

CARE & MAINTENANCE

INITIAL CARE (within 24 hours of installation)

- Thoroughly sweep or vacuum with soft bristles.
- Take care when placing furniture and appliances over your new flooring.
- Avoid dragging heavy objects or furniture across the floor. When moving appliances or furniture, lay a protective item such as cardboard, lift and walk furniture across.
- For heavy items, it is recommended to use smooth, non-staining fabric-faced furniture sliders or to move furniture over sheets of plywood or cardboard to prevent damage.
- Protect your flooring by covering furniture legs with felt protectors.

PREVENTATIVE MAINTENANCE

- Regularly clean dust and debris using a broom or vacuum with soft bristles. Clean and vacuum exterior door mats, rugs and also the undersides.
- It is best practice to clean up any spills or liquids immediately.
- Mop as needed using a dry or dampened microfibre mop and use cleaner approved products for use on hard floors.
- Do not use cleaning methods or products not designed for your type of flooring such as scouring pads or cleaners that may contain abrasives, oil soaps, waxes, lemon oil, Tung oil, bleach, vinegar, floor finishes shines & polishes, ammonia or silicone.
- Never use scouring powder products, steel wool or abrasives wipes.
- Do not wet mop. (wet mop = traditional mop & bucket of water method)
- Do not use steam mops.
- Do not use products that may leave a residue which could make the floor slippery or sticky and will cause your floor to appear dull. It is recommended to test any new cleaning products in low visible areas before use, as these products could damage the flooring, leave a discolour residue, cause swelling and warping.
- Keep using felt protectors or other protective devices under furniture, particularly items that are frequently moved such as dining chairs. Make sure to keep the pad protectors free of abrasive dirt or debris, periodically check and change them.

- Any furniture or chairs with castor wheels should have widest available, non-staining rubber castors. Check the condition of all the castor wheels or rollers on your furniture or chairs before setting them on your flooring and replace any worn ones.
- It is recommended to use protective clear vinyl floor mats underneath office chairs.
- Avoid dragging or sliding furniture, or rolling appliances into place. Furniture should be lifted into place or may be slid on a protective item such as a carpet offcut.
- Keep pet's nails trimmed and paws clean and free of dirt.
- Place welcome mats at exterior doors to help reduce dirt and debris tracked onto the floor.
- Remove shoes with spiked or damaged heels before walking on the floor.
- Do not use rugs or mats with solid rubber, vinyl backings or latex backings. Use non-staining rugs and mats.
- The UV rays from direct sunlight can cause a change in colour of your flooring. Rearranging rugs and furniture periodically makes colour changes less apparent. Sun filtering curtains or blinds on windows and doors can be used to prevent direct sunlight on the floor.
- Maintain normal interior humidity levels. The range should ideally be between 40% and 60% relative humidity. Use a humidifier or dehumidifier if necessary.

HOMEOWNER RESPONSIBILITIES

To sustain warranty and ensure quick and easy service in the event of a claim, the following requirements must be met:

- Flooring must be installed according to National Select Floors Installation Guidelines.
- Use appropriate and safe cleaning products.
- Retain five (5) planks of the flooring product after installation for repairs and possible testing purposes.
- Retain and be able to provide the original sales receipt or documentation confirming proof of purchase and details of purchase and installation date of the product.