

## CARE & MAINTENANCE

### PREVENTATIVE TIPS

- **Regular Cleaning:**  
Sweep regularly using a soft-bristled broom or vacuum with soft brushes to remove dust and debris. Ensure all cleaning tools are in good condition.
- **Use Entry Mats:**  
Place doormats at all exterior entries to trap dirt and grit before it reaches your floor. Clean mats frequently, including their undersides.
- **Clean Spills Immediately:**  
Wipe up any spills or standing liquids promptly to prevent staining or damage.
- **Mop Appropriately:**  
Use a dry or lightly dampened microfiber mop for cleaning. Only use floor cleaners specifically approved for hard floors, and follow the manufacturer's guidelines.
- **Protect Furniture Contact Points:**  
Attach felt pads or protective devices under furniture feet, especially on items that are often moved (e.g., dining chairs). Keep the pads clean and replace them regularly to avoid scratches.
- **Use Proper Casters:**  
Ensure furniture with wheels uses wide, non-staining rubber casters. Inspect and replace any worn-out wheels before placing furniture on the floor.
- **Office Chair Protection:**  
Place a clear vinyl mat under rolling office chairs to protect the flooring.
- **Rugs and Mats:**  
Use only non-staining rugs and mats to minimise dirt spread. Avoid rubber-backed mats unless they're approved for your floor type.
- **Sunlight Protection:**  
Direct UV rays can discolour flooring over time. Rearrange rugs and furniture occasionally to even out colour changes. Use curtains or blinds to block direct sunlight when necessary.
- **Pet Care:**  
Keep your pets' nails trimmed and their paws clean to reduce the risk of scratches and dirt.
- **Footwear:**  
Remove shoes with spiked or damaged heels before walking on the floor to prevent gouging or denting.
- **Humidity Control:**  
Maintain indoor relative humidity between 40% and 55% year-round. Use a humidifier or dehumidifier if needed.
- **Temperature Range:**  
Keep interior temperatures between 5°C and 38°C after installation to maintain floor stability.

## TIPS TO AVOID

- **Avoid Residue-Causing Products:**

Do not use cleaning products that may leave a slippery, sticky, or dulling residue. Always test new cleaners in a low-visibility area first, as some may cause discolouration, swelling, or warping.

- **Avoid Incompatible Cleaners:**

Do not use cleaning products or methods not intended for your specific floor type. Avoid the following:

- Scouring pads
- Abrasive cleaners
- Oil soaps
- Waxes
- Lemon or Tung oil
- Bleach or vinegar
- Floor polishes, finishes, or shines
- Ammonia or silicone-based products

- **Do Not Use Abrasive Tools:**

Avoid using steel wool, scouring powders, or abrasive wipes, which can scratch and damage the surface.

- **Avoid Traditional Wet Mopping:**

Do not use a traditional mop and bucket method (soaking the floor). Excess water can seep into seams and damage the floor.

- **Do Not Use Steam Mops:**

Steam mops can force moisture into joints and edges, potentially causing warping or surface damage.

- **Avoid Problematic Rugs or Mats:**

Avoid using mats or rugs with rough, abrasive, synthetic rubber, vinyl, or latex backings, as these may cause discolouration or surface staining.

- **Do Not Drag Heavy Items:**

Never drag heavy furniture or appliances across the floor. Lift and carefully place them instead to avoid scratches or gouging.

### **Disclaimer:**

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