

PREVENTATIVE MAINTENANCE

Maintain the pristine condition of your floors by sweeping or vacuuming regularly. This practice effectively removes dust and grit, which can otherwise scratch and damage the floor's finish.

Ensure your floors remain spotless and dry by placing sturdy outdoor mats at every entrance to your home. These mats act as a barrier, preventing dirt, sand, grit, and water from being tracked inside.

Installing high-quality mats both inside and outside of your external doors is a wise precaution. These mats effectively trap grit and remove moisture from shoes, significantly reducing the risk of scratches on your floors.

To prevent indentations in your hybrid floors, avoid using wheeled chairs, such as office furniture. If you must use them, ensure that a large, high-quality office mat is placed underneath to protect the flooring.

Keep your pets' claws trimmed and their paws clean to prevent dirt or soil from being tracked inside.

Avoid flooding or wet mopping your floor with water or any liquid products, as this can cause severe damage and void your warranty. If any liquid spills on the floor, it must be wiped up immediately to prevent harm.

For optimal results, flooring should be installed in a 'hybrid flooring friendly environment' where the area is occupied and shielded from direct heat and sunlight. It's highly recommended to use curtains or blinds to protect the floor from direct sunlight, preventing fading and maintaining its appearance.

For heavy objects such as bookcases, billiard tables, or kitchen units that exceed 200kg per object area, or if the load is greater than 30kg/cm², please contact our office to confirm suitability for installation over the floating system. Failing to seek this assistance may result in damage due to incorrect expansion and lack of proper raft movement.

GENERAL CLEANING

- ✓ Use a soft broom or a vacuum with a hard floor setting to remove dust and debris.
- ✓ Use a microfiber mop to pick up fine dust and dirt.
- ✓ Use a damp (not wet) microfiber mop.
- ✓ Clean with a pH-neutral cleaner specifically designed for hybrid floors.
- ✗ Avoid using vacuums with beater bars or rotating brushes as they can damage the surface.
- ✗ Avoid using harsh chemicals, wax, or polish, as they can damage the floor.

STAIN REMOVAL**Immediate Clean**

Wipe up spills immediately with a clean, dry cloth to prevent staining.

For sticky spills

Use a damp cloth with a mild detergent.

Tough Stain

Use a cloth dampened with a mixture of water and mild detergent for stains like wine, oil, or ink.

REPAIRS**Scratches**

Use a color-matching repair kit available from your flooring suppliers.

Damage

For significant damage, consult a professional for possible plank replacement or repair.

