or detergents on the floor.** These types of cleaning solutions are very abrasive. Long term use will dull the finish and soften the surface coating reducing its durability and sheen level.



**Prevention maintenance continued:**

- For optimum performance chairs with roller wheels must be placed on protective mats to protect the surface from excessive grit and point load concentrated wear.
- Do not let sand, dirt or grit build up on the floor surface.
- Do not roll or slide heavy furniture or appliances across flooring without surface protection or lift trolley.
- Place drip pans or protective matting under pot plants and animal feeding or bedding areas to avoid moisture ingress.
- Importantly, make sure there is a minimum humidity of 35%- 50% in the room. Constant site variations above or below these limits may require the use of a humidifier. Good airflow and ventilation is required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface. To resolve site specific circumstances please consult with your flooring Installer or retailer for advice.

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