



## Taking care of your Complete Floors Heritage LVP Flooring

Keeping your floor in pristine condition is not difficult and is simply a case of following the steps outlined below. It is important to understand that flooring comes with a coated surface that is tough and resilient and that there is no need for any further sealing or waxing. However, the flooring still needs proper care to prevent damage and does need regular cleaning.

### **Cleaning particles and dust from the floor**

To remove small particles and prevent grit that can scuff the surface, weekly vacuuming is preferred to sweeping. Ensure that the vacuum cleaner has a soft brush head for the body of the floor and that nozzles do not have sharp edges.

### **Cleaning up liquid spills and removing stickier or dried on deposits**

If liquid spills on the floor, mop it up as soon as it is noticed. This will also help to prevent possible staining. Although the plank surface prevents liquid penetration, it is still necessary to minimise any dampness that can pass through joints between planks. A misting spray bottle with a diluted neutral pH vinyl floor cleaner to mist your floor, or a damp mop, not a wet mop, with just hot water is generally all that is needed to clean the surface and remove stickier deposits. If the floor does not dry in a few minutes then you are using too much water and may need to run a towel over it to remove the excess moisture. It is also important to regularly clean mop heads and if using hot water have clean mop water. Note also that if mopping with hot water and you consider a little more help is needed to remove stickier and dried on deposits, a diluted neutral pH vinyl floor cleaner may be used. Avoid soaps or cleaners containing ammonia, bleach and baking soda as these will cause a dull surface appearance. If streaks are apparent after the floor has dried, then damp mop the floor with fresh water to remove any remaining cleaning solution that may remain on the board surface.

### **Addressing scuffs and minor surface scratches**

If the occasional board has a scuff or scratch mark that is on the surface and not deep apply eucalyptus oil or WD-40 to a soft cloth and rub the scuff marks away. Then wipe with a damp cloth to avoid leaving marks or traces of the lubricant behind.

### **Good practice measures**

- Use door mats and rugs in high traffic areas as this helps avoid scratches and scuffs where the floor is walked on more regularly. Be sure to regularly clean the mats and rugs.
- Place felt pads of the same size as the legs under moveable furniture.
- A soft nylon brush may be used to remove more stubborn deposits.
- Keep pet nails trimmed as pet nails can cause scratches. Note that pet damage is not covered by the warranty.
- Restrict intense sun exposure on the flooring to reduce fading, through the use of curtains and blinds.
- Use a floor mat between rolling chairs and vinyl floors to protect the floor from indentation and other damage.

### **Practices to be avoided**

- Do not use abrasive cleaners or pads such as steel wool.
- Do not use too much water in the cleaning process.
- Do not use steam cleaners as they can force moisture down between plank joints.
- Do not use rugs with rubber backing as this can cause discolouration.
- Do not drag furniture over the floor surface.