



MAINTENANCE BROCHURE FOR LAMINATE FLOORING

To our valued client,

As an additional service, Town and Country Timber Flooring offers information sheets on the care & maintenance of your flooring with plenty of tips & maintenance products available to keep your floor looking great.

In most cases, the life of your floor will depend on how well the floor is maintained.

A well-maintained floor not only looks great, but it will also save you money in the long run and avoids the need for unnecessary damage & early replacement.

Should you have any enquiries regarding maintenance care or our recommended care products, please do not hesitate to contact us.

We hope you enjoy living on your new floor and trust that we can be of service to you in the future with our comprehensive range of quality maintenance products & advice.

Yours Sincerely,

The team at town & country timber flooring

Important Note for using Floors with Hydronic or Electric Underfloor Heating:

If the flooring we have provided you with is warranted over a heated sub-floor, when turning on your floor heating, it is imperative to increase the temperature in increments of 2 degrees per day until your desired temperature is achieved. Remember that the floor surface must not exceed 25 degrees. If the thermostat is around 1.5Lm above the floor & you have the thermostat set at 21 degrees, this could mean that the floor temperature is close to the limit of 25 degrees. Pistol thermometers can be purchased for around \$50-\$80 which will allow you to find the balance of floor & room temperature for your individual home environment.

CARE AND MAINTENANCE OF LAMINATE FLOORING

FURNITURE & DECOR

DO NOT drag furniture across your floor, always lift it. After your floor has been installed, furniture items can be *PLACED* in their desired areas. As to how to move your larger items of furniture, such as refrigerators, couches, pianos, entertainment units etc. have two sheets of 6mm Masonite or thick cardboard ready and roll the item of furniture on those. Even thick blankets or carpet don't seem to stop marking of the floor, so make sure you have thick covering underneath the item. Every foot or base of furniture in contact with the floor must have floor protectors affixed. They come in a variety of sizes and are great under chairs, tables, pot plants, beds, pool tables, couches, baby high chairs etc. Without floor protectors, the bottoms of chair legs/high chairs etc act as sandpaper on the floor and will dull and scratch your floor prematurely. Pot plants require appropriate water containment to avoid soiled water pooling & drying on the floor, leading to eventual buildup & water-damage to non-waterproof surfaces.

HOW TO CLEAN YOUR FLOOR

Wipe up spills promptly with a dry cloth or paper towel. For sticky substances, use a moist cloth and avoid leaving any spills and food remnants on the floor for long periods of time so they don't form dirty sticky spots or damage to a non-waterproof surface.

AVOID SUPERMARKET CLEANERS as they contain waxes, stripping agents, solvents, silicones and heavy detergents, producing a chemical attack on the floor, leaving a residue build up on the surface, causing the floor feel tacky & look dull.

STEAM MOPS ARE NOT RECOMMENDED as they are designed to essentially clean your floor with high pressure hot water, which is not a laminate floor's friend, especially if you have a non-waterproof surface laminate.

If using antibacterial spray/wipes when spot cleaning, make sure you wipe over after with a paper towel wetted with hot water & then dried to remove the residue to reduce buildup of dirt sticking to it.

ON GOING CARE

You want to live on your floor, not around it, so take good care of your floor with good maintenance products. Dirt, sand and grit are abrasive materials which can easily damage floors. Grit on the soles of shoes can have the same effect as sandpaper on floor surface, so simply taking your shoes off when entering the house will reduce the amount of micro-scratches on the floor. **Mats placed at entry doors and in heavy traffic areas will both reduce abrasion through dirt and grit removal and protect the coating.**

Vacuuming is OK if the bristles are down on the head. The use of a Static mop is great quick cleaner for laminate to pick up fluff and dust in-between washes.

HOW TO PROTECT YOUR FLOOR

We stock Black felt for chairs, couches, tables, pot plants, beds etc. We stock a large range of SLIPSTICK castor cups, risers, rollerblade wheels, leg coasters & gorilla felt products which work so well to reduce unnecessary micro/scratching & premature dulling from movable furniture use on your floor.

ELECTROSTATIC MOPS – available from Riverina Cleaning or hardware stores

A DRY acrylic fibre mop, which when mopped across the surface of the floor creates static electricity, trapping dust particles. These can be easily removed from the mop by a quick shake. Static mops **reduce abrasion** on the surface and aid in preventing slipping, as fine dust particles cause a floor to be slippery. With its unique swivel head, it makes cleaning under low furniture a breeze. The mop head is also machine washable. Enjo mops are also suitable to clean your floor, just ask your consultant which product is best for you. We recommend that if you're using Enjo products, perhaps once a month use a little of our floor cleaner to prevent residue build up on your floor.

UH-OH! MOMENTS

If you find that your floor has a bad scratch on it, we have a wide range of colours in **Waxfix & Wax Repair Kits** that will make them go away! If the damage to the floor is excessive, or there is an area where your floor isn't looking or performing as it should – there is always a reason why – so email us a picture to help us identify the issue & give you a solution, or to determine whether an on site visit is required to replace or fix the affected board/boards for you.

WARNING: Please consult with us before using a different cleaner that you're not sure about so it does not damage your floor, void your warranty or build up with residue! All these products and more are available from our showroom at 59 Wigg Street Wodonga. Call us on **(02) 6056 2178** or email sales@tctf.com.au for any enquiries.



LAMINATE FLOORING CLEANING INSTRUCTIONS

We choose to use the Loba Floor Cleaner+ on our laminate floors & if these instructions are followed your floor will continue to look & perform as it is warranted to.

LOBA FLOOR CLEANER+ is a highly concentrated, environmentally friendly, biodegradable pH neutral cleaner recommended for all water-resistant surfaces. It dries quickly in an environment with good airflow without streaks. This products surface-protecting and extremely intensive cleaning performance with dirt-dissolving powers makes it a universal product which is also suitable for cleaning other water-resistant surfaces in your home like timber, cork, linoleum, vinyl & tiles.

HOW TO USE

After filling a bucket ½ full of hot tap water (not from the kettle), simply pour 1-2 capfuls of chosen cleaning solution* in, wet your spin mop & then spin 4-5 times – If you are using a cotton string mop, wring/squeeze the mop out 3-4 times. For the Loba Spray Mop, ensure you have sprayed enough of the solution to wet the mop head & wash it after each use.



Oats 9L Bucket & Cotton String Mop



White Magic Spin Mop



Loba Spray Mop

MAKE SURE YOUR MOP IS DAMP, NOT DRIPPING. If water & cleaning solution stay pooled on the floor for a long period of time, it will cause dry marks or eventual water damage for non-waterproof laminates.

This means, if you flick the mop & only a small amount of water drops on the floor – that it is damp. We also have *White Magic Spin Mops* available for sale that many of our clients have found works well for them ergonomically rather than a traditional cotton string mop.

Used once a fortnight this one litre bottle of cleaner should last about twelve months. Please contact us if you have any questions or concerns regarding the cleaning & appearance of your flooring.

***PLEASE NOTE FOR QUICK-STEP CLEAN USERS:**

If you are using the Quick-Step branded cleaner, please only use ¼ of a capful, not the 2 capfuls as printed on the label, then follow the above HOW TO USE instructions. Used over time it will give your floor a shinier, hence slightly darker appearance, which will give a different appearance to any future flooring added or board replacements without the application of the solution. Eventually over time with cleaning it will balance out. It has a mild fragrance & is designed to be used no more than once a fortnight.