

# FLOOR CARE GUIDE

## Cleaning & Maintenance

It has never been easier to clean and protect your simply beautiful floor. We have developed an enhanced protective surface treatment known as KGuard Plus which has been incorporated into our floors. KGuard Plus offers outstanding slip, scuff and soiling resistance, resulting in an easier and more environmentally friendly routine for the cleaning and maintenance of your floor.

## Post Installation

Once your floor has been installed ensure the following is carried out:

- Do not walk on the floor until the adhesive has completely dried - a recommendation of 12 hours.
- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Ensure that all traces of adhesive are removed from the surface by spot cleaning with the recommended Routine Cleaner.
- Damp mop with the recommended Routine Cleaner (dilute as applicable) or a PH neutral cleaner and leave to dry.

## Routine Care & Maintenance

General care and maintenance of your floor could not be easier:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Damp mop with the recommended Routine Cleaner (dilute as applicable).
- Only use proprietary floor cleaning products. DO NOT use bleach based products or dish detergent.
- Stubborn stains may be removed by spot cleaning with the recommended Routine Cleaner or Basic Stripper.
- Attend to spills immediately.
- Do not use household cleaners on the floor for general cleaning unless they are specified for floors as they can often leave an oily residue which could make the floor slippery and lead to potential slip hazards.

## Restoring Your Floor

Over time and in high traffic areas, dulling may occur. To refresh your floor to its initial beauty and appearance follow these easy steps:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Apply the Basic Stripper (diluted as applicable), strip off all grease and ingrained dirt using the provided white pad. Agitate the stripper solution regularly as this allows the stripper to work more effectively. DO NOT allow the Basic Stripper to dry on the floor.
- Rinse the floor well removing all residue of the Basic Stripper.
- Once completely dry apply two thin coats of the Refresh, using the blue/white pad allowing each application to fully dry between coats. Apply coats at right angles to ensure an even coating.

## Floor Care Kit

To assist with the care and maintenance of your floor we offer a specialized Floor Care Kit which is available from your installer/retailer.

All our floor care products are environmentally friendly and non hazardous.

If your installation is a commercial project please refer to your contractor for full instructions.

## Trouble Shooting

### Scuff Marks

**Cause:** Friction from foot traffic across the floor surface.

**Solution:** The floor should be thoroughly cleaned using Basic Stripper and Refresh reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.

### Slippery Floor

**Cause:** Greasy residues on the floor/ Detergent residue - use of unsuitable or over concentrated maintenance products.

**Solution:** Remove residue with absorbent paper then thoroughly clean the floor with diluted Routine Cleaner. Mop the floor with warm water, followed by cleaning the floor with Routine Cleaner.

### Scratching

**Cause:** Excessive grit or dirt on the floor.

**Solution:** Ensure appropriate entrance matting is used. We recommend a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is coated with Refresh to provide additional protection for the floor.

### Streaky Appearance

**Cause:** Basic Stripper has not been removed properly/irregular drying of Refresh due to underfloor heating, strong sunlight or drafts.

**Solution:** Remove the Refresh with Basic Stripper, then thoroughly rinse the floor making sure all remains of Basic Stripper are removed.

### Poor Appearance

**Cause:** Incorrect cleaning products used/ Use of dirty maintenance equipment/ Refresh applied to a dirty surface.

**Solution:** Use only recommended cleaning products. Use Basic Stripper to restore the floor to its original appearance and reapply Refresh if required. To ensure the surface is thoroughly clean, use Basic Stripper to restore the floor to its original appearance and reapply Refresh.

## Tips for Maintaining Your Floor

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- Mop up spills as soon as possible to prevent spots becoming stains. Use of the Refresh Floor Protector should ensure better protection from most substances.
- Use quality, non-rubber backed entrance mats approximately two paces wide to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- Do not allow silicone-based products, (e.g. polish or glass cleaner) to come into contact with the floor. These can make the floor very slippery.
- Use only our cleaning products. Other products may contain agents that can damage resilient floor surfaces.
- Do not apply thick coatings of Refresh Floor Protector. Two thin coats as per the instructions on the container will be sufficient or for high traffic areas, three coats may be necessary.
- Do not slide or drag furniture or other objects across the floor. Use load bearing castors to protect against indentation from heavy items.
- As with all resilient floorcoverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discoloration of the floor can occur as a result.

## Attention

Keep out of reach of children.

## España

Para obtener información sobre instalación, limpieza y mantenimiento de nuestros productos, visite nuestro sitio web [www.karndean.com](http://www.karndean.com) o llame al número 888-266-4343.

**Aviso importante** - Con objeto de optimizar el efecto natural de este diseño altamente distintivo, tenemos que insistir en que las lamas de distintas cajas se mezclen para evitar la repetición del diseño.