

## FLOOR CARE & MAINTENANCE GUIDELINES

### All Hybrid & Vinyl Flooring

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

Hybrid and Vinyl floors are 100% interior waterproof however it remains 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.

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 this industry acknowledged guideline the task of maintaining your floor 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 & 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.
- Sweep floor regularly with an electrostatic broom, soft bristled broom, or wood floor mop.
- Dust and or clean with a soft bristled broom or vacuum head. Ensure vacuum head is non-abrasive with no metal contact points.
- Remove spills promptly with an absorbent cloth or similar.
- Do not use hard bristled brushes or steel wool scouring pads to clean hard to remove spots or blemishes.
- 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 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.**
- 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.
- Keep pets' claws properly trimmed to avoid excess scratches and gouges.
- When necessary for sticky spills or ingrained dirt and grime, clean with a well-rung out mop using warm water and a **PH neutral, no-abrasive floor cleaner**, we strongly recommend **BONA** or **LOBA** Vinyl floor care solutions; these are available from reputable flooring retailers & online. **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. Always follow manufacturer's instructions.**

## Prevention maintenance

- Sun Blinds or window covering protection is 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.
- 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 matt in high traffic walk 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.

### Preference Floors (NSW)

ABN 40 117 801 037  
32 Britton Street,  
Smithfield NSW 2164  
t +61 2 9738 1188  
f +61 2 9738 1199  
sales@preferencefloors.com.au

### Preference Floors (VIC)

ABN 34 151 422 927  
27-29 Zilla St,  
Dandenong South VIC 3175  
t +61 3 9794 5111  
f +61 3 9794 5133  
vic@preferencefloors.com.au

### Preference Floors (QLD)

ABN 81 169 158 990  
6/268 Evans Road,  
Salisbury QLD 4107  
t +61 7 3875 1688  
f +61 7 3875 1788  
qld@preferencefloors.com.au

### Preference Floors (SA)

ABN 63 600 454 215  
47 Research Road,  
Pooraka SA 5095  
t +61 8 8262 2774  
f +61 8 8359 4189  
sa@preferencefloors.com.au

### Preference Floors (WA)

ABN 25 625 850 455  
3-403 Victoria Rd,  
Bayswater WA 6053  
t +61 8 9471 7785  
f +61 8 9272 4906  
wa@preferencefloors.com.au