



HARMONY  
TIMBER FLOORS

MAINTENANCE

*HYBRID VINYL*



[www.harmonytimberfloors.com](http://www.harmonytimberfloors.com)



## **CARE AND MAINTENANCE FOR YOUR FLOORS**

**NOTE: THE BELOW CARE AND MAINTENANCE INSTRUCTIONS ARE APPLICABLE HYBRID VINYL FLOORING UNLESS OTHERWISE INDICATED. ROUTINE MAINTENANCE IS THE KEY!**

**NOTE:** It is important to understand that Hybrid Vinyl floors must be treated with care. Many customers have unrealistic expectations about the life and durability of flooring and its coatings. Some customers expect the floor coatings to never mark or wear, to be impervious to spillages and moisture, or to never requiring any form of maintenance. It is better to create realistic expectations upfront by explaining clearly that Hybrid Vinyl floors are a long term investment that will last the lifetime in your home. If routine cleaning and maintenance is carried out and the floors are protected from various elements such as the sun and continuous moisture, customers can expect to have many years of pleasure from their Hybrid Vinyl flooring. Basic routine maintenance including sweeping, vacuuming or mopping with a barely moist micro fiber mop with the manufacturer's recommended cleaner, or a PH Neutral cleaner, such as a diluted dishwasher will remove the build-up of dirt and grit, if left will accumulate and act as an abrasive resulting on wear occurring to the Hybrid Vinyl floors.

### **WATER / EXCESSIVE MOISTURE ARE BIGGEST ENEMY!**

It is critical to prevent your Hybrid flooring from coming in direct contact with too much water. Any spillages need to be cleaned up with a mop or towels etc. It is also important to check areas around the dishwasher and ice-maker fridge for any potential water damage.

Prior to mopping vacuum your flooring with the brushes out on the vacuum head. When cleaning your Hybrid flooring, place the recommended quantity (usually half a cap full) of Parquet-pro Cleaner in a 500ml spray bottle. Wet the microfiber mop head and ring it out. Then mist spray the solution. When the mop head gets dirty, rinse it out. Do not machine wash the mop head as it degrades quickly.

**DO NOT USE A STEAM MOP ON YOUR FLOORING!** Steam mops force steam (moisture) into small incisions, breaks or cracks that appear in the surface of your floor, causing the finish to peel and delaminate. All finishes degrade over time by the process of oxidation, a process that is accelerated by heat. It is also important not to place pot plants directly onto the Hybrid Vinyl flooring, even if they have a tray to catch the water. Condensation of the water in the tray could cause black markings to occur on the Hybrid flooring. AVOID DIRECT SUNLIGHT.

Hybrid Vinyl, like many materials will change colour on exposure to ultraviolet (UV) radiation. The amount of change is dependent upon the amount of direct and indirect sunlight exposure the Hybrid Vinyl flooring gets to exposure to ultraviolet (UV) radiation. We see many modern homes with huge expanses of unprotected glass allowing intense morning/afternoon sun to beat directly onto the Hybrid Vinyl flooring. The incredible heat generated not only cooks the surface of the Vinyl flooring, speeding up the process of oxidation and by which all finishes degrade, but also increases the chance of the floorboards cupping, peeling, shrinking, bleaching, splitting, etc. Heat beating on the surface dries out moisture from the topside of the timber floorboards making them drier than the bottom and more susceptible to cupping, bending twisting & gapping. As a result, it is critical that customers have blinds, curtains or excellent quality window tint installed and ensure that they are closed at the time of the day when most exposed to ultraviolet (UV) radiation. Failure to do this will have adverse effects on the Hybrid Vinyl flooring coatings and performance overall. Also, it is important to note that with hybrid vinyl flooring and laminate flooring, these products can bleach when exposed to natural light over time. In order to ensure a uniform appearance for these products, it would be advisable to reposition rugs and furniture periodically. Areas unprotected by blinds, curtains or an excellent quality window tint, will almost certainly suffer adverse effects on the flooring coatings and performance overall and will not be covered by our surface wear warranty. Remember, Australia has some of the highest levels of ultraviolet (UV) radiation!

