

## Congratulations on your purchase

This manual is designed to provide detailed instructions for the maintenance, care, and cleaning of your Wood flooring. Following these guidelines will help preserve the quality and longevity of your flooring, ensuring it continues to meet performance expectations.

If you deem the maintenance and cleaning requirements of our products to be unreasonable or unachievable, we advise against the purchase of our products. By proceeding with a purchase, you acknowledge and consent to adhere to all maintenance and operational stipulations as prescribed by our company.

## Maintenance and Cleaning

The performance of the product is closely linked to its installation and maintenance. After purchase, it is imperative to adhere to the maintenance requirements specified in this manual. Failure to properly maintain, clean, or care for the product, resulting in reduced performance, is not covered under warranty.

### 1. Limitation

1.1 Do not use steam mops as their use can cause various issues with the flooring, including peeling, warping, deformation, and damage to the edges

1.2 Do not use cleaning robots as the rapidly rotating brushes of the robots can cause surface scratches and peeling at the edges.

1.3 During installation, it is imperative to adhere to FLOORCO's 《Overlay Wood Flooring System Installation Guide》 to ensure the product meets its performance expectations. This document includes environmental restrictions for installation, flooring requirements, and methods for installation in specific areas, such as wet areas.

1.4 Damage caused by human actions, such as indentations from strollers, scratches from moving furniture, impact marks from dropped utensils, stress cracks due to improper installation, and

damage from pets including urine stains, scratches, and bite marks, as well as other similar incidents, will reduce the expected performance of the product and invalidate the warranty.

1.5 Exposure to extreme environmental conditions such as high temperatures, floods, severe cold, high humidity, intense sunlight, and oxidation can result in localized degradation of the product's performance. It is important to note that the warranty does not cover damages incurred under these extreme conditions. Appropriate measures, which may include the removal and replacement of the affected sections, are necessary to restore functionality and maintain the integrity of the product.

1.6 Avoid using detergents, abrasive cleaners, or 'mop and shine' products. These substances can deposit a dull film on the flooring, which alters its original appearance and texture.

1.7 Use vacuums appropriately. Always disengage the beater bar or use the "bare floor" setting when vacuuming to prevent scratches and other damage to the flooring surface.

1.8 Refrain from using highly abrasive scrubbing tools. Such tools can severely damage the flooring surface, compromising its structural integrity and aesthetic.

1.9 Do not place coverings on new flooring for the first 6 months to prevent discoloration. If coverings are necessary, move them frequently.

1.10 The optimal temperature environment for the flooring is 18-24°C indoors, no higher than 70% Relative Humidity to prevent excessive expansion, contraction, or distortion of the flooring.

1.11 To minimize oxidation and color changes on your flooring, it's recommended to avoid using coverings (such as mats and rugs) for the first six months after installation. If coverings are necessary, please ensure they are moved regularly to prevent uneven color variations. Additionally, furniture placed on the flooring may also cause oxidation, resulting in color changes under and around the furniture over time. Moving furniture periodically can help reduce this effect and ensure a more uniform appearance.

## 2. Maintenance and Clean

### Wax Oiled

2.1 Remove loose dirt with a soft bristle broom or a vacuum cleaner for normal cleaning to remove surface debris.

2.2 For the best results, use an oiled flooring soap cleaner. This highly concentrated soap is ideal for cleaning and maintaining oiled wooden surfaces, including floors and furniture. The recommended soap coats the surface with an invisible film, enhancing protection and resistance to dirt.

2.3 Clean with a recommended cleaning product specifically made for wax-oiled hardwood floors as needed. Do not use water directly after using the soap, as this can remove protective oils.

2.4 Adhere to the guidelines provided by the wood wax oil cleaner supplier.

### Lacquered Flooring

2.1 Remove loose dirt with a soft bristle broom or a vacuum cleaner. For vacuuming, use a hard floor attachment and avoid vacuums with beater bars or hard heads.

2.2 Clean the floor with a lacquered floor cleaning spray for regular maintenance. Spray evenly across the floor, allow the spray to act on any stubborn marks for a minute, then mop over.

2.3 For stubborn soil, use a cleanser specifically made for hardwood flooring. For sticky substances, harden the spot with an ice cube and lightly rub it with a dull plastic scraper, ensuring not to apply too much pressure to avoid damaging the floor's finish.

2.4 Adhere to the guidelines provided by the wood lacquered cleaner supplier.

## 3. Dealing with Stains and Spills

### Wax Oiled

3.1 Immediately address spills and tracked-in dirt by wiping them up with a clean, white cloth or towel.

3.2 For specific stains like pen ink, nail polish, or hair dye, use isopropyl alcohol. Treat other difficult stains such as tar, paint, or oil with acetone or nail polish remover, followed immediately by a

damp cloth. Use a nonabrasive white pad for scrubbing.

### Lacquered

3.1 Handle spills and dirt without allowing liquids to stand on your floor for over 24 hours.

3.2 Never use buffing machines, steel wool, or scouring powder as they can damage your hardwood flooring.

3.3 Avoid using steam mops, which may cause damage due to the high temperature of the steam.

## 4. Maintenance of Flooring

### Wax Oiled

4.1 Thoroughly clean all wax-oiled floors right after installation and as part of a regular cleaning regime. Use a flooring refresher once or twice a year, depending on the level of dirt, to restore and protect if the floor has become dull and tired-looking.

4.2 When installing stair nosing, ensure that it is fully adhered to the base flooring using adhesive. There should be no gaps between the base floor and the stair nosing's. Maintain and clean the stair nosing consistently with the flooring.

4.3 Handle tough spills from lacquer, paint, nail polish, wood stains, and varnish by gently rubbing the area with a finger or an eraser.

4.4 Apply isopropyl alcohol using a clean, white cloth.

4.5 If stains persist, use odorless mineral spirits or turpentine on a cloth.

4.6 Finally, clean the area with a floor cleaner using a nonabrasive pad.

### Lacquered Flooring

4.1 Regularly clean the floor right after installation and continue with a disciplined cleaning regime.

4.2 Use a flooring refresher once or twice a year, depending on the level of dirt, to restore and protect the floor if it appears dull or worn out.

## 5. To Prevent Scuffs When Moving Furniture

5.1 Ensure that furniture legs are smooth and won't mar your wax oiled floors.

5.2 Replace any small, narrow, metal, or dome-shaped glides with smooth protectors that are in flat contact with the floor.

5.3 Place heavy-duty furniture casters or cups at the contact points of furniture or appliances you don't often move.

5.4 Never push, pull, or drag furniture, appliances, or other items across the floor. Always lift and carry.

5.5 If you must slide furniture or appliances, lay a plywood panel on your floor and "walk" the item across the panel.

## **6. Maintenance Wood Stair's nosing**

6.1 When installing stair nosing, it is crucial to ensure that the SPC stair nosing's are fully adhered to the base flooring using adhesive. There should be no gaps between the base floor and the stair nosing's, as this ensures the flooring remains undamaged.

6.2 The maintenance and cleaning of SPC stair nosing should be consistent with that of the flooring. However, it is important to note that damaged stair nosing must be replaced promptly.