

## MAINTENANCE GUIDE

### CLEANING

#### 1. After installation

After installation, the floor may need a thorough clean. Your floor is ready for use when you buy it. Don't use any protective products and follow these steps:

- Remove all coarse dirt with a soft broom and a dust pan or a vacuum cleaner (as described in 'Regular cleaning' below).
- Remove any stubborn dirt with a slightly damp micro fiber cloth or mop (as described in 'Damp cleaning' below).

#### 2. Regular cleaning

- Clean the floor regularly.
- Do not allow for moisture to remain on the floor, excessive wetting is to be avoided and water spillages dried immediately.
- For general cleaning, use a dust mop or vacuum cleaner with the correct hard surface attachment – never a rotating brush, floor scrubbers, jet mops, buffers or similar products.

#### 3. Damp cleaning

- The floor may be cleaned with a damp or wet mop / microfiber cloth and an appropriate laminate cleaner.
- Avoid using too much water and never pour the bucket of water / solution across the floor. Be sure to squeeze the water out of the mop before mopping and rinse the mop frequently.
- If needed, use a solution of 1 cup household vinegar per 1 gallon warm water or 1/3 cup ammonia mixed with 1 gallon warm water.
- Do not use any type of spray mops, power cleaners or buffers.
- After washing always wipe dry with a micro fiber cloth until no more moisture is visible on the floor and allow your floor the time to dry.

#### 4. Steam cleaning

- The use of residential steam mops on this product is allowed. Use at 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 5 minutes).
- Refer to the steam mop's manufacturer instructions for proper usage.

#### 5. Stains

- Remove stains immediately with a well-wrung, slightly damp cloth. Worn-in stains are difficult to remove.
- 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 wax on the floor.
- Never use abrasive agents, as those can affect the gloss layer.
- Place small carpets or rugs on high-traffic areas.
- Place doormats at exterior doors, to reduce the amount of dirt coming in.
- Place beige, felt floor protectors under 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 floor protectors and furniture legs/castors with a large ground surface to limit the impact of heavy objects.
- Maintain a normal indoor relative humidity level between 30% and 65%. Use a humidifier, if necessary.
- Minor damage of laminate plank can be repaired with a color matched finishing putty. If the damaged area is larger than 1/4 of an inch, we recommend 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.

## FLOORING REPAIR INSTRUCTIONS

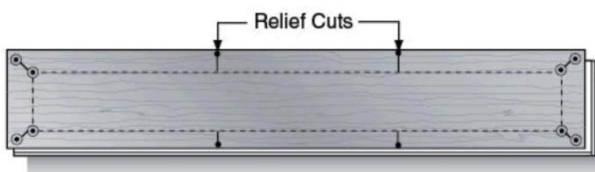
A damaged board in the middle of the floor doesn't require disassembling the whole floor. You can fix it by cutting that single damaged board out and replacing it with a new one.

### 1. Things you will need:

- Pencil
- Straightedge
- Plunge saw
- Chisel
- Screwdriver
- Utility blade
- Premium wood adhesive
- Weights (approximately 40kg)

### 2. Instructions:

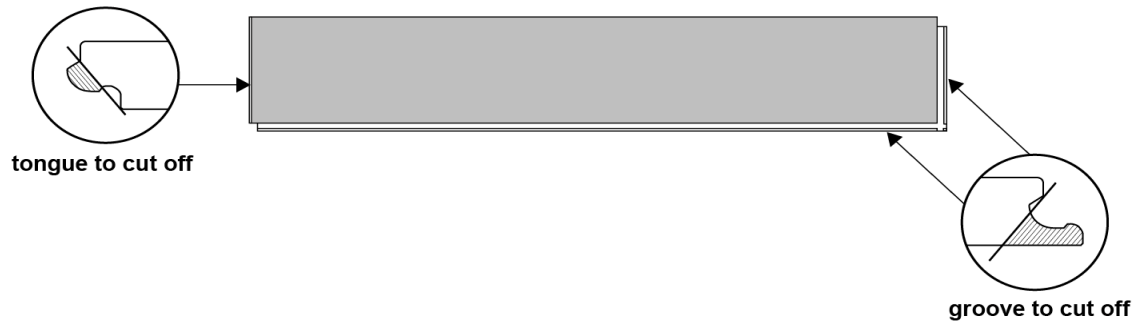
- Mark damaged board 1-1/2" / 3.81cm from ends and sides. Drill 3/16" / 4.76 mm holes in corners and at relief cuts.



- Set saw depth to board thickness. Cut along lines and remove center section. Make relief cuts

using drilled holes as visible stop.

- Carefully lift and pull center length cut first, then work into corners to remove end pieces last.
- Vacuum the area from any debris and dust.
- Using a saw, prepare replacement board by removing the bottom groove on both ends (see drawing below) as well as the tongue on the short end.



- Apply a thin bead of glue to the tongues of the remaining planks on the floor surrounding the plank being replaced.
- Hold the board at a 45-degree angle. Slip the tongue that is still present into the groove at one end of the hole. 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 surface, wipe it off and clean immediately following glue manufacturer's instructions.
- Weigh the board down by evenly spreading out 88 lb / 40 kg of weight. Allow the glue to dry at least 48h or more if specified by the glue's manufacturer's instructions.