

## Care & Maintenance Guide

### Prevention

- Installing good quality mats both inside and outside of external doors, mats should be as large as possible and able to remove both grit and moisture.
- Remove your shoes whenever possible, this will help reduce the amount of dirt brought into the property and impact damage from stilettos.
- In high traffic areas, such as entrance halls and kitchens, the use of mats is recommended to give added protection.
- All furniture should have felt pads fitted to the base of legs or on other areas in contact with the floor to avoid scratches. On heavy furniture felt backed castors can be used if required.
- Avoid using wheeled chairs i.e. office furniture or ensure that a large good quality office mat is used to prevent indentations in the floor.
- Rubber based items e.g. the backing for matting, castors under furniture and rubber tipped furniture feet should not be in direct contact with the floor.
- Wipe up all spillages immediately.

### Cleaning

- **NEVER USE WET & DRY ELECTRONIC VACUUM CLEANERS TO CLEAN YOUR LAMINATE FLOORS.**
- Use our **SelectCare+ Spray Mop** and **SelectCare+ Hard Floor Cleaner** kit to clean the floor surface when required. This will remove the stains, dirt, footprints, and any other marks.
- Always dry clean the floor first. Spray the surface sparingly with our **SelectCare+ Hard Floor Cleaner** and clean using the microfiber cleaning pad, rinse the mop pad regularly in clean water and replace when dirty. **DO NOT 'WET'** mop the floor anytime as excessive amounts of water may cause damage. If spills occur remove as quickly as possible. Always use a lightly damp, 'well wrung out' mop to clean your installed Laminate floors.
- Pull the mop back towards you and wipe in the lengthways directions of the floors, making the zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit, and dust. Use our **SelectCare+ Dust Cleaning Pad** or soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- **DO NOT USE** scouring products and any wax or varnish coating on the floor.

### Steam Mop Cleaning

- If necessary, a suitable steam mop can be used on the Reflections Laminate 12mm GenCore+ Flooring. The use of a steam mop **SHOULD NOT EXCEED** once a fortnight.

- Before carrying out the steam mop cleaning process, ensure your floor is free of any sand, stones or grit that can be dragged across the surface of the floor.
- Using a suitable steam mop pad and cloth is a must to ensure moisture and heat is evenly distributed across the floor.
- **IMPORTANT:** Always use the steam mop at a low power setting. **NEVER ALLOW** your steam mop to remain in one spot for more than 30 seconds while in use, this may result in damage to your Laminate floor. Always follow manufacturers' user instructions/guidelines and contact the manufacturers for more details if unsure.
- Pull the steam mop back towards you and wipe in the lengthways directions of the floors.
- Make sure your Laminate floor dries quickly and **DOES NOT** remain wet for a long period of time. This can damage your floor and may result in your warranties being void.

### GenCore+ 72 Hour Moisture Guard

Thanks to our unique core design, Reflections Laminate 12mm GenCore+ Flooring is proudly engineered to withstand exposure to moisture for up to 72 hours in household settings.

It is important to note that even though this laminate is more resistant to moisture than others, it is still vital to promptly clean up spills and moisture to prevent damage. As with all timber-based products, GenCore+ laminate flooring is not waterproof. The flooring will therefore react with moisture in the environment, causing it to expand or contract.

Excessive wetting of the floor and exposure to pet urine are **NOT ALLOWED** at any time. This flooring **CAN NOT** be installed in **ANY** wet areas including bathrooms, laundries, toilets or areas subject to regular moisture or water.

### Avoid the following

- Indentation from stilettos or spiked heels
- Pulling or pushing furniture or other objects across the floor.
- Using a wet & dry electronic vacuum cleaner, abrasive cleaning materials, or harsh detergents/household cleaners on the floor. Using these cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- Using solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus and/or similar solutions will damage the floor surface and will void the warranty.
- Polishing, waxing, oiling, and sanding the floor.
- **EXCESSIVE WATER SHOULD NOT BE USED.**
- **WET & DRY ELECTRONIC VACUUM CLEANERS ARE NOT ALLOWED** for Laminate flooring under any circumstances.
- Urine spillages and stains **MUST** be avoided at all times, as it will damage the flooring surface.