

# FLOOR CARE GUIDE

## Cleaning & Maintenance

It has never been easier to clean and protect your simply beautiful floor. We have developed an enhanced protective surface treatment known as K Guard Plus which has been incorporated into our floors. K Guard Plus offers outstanding slip, scuff and soiling resistance, resulting in an easier and more environmentally friendly regime for the cleaning and maintenance of your floor.

## Post Installation

Once your floor has been installed ensure the following is carried out:

- Do not walk on the floor until the adhesive has completely dried – a recommendation of 12 hours with the exception of products installed with Pressure Sensitive adhesive.
- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Ensure that all traces of adhesive are removed from the surface by spot cleaning with the recommended Routine Cleaner.
- Damp mop with the recommended Routine Cleaner (dilute as applicable) or a PH neutral cleaner and leave to dry.

## Routine Care & Maintenance

General care and maintenance of your floor could not be easier:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Damp mop with the recommended Routine Cleaner (dilute as applicable).
- Only use propriety floor cleaning products. DO NOT use bleach based products or washing up liquid.
- Stubborn stains may be removed by spot cleaning with the recommended Routine Cleaner or Basic Stripper.
- Attend to spillages immediately.
- Do not use household cleaners on the floor for general cleaning unless they are specified for floors as they can often leave an oily residue which could make the floor slippery and lead to potential slip hazards.

## Restoring Your Floor

Over time and in high traffic areas, dulling may occur. To refresh your floor to its initial beauty and appearance follow these easy steps:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Apply the Basic Stripper (diluted as applicable), strip off all grease and ingrained dirt using the provided white pad. Agitate the stripper solution regularly as this allows the stripper to work more effectively. DO NOT allow the Basic Stripper to dry on the floor.
- Rinse the floor well removing all residue of the Basic Stripper.
- Once completely dry apply two thin coats of the Refresh, using the blue/white pad allowing each application to fully dry between coats. Apply coats at right angles to ensure an even coating.

## Floor Care Kit

To assist with the care and maintenance of your floor we offer a specialised Floor Care Kit which is available from your installer/retailer.

All our floor care products are environmentally friendly and non hazardous.

If your installation is a commercial project please refer to your contractor for full instructions.

## Trouble Shooting

### Scuff Marks

**Cause:** Friction from foot traffic across the floor surface.

**Solution:** The floor should be thoroughly cleaned using Basic Stripper and Refresh reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.

### Slippery Floor

**Cause:** Greasy residues on the floor/ Detergent residue – use of unsuitable or over concentrated maintenance products.

**Solution:** Remove residue with absorbent paper then thoroughly clean the floor with diluted Routine Cleaner.

### Scratching

**Cause:** Excessive grit or dirt on the floor.

**Solution:** Ensure appropriate entrance matting is used. We recommend a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is dressed with Refresh to provide additional protection for the floor.

### Streaky Appearance

**Cause:** Basic Stripper has not been removed properly/irregular drying of Refresh due to underfloor heating, strong sunlight or draughts.

**Solution:** Remove the Refresh with Basic Stripper, then thoroughly rinse the floor making sure all remains of Basic Stripper are removed.

### Poor Appearance

**Cause:** Incorrect cleaning products used/ Use of dirty maintenance equipment/ Refresh applied to a dirty surface.

**Solution:** Use only recommended cleaning products. Use Basic Stripper to restore the floor to its original appearance and reapply Refresh if required.

## Tips for Maintaining Your Floor

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- Mop up spillages as soon as possible to prevent spots becoming stains. Use of Refresh Floor Protector should ensure better protection from most substances.
- Use quality, non-rubber backed entrance mats approximately two paces wide to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- Do not allow silicone-based products, (e.g. polish or glass cleaner) to come into contact with the floor. These can make the floor very slippery.
- Use only our cleaning products. Other products may contain agents that can damage resilient floor surfaces.
- Do not apply thick coatings of Refresh Floor Protector. Two thin coats as per the instructions on the container will be sufficient or for high traffic areas, three coats may be necessary.
- Do not slide or drag furniture or other objects across the floor. Use load bearing castors to protect against indentation from heavy items.
- As with all resilient floorcoverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discolouration of the floor can occur as a result.

## Outside UK/Ireland

For information on installation, cleaning and maintenance of our products, please visit our website [www.designflooring.com](http://www.designflooring.com), or call 00800 777 33 222.

**Important notice** – In order to optimise the natural effect of this highly distinctive design, we must insist that the product in this box is shuffled prior to installation.

## France

Pour vous renseigner sur la pose, le nettoyage et l'entretien de nos revêtements, visitez notre site internet [www.designflooring.fr](http://www.designflooring.fr) ou appelez le 01.57.32.39.13

**Important** – Pour optimiser l'effet naturel de ce design très distinctif, veillez à mélanger les lames de différentes boîtes afin d'éviter la répétition de l'imprimé.

## España

Para obtener información sobre instalación, limpieza y mantenimiento de nuestros productos, visite nuestro sitio web [www.designflooring.com](http://www.designflooring.com) o llame al número 00800 777 33 222.

**Aviso importante** – Con objeto de optimizar el efecto natural de este diseño altamente distintivo, tenemos que insistir en que las lamas de distintas cajas se mezclen para evitar la repetición del diseño.

## Nederland

Voor informatie over het plaatsen, schoonmaken en onderhouden van onze producten kunt u terecht op onze website [www.designflooring.nl](http://www.designflooring.nl) U kunt ook bellen naar 020-200-8282.

**Belangrijk!** – Om het natuurlijk effect van dit uiterst aparte design te optimaliseren, is het absoluut noodzakelijk dat de inhoud van deze verpakking wordt gemengd voor het plaatsen.

## Deutschland

Informationen zu Verlegung, Reinigung und Pflege unserer Produkte erhalten Sie auf unserer Website [www.designflooring.de](http://www.designflooring.de) oder telefonisch unter der Rufnummer 069 / 380 78 90 10.

**Wichtiger Hinweis** – Bitte mischen Sie dieses Produkt vor der Verlegung um einen optimalen, natürlichen Look zu garantieren.