

## Maintenance Guide

### CLEANING

#### 1. After installation

- After installation, the floor may need thorough cleaning. Don't use any protective products and follow these steps:
- Remove all coarse dirt with a soft broom and a dustpan or a vacuum cleaner (as described in 'Regular cleaning' below).
- Remove any stubborn dirt with a slightly damp microfiber cloth or mop (as described in 'Damp cleaning' below).

#### 2. Regular cleaning

- Clean the floor regularly, all types of flooring benefit from regular maintenance; accumulated soil may lead to scratching.
- Do not allow moisture to remain on the floor, excessive wetting is to be avoided and water spillages to be dried immediately.
- For general cleaning, use soft bristle attachments, and a vacuum cleaner with correct hard floor surface attachment - beater bars, hard plastics, floor scrubbers, jet mops, buffers, or similar products must not be used.

#### 3. Damp cleaning

- The floor may be cleaned with a damp or wet mop/microfiber cloth and an appropriate laminate cleaner. Soap, oil cleaners, and restorative products must never be used. Change rinse water often and never flood the floor with water.
- Avoid using too much water and never flood the floor. Be sure to wring out the mop completely before mopping and rinse the mop frequently.
- Do not use abrasive cleaners, bleach, wax, high % non-diluted vinegar, acetone, or harsh chemicals to maintain the floor.
- Do not use any type of spray mops, power cleaners, or buffers.
- After washing always wipe dry with a microfiber cloth until no more moisture is visible on the floor and allow your floor time to dry.

#### 4. Steam cleaning

- The use of residential steam mops on this product is allowed. Use at the lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 30 seconds). Refer to the steam mop's manufacturer instructions for proper usage.

### SPOT REMOVAL

- Worn-in stains are difficult to remove. Spots must be removed immediately using a well-wrung, slightly damp cloth. To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.
- For chocolate, grease, juice, and wine stains, use lukewarm water and a non-abrasive cleaner.
- Nail polish, tar, markers, crayon, lipstick, ink, and cigarette burns can be removed using nail polish

remover or denatured alcohol.

- For candle wax and chewing gum, scrape carefully with a blunt plastic scraper.
- Pet stains (including urine, feces, and vomit from domestic cats or dogs) need to be cleaned within 24 hours.

## PROTECTING

- Never use restorative coatings on the floor.
- Never use abrasive agents, as those can affect the gloss layer.
- Avoid bringing dirt, sand, grit, and substances such as oil or asphalt indoors, use a non-staining mat at entrances (inside and out). A walk-off mat at outside entrances to reduce the amount of dirt brought into your home.
- Do not use mats with latex or rubber backing since these backings can cause permanent discoloration.
- Place beige felt floor protectors under a chair and table legs. Do not use colored floor protectors.
- Avoid wearing damaged or worn stiletto heels.
- Place a protective mat under chairs with wheels.
- Place a protective dish under flowerpots.
- Do not drag heavy objects across the floor; lift them up to avoid scratches.
- Use proper floor protection devices such as non-staining felt protectors and furniture cups. Felt pads should be maintained often. Do not use colored floor protectors.
- Minor damage to a plank can be repaired with color-matched finishing putty. If the damaged area is larger than 1/4" / 6 mm, we would recommend plank replacement option.
- Use appropriate window coverings, such as drapes, window treatments, or UV-tinting on windows, to protect the product from direct sunlight as long-term exposure to direct sunlight can potentially lead to discoloration or buckling.

## PLANK REPLACEMENT

You can fix minor surface chips and scratches with laminate filler products from the home center. But if the damage is severe, you might want to replace the board entirely. A damaged board doesn't require disassembling the whole floor.

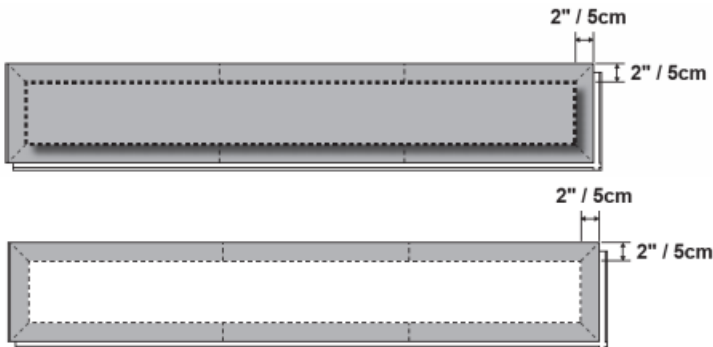
- If the damaged board is in a row alongside the wall, it's recommended to remove the base molding, uninstall, and number every plank until you get to the damaged portion.
- If the damaged board is in a row and does not touch a wall, you can fix it by cutting that single damaged board out and replacing it with a new one.

**Things you'll need:** Tape, knife, pencil, table saw, chisel, utility blade/concave knife, premium fast grab adhesive, weights, tapping block, and hammer.

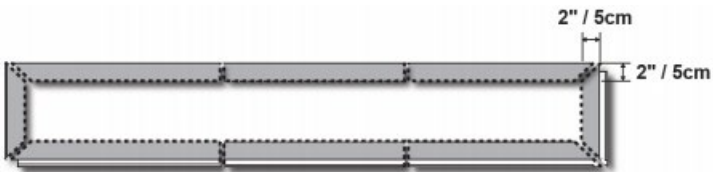
- Tape the neighboring boards around the damaged board for visual reference and for surface protection.
- Mark damaged board as below image, 2" / 5 cm all edges. Drill 1/4" / 6 mm holes in corners and at relief cuts.



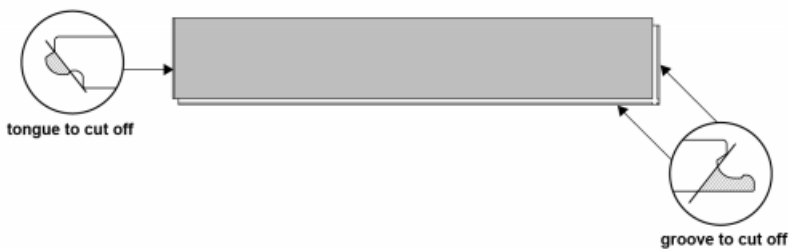
- Set saw depth to the board's overall thickness. Cut along lines and remove the center section.



- Cut along lines to make relief cuts, then carefully lift and pull center-length cuts first using a chisel, then work into corners to remove end pieces last.



- Vacuum all the dust and debris from the subfloor.
- Prepare the replacement board by removing the bottom groove on both ends (see drawing below) as well as the tongue on the short end.



- Prior to using the adhesive, conduct an adhesive compatibility test to ensure a strong and reliable bond between the planks.
- Apply a thin bead of premium fast grab adhesive to the tongues of the remaining planks on the floor surrounding the plank being replaced.
- Slip the long side with the tongue in the groove of the surrounding plank. Gently lower the board into place in the hole. Be sure not to get any excess glue on the surface of the planks. If some glue does get on the surface, wipe it off and clean immediately following the glue manufacturer's instructions.



- Weigh the board down by evenly spreading out 88 lb / 40 kg of weight. Allow the glue to dry for at least 24h or more if specified by the adhesive manufacturer's instructions.