

Solid Hardwood Flooring, Solid Engineered Hardwood Flooring and Multi Layer Hardwood Flooring

EASY MAINTENANCE

- Vacuum or sweep the floor regularly to minimise the accumulation of dust, grit and sand and to prevent the floor from scratching or dulling its finish.
- Blot up spills or spots immediately with a damp cloth or mop.
- To help extend the life of a timber floor and to remove all cloudy residue, clean the floor regularly with an approved wood floor cleaner (available at your nearest Harvey Norman, The Flooring Specialist). Follow the instructions on the label.
- Do not use a solvent-based or abrasive cleaner to clean the timber floor.
- Persistent stains can be removed with methylated spirits, non-acidic soft soap and hot water (the cloth should be damp not wet).

CARE

- Use mats or rugs to trap dirt at entry ways.
- Place rugs in high traffic areas.
- Covering of timber floors with rugs or mats may result in colour variation between covered and uncovered areas. This variation is caused by the natural reaction of the timber to UV light. Move rugs around so the floor can age evenly or uncover the previously covered areas and leave for a few days. The colour variation will gradually reduce.
- Keep pets' nails trimmed.
- Support furniture and heavy appliances with wide-bearing, non-staining glides or castors.
- Move furniture and appliances into place by sliding them slowly over the floor on a clean piece of carpet (turned upside down) or lift the items to be moved taking care with the back.

- Maintain a reasonably stable indoor temperature and humidity range.
- Shelter your floor from direct sunlight with curtains, blinds or similar window protection.
- Additional lacquering is not recommended for your ready-made finished parquet floor. In the event of damage to the lacquer surface e.g. by furniture movement, smooth the affected area with 120 to 150 grade sandpaper, followed by touch-lacquering to the damaged area. It is also advisable to test the lacquer material on a hidden surface or corner of the floor before applying, to judge the expected result first.

Don'ts

- Don't wax the floor
- Don't use steel wool on the floor
- Don't use household detergents or acidic soap on the floor
- Don't pour water directly on the floor
- Don't use ammonia-based cleaners on the floor

Laminate Flooring

CARE INSTRUCTION

Your newly installed floor is a highly practical and easy to care for laminated floor. Although these flooring products are exceptionally hard-wearing, we recommend protecting your laminate flooring from coarse dirt by positioning suitably-sized doormats and protective rugs in the entrance areas. As part of the daily cleaning your new laminate flooring should simply be vacuumed (using a vacuum head brush). Depending on the level of use and the level of dirt, your laminate floor should be cleaned with a damp cloth at regular intervals. Due to the structure of the panels, it is important that they are wiped lengthways. We recommend using a specially designed floor cleaner for laminate floors. If using other floor cleaners, check first that these do not contain any abrasive agents. Similarly, household cleaning fluids that produce a film, such as washing-up liquid and soft soap, should be avoided since the surface of the panels will not bond with the film. Suitable products which do not produce a film include alcohol and vinegar-based cleaners.

STUBBORN STAINS

With laminate flooring, spills that could spell disaster on many floors are easy to clean up. Coffee, tea, carbonated drinks, beer, fruit and milk stains can all be removed with lukewarm water, an alcohol or vinegar-based cleaning agent or an absorbent cloth. Paint, lipstick, tar, nail polish and similar products can easily be removed from the laminate floor by applying petroleum spirit, nail polish remover or special universal stain remover with a cloth.

TIPS ON KEEPING YOUR FLOOR IN PRISTINE CONDITION

- Attach felt pads to the feet of table and chair legs and to any other contact surfaces.
- When moving furniture, never drag items across the floor – always lift them carefully and safely.
- If using chairs or other pieces of furniture fitted with castors ensure that you only use soft castors.
- Mop up any spillages immediately.
- Avoid using steam cleaners.
- Do not wax and/or apply varnish.
- Do not use additional sealants or waxes on the laminate floor.

RESILIENT FLOORING

INITIAL CARE:

Before using your newly installed vinyl and vinyl tile flooring, clean it with plenty of warm water containing a small amount of mild detergent, rinse with clean water, then wipe dry. Do not place furniture on glued vinyl flooring for at least 14 hours after installation.

DAILY:

For normal care, a dash of wash-and-shine product (available at Harvey Norman, The Flooring Specialist) should be added to the mop water. After mopping, allow the floor to dry naturally. This method will also keep dust to a minimum and improve the air quality in the room.

PERIODIC CLEANING:

Never polish, but apply a self-shining emulsion which will increase the level of shine if desired. Do not use abrasive pads and dark brushes that might affect the wear layer.

STAINS:

Difficult stains, e.g. coffee, wine, tar and shoe polish should be wiped up immediately and not

allowed to dry. Tar can be removed using turpentine.
Do not use any abrasive agents.

EXTENDING THE LIFESPAN OF YOUR FLOOR:

Under intensive use, the floor should be maintained regularly with a special wash-and-shine product. Allow the layer on the floor to dry as this contains useful protective agents. Do not use all-purpose cleaners. Sometimes with regards to vinyl floor covering, it is necessary to clean the floor thoroughly using an appropriate stripper (available at Harvey Norman, The Flooring Specialist). After stripping, the floor can be cleaned and treated as usual to restore the overall appearance.

ADVICE:

- Stop dirt right at the door. 85% of dirt enters a room this way.
- Place a doormat at external doorways. This will result in less cleaning and stop your floor being damaged by grit and other particles.
- Rubber castors can cause staining and, where possible, should not be used.
- Support furniture and heavy appliances with wide-bearing, non-staining glides or castors.
- Place rugs in high traffic areas.

MAINTENANCE:

Never use strong alkaline detergents or clean your floor with a steel brush or any other method that may damage the floor.

CAUTION:

Some products react with vinyl floors. Avoid products such as rubber (e.g. shoes or slippers with rubber soles), chemicals being spilled on the floor (e.g. shoe polish, ketchup, insect

repellents, corrosive or bleaching substances). Avoid the use of stiletto shoes, golf or other spiky shoes and heavy furniture without proper wide-bearing, non-staining gliders or castors. Never expose the floor to moisture, heat, water or excessive sunlight for extended periods.

SUB-FLOOR HEATING:

If you install vinyl over sub-floor heating, make sure the sub-floor temperature does not exceed 26 degrees.