

## FLOOR CARE & MAINTENANCE GUIDELINES

### Hybrid & Vinyl Flooring

#### Aspire, Easi-Plank, Hydroplank, Iconic, Lifestyle & Ultimo

Hybrid and Vinyl floors are highly water resistant for interior use, it's important to care for them as you would any quality flooring surface. These products cannot be used externally, or in heat exposed sunrooms, conservatories, or external verandahs / patios. **Do not use wet / heat dispersing robotic, electric or steam mops to clean the floor, this will void your warranty.**

Correct maintenance is a necessary and vital requirement to maximise the performance of your floor. A well-maintained floor will provide many years of service life and add to the overall warmth and charm of the interior décor. If you follow these industry acknowledged guidelines it will assist in keeping your floor looking good and performing as intended. If you're unsure regarding any of these points contact your flooring retailer or Preference Floors. **Our website Q&A could also assist some inquiries.**

#### Important points & maintenance tips on how to care for your Hybrid & Vinyl floor.

- Sun Blinds or similar protection must be used for window & door openings exposed to heat and high UV exposure; this will assist in reducing the harmful bleaching / fading effects sun damage can have on your Hybrid or Vinyl floor. Constant exposure to UV heat extremes will damage Hybrid & Vinyl floors if the exposure is not controlled.
- **As per our installation instructions placing caulking or silicone in any expansion gaps on perimeters, door thresholds and room to room transitions etc. will void your warranty for any Hybrid floating installation. Further: large or heavy objects such as an Island bench, Billard table, large aquariums should not be placed on a Hybrid floating floor. Heavy objects will restrict the natural movement required for a floating installation. Install guides for all products are available for easy download.**
- Sweep floor regularly with an electrostatic broom, soft bristled broom, or wood floor mop.
- Remove spills promptly with an absorbent cloth or similar. Dust and or clean with a soft bristled broom or vacuum head. Ensure vacuum head is non-abrasive with no metal contact points.
- Do not use hard bristled brushes or steel wool scouring pads to clean hard to remove spots or blemishes.
- For all 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 foot traffic and for drying feet if pool activity is nearby.
- 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.**
- Keep pets' claws properly trimmed to avoid excess scratches and gouges. To avoid scuffing & localised scratches, adhere soft pads to the base of all furnishings in contact with the floor. Periodically check to make sure stones or grit have not lodged in any protective pads.
- For sticky spills or ingrained dirt and grime, clean with a well-rung out mop using warm water and a **PH neutral, non-abrasive floor cleaner**, we strongly recommend **BONA** (Stone, Tile or Laminate Cleaner) or **LOBA** floor care solutions; these are available from reputable flooring retailers & online. **Do not use supermarket floor or general cleaning solutions as they are generally concentrated and if used incorrectly will damage the surface coating. Always follow manufacturer's instructions.**

## Prevention maintenance

- Sun Blinds or window covering protection is required to reduce excessive heat and UV exposure.
- **Do not use wet / heat dispersing robotic, electric or steam mops. Do not excessively wet mop floor surface area after installation.** Moisture seepage through the click profile will create a moist environment under the floor surface causing harmful bacteria and may damage the planks' structural integrity.
- **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 and damage the coating.
- For optimum performance chairs with roller / castor wheels must be placed on protective mats to protect the surface from excessive grit and point load concentrated wear. Use a rug or mat in high traffic walking areas to reduce wear & scuffing.
- Do not let sand, dirt or grit build up on the floor surface, sweep regularly.
- 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.
- When moving heavy furniture or appliances always pick it up rather than rolling or sliding it across the floor. Use protective floor mats or a lift trolley to avoid floor damage.
- 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 humidity range of 35% - 50% in the room. Long-term exposure outside of this range may result in changes to the flooring surface. For site specific circumstances please consult with your flooring installer or retailer for advice.
- For site related damage such as deep scratching or impact gouges it is possible to uplift individual and surrounding planks to replace any damaged or unsightly flooring. Whenever possible its always important to keep some leftover planks for damage incidents that may occur during the lifecycle of the product.

**Disclaimer:** we have used all 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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