### **PETS**

We all love our furry, but sometimes they can cause damage to your timber floors. It is advisable to keep your pets toenails clipped in order to avoid scratches to your timber flooring. Furthermore, pet urine and vomit are highly acidic and if not cleaned up in due course will etch in the coatings of your timber flooring.

## **FURNITURE PROTECTION**

In almost all cases, when called in to assess the condition of a customer's Hybrid Vinyl flooring, we find most of the damage tends to occur around and underneath the dining table from poorly or unprotected feet on the chairs. The same applies to bar stools. These areas are subject to a lot of wear and tear, with constant scraping of chairs in and out can quickly degrade the coatings. Most customers have diligently placed felt protectors on the bottom of the feet of the dining chairs and bar stools, only to have them knocked off or damaged over time, leaving the hard wood or metal tip exposed.

The best types of furniture protection are the hard-plastic cups containing the felt pad that have a nail or pin that can be hammered into the feet of the chairs itself. They don't fall off and should wear extremely well. With furniture legs, it is not so much weight but movement that damages Hybrid vinyl floorboards. However, there are a number of other alternatives on the market to consider. It is up to the customer to regularly check their furniture for wear and tear of their floor protection. Underneath office chairs that have wheels, it is critical to place a good quality, non-staining mat or rug, as the wheels will severely damage the floor coatings. When moving any furniture, it is important to check that the protection place on the furniture is in place and in good condition.

## **SHOES AND HIGH HEELS**

Many people don't wear outside shoes inside for cleanliness reasons. They switch to softer indoor footwear and this is not only reducing the cleaning required but also prevents tracking abrasive grit and dirt into the home. This grit acts just like sandpaper on your Hybrid vinyl floor. High heels, especially if broken, can also be your floors worst enemy, particularly stiletto heels, which are an absolute no, no!

## **PROTECTING OF NEWLY INSTALLED FLOORING DURING THE CONSTRUCTION PROCESS**

Never cover newly installed flooring with plastic or non-breathable products, as it could cause the flooring to sweat and have an adverse effect on the product. Always use breathable products like Ram Board or similar. Please also visit the Australasian Timber Flooring Association website [www.atfa.com.au](http://www.atfa.com.au) for a comprehensive guideline on how to covering flooring during the construction process.

## **RUGS AND MATS**

Good quality, non-staining mats placed inside and outside all entrance doors are the next best solution to prevent tracking abrasive dirt and grit inside. Good quality, non-staining mats placed in high traffic areas such as at the kitchen sink or in hallway, greatly assist in the reduction of wear to these areas. Move mats and rugs periodically, as ultraviolet (UV) light can change the colour of the exposed Hybrid Vinyl flooring giving the floor an uneven appearance.

Furthermore, it is important to not place rubber-backed or latex-backed anti-slip mats underneath mats and rugs. It is also important to consider the backing on your mats and rugs and ensure that they are non-staining and not made of latex, rubber. Coco fiber mats can also cause staining on your flooring. The aim of a matting system is to remove dirt / grit and moisture from the feet of people entering the building to prevent that material scratching or wearing away the finish film. Underneath office chairs that have wheels, it is critical to place a good quality, non-staining mat or rug, as the wheels will severely damage the timber floor coatings.

## **CLEANING PRODUCTS**

Never ever use common household products like all-purpose household cleaner, window cleaner, steel wool pads, aerosol furniture polish, wax or similar products to clean your floors. Some are too abrasive and will scratch the surface of your Hybrid flooring, whilst others will make your Hybrid floor dangerously slippery and could leave a film of silicone or wax on the flooring. A lot of people might think Mentholated Spirits or Kerosene is all right to use. They are not!

Any type of petroleum distillate will degrade the finish of your Hