



***Floating***  
**FLOORS**

Care & Maintenance Guide

***New Flooring Co.***


# ***Floating*** **FLOORS**

**This folder provides you with a full description of your flooring installation, along with the warranties and assistance to help you maintain the floating floor in your home.**

**We have included a guide on how to care and maintain the beauty of your installation.**

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A photograph of a dining area featuring a dark wood table and chairs on a light-colored wooden floor. A semi-transparent blue box with a white border is overlaid on the image, containing text.

**New Flooring Co products have an amazing range of features and benefits that will help you to confidently create inspiring interior spaces:**

- We will guide and advise you in selecting the most appropriate product, to be used throughout your home for that luxurious and continuous look.
- Our Hybrid floating floor products can withstand temperature changes that makes it suitable for the harshest Australian climatic conditions withstand the heaviest foot traffic at home.
- We have a wide variety of striking designs and stunning colours available, that will enhance the beauty of any space.
- New Flooring Co has industry leading, Australian serviced warranties from Australasia's leading supplier of flooring.



# Care & Maintenance

**Y**our Floating floors has been designed with low maintenance in mind to give you more time to enjoy your new floor.

## **Follow these easy steps below:**

- **Immediately** – wipe any liquid spills or any other potentially staining marks, using a dry micro-fibre cloth.

Our Hybrid products are resistant to most stains, but not laminate. Some materials or colourants (such as tar, grease, oil, dyes, waxes, ink or foods/beverages containing strong dyes as mustard, curry, cordial, coffee and tea) may cause permanent stains.

- **Daily/ as required** – remove any loose dirt which could damage the floor by sweeping with a soft dry broom or vacuum(with an effective suction nozzle for hard surfaces).

- **Weekly** – use a damp micro-fibre mop to clean the floor with water and a PH neutral cleaner to remove any light dirt and other stains or marks.

- **As required** – stubborn scuffs and stains can be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the flooring.

## **When cleaning the floor:**

- Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.

- Never use products that has soap, wax or polish finishes as this may make the floor slippery and can lead to a dull finish on the floor.

- Do not use a steam-mop/ steam-cleaner and never use unreasonable amount of water on your floor, this can lead to permanent damage, soak up bulk liquid spills.

**NOTE: New Flooring Co floors have been designed for use in internal environments/installations. While they are extremely easy to care for, robust and durable, they are not appropriate for outdoors, or rooms with inbuilt drains (e.g. showers).**



# Floating Floor

## Protect Your Floor

**F**ollow these simple steps to achieve many years of enjoyment from your Floating floor:

- Place entrance mats (which must not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
  - Make use of protectors under heavy pieces of furniture. Chair pads should be used under desk chairs with castors.
  - Heavy objects and furniture such as large bookcases, full sized billiard tables, freestanding bathtubs or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
  - Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
  - Shoes in need of repair can damage your floor. In areas of traffic and wear, make use of area rugs. Rugs should be cleaned regularly.
  - Pet claws can scratch your floor. Keep nails trimmed.
  - Floor to ceiling windows coupled with the Australian sun can create floor surface temperatures over 70°C. Floating flooring (Hybrid) is manufactured to be stable in low and high temperatures (55°C). However, your floor should be protected from extreme temperatures and strong direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/or curtains/ blinds.
- Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading.





# Floating Floor

## *Moisture Resistant*

### **Prevention maintenance:**

- A lightly damp mop is fine to use on moisture resistant Laminate flooring. Do not steam mop or excessively 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.
- 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 dirt and/or sand build up on the floor surface.
- Do not drag or slide heavy objects or furniture 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.
- **Most Important- 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 us for advice.**

# Installation

**Check to ensure product suitability/ compliance with your local building code.**

If your floor is to be installed in a wet area, installation must also be in accordance with the Wet Area Installations instructions (which form part of the Floors Installation Instructions).

If any planks are visibly faulty or deemed visually or structurally inappropriate, they should not be installed and the fault should be immediately reported to the retailer.

Care needs to be taken to properly inspect the flooring before it is installed as New Flooring Co may refuse a claim under the New Flooring Co's Residential Warranties where a reasonable inspection of the flooring before installation would have identified the fault.



## Care & Maintenance Guide

**For additional information  
and assistance on your product:**

**Please contact us:**

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*New Flooring Co.*

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