

This document should be read in conjunction with our warranty document and our installation guide.

Our warranty requires that proper cleaning and maintenance procedures be carried out during the lifetime of the product. Improper or inadequate cleaning and maintenance procedure will void related parts of the product warranty.

The product warranty will become void if there are any visible signs of product abuse.

Please read this document carefully. Please make sure you understand the recommended procedures outlined in this document. If you do not understand any part of this document please ask for help from your seller or a suitably qualified and experienced installer.

Please use this guide to help keep your floor looking great for many years.

General site maintenance:

- Limit the exposure to harmful UV light. Use blinds, window dressing, window tint or other to minimise the harmful effect of prolonged UV light on your floor.
- Limit the exposure to excessive heat. Use air conditioners and or humidifiers to minimise the harmful effect of prolonged excessive heat on your floor.
- Keep room temperature range at 15 degrees Celsius - 25 degrees Celsius.
- Keep room humidity at an approximate range of 35%- 50%.
- Keep spare planks (if possible) to replace damaged flooring.

Cleaning:

- Always keep the floor as clean as possible.
- Remove spill immediately with an absorbent cloth or similar.
- Remove surface dirt and dust regularly using a vacuum cleaner with soft bristle head or sweep with a soft bristle broom.
- We recommend the use of a moist mop (or static mop).
- Do not use a wet mop.
- Do not use a steam mop.
- Use low alkaline cleaners. We recommend suitable BONA floor care products.
- Do not use ammonia or bleach.
- Do not use any product that may scratch the surface (steel wool or other).
- Do not use product that may dull the surface of the flooring.
- Scuff marks and stubborn stains may be removed by lightly rubbing with a cloth.
- Harsh fluids can also stain your flooring; products such as (but not limited to) dry cleaning fluids, lacquer, paint, nail polish, wood stains, varnish.

Cleaning:

- Clean frequently.
- Do not slide furniture or equipment on the floor.
- Use safe lifting methods to move furniture.
- Provide floor protectors under all furniture or equipment legs.
- Provide floor protectors under chair castors and products with rubber feet.
- Make sure the floor protectors are big enough to provide adequate protection to the floor.
- Replace the floor protectors periodically and make sure they are free of dirt or grit.
- Do not use wax or polish on the flooring.
- Avoid pet paws causing damage to the flooring. Keep pets' claws suitably trimmed.
- Rugs or mats may cause the floor to appear different due to limitation of UV exposure and room conditions.
- Rugs or mats on the floor may scratch the surface or leave colour stains.
- Use mats or rugs in high traffic areas to minimise the wear on the floor.
- Debris stuck to the bottom of shoes can scratch the flooring.
- Avoid damage caused by high heel shoes and work boots.
- Use mats at entry points and encourage people to clean or remove their shoes before entry.

Disclaimer:

This document (care and maintenance guide) is general in nature. We have used all reasonable endeavours to provide you guidance to maintain your flooring. We will not accept responsibility for any inaccuracies in the information provided in this document. We will not accept responsibility for any omissions in the information provided in this document. We will not accept responsibility for any misunderstanding of information provided in this document. We will not accept responsibility for any information or assurances given by the seller or installer.