

CUSTOMER MAINTENANCE & CARE GUIDELINES

Hybrid Flooring

Whilst Hybrid floors are 100% waterproof it remains important to care for them as you would any quality flooring surface.

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 Hybrid flooring can provide.

If you follow these industries 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 to assist with your inquiry.

General maintenance; how to care for your Hybrid pre-finished floor.

- Sun Blinds or similar must be used for window & door openings exposed to heat and high UV exposure; this will assist in reducing the harmful effects sun damage can have on your Hybrid 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.
- For new installations avoid placing rugs or mats on the floor surface for at least 2 months. This should enable a more even UV exposure to natural and internal lighting. Avoid animal rugs unless you determine the backing is PH neutral or place carpet / rug lining under to avoid bleaching the floor surface.
- 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.
- Where possible periodically relocate rugs or large items to allow natural aging of the floor surface area. **For new floors please refer rug and mat details noted above.**
- To avoid scuffing, adhere / 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 Vinyl 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.

- Sun Blinds or window coverings are required to reduce excessive heat and UV exposure.
- **Do not steam mop or excessively wet mop floor surface area after installation.** Too much water may allow seepage through the click profile and will create a moist environment under the floor planks.
- **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 sheen level of the coating.
- Chairs with roller wheels must be placed on protective mats to protect the surface coating.
- Do not let sand, dirt or grit build up on the floor surface.
- Avoid walking in narrow point or stiletto heel shoes as they may damage the surface of your floor.
- **Do not use masking or other types of adhesive tapes** on the surface coating, removal at a later stage may result in coating damage.
- 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 and mold.
- 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.

Disclaimer: we have 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 for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.

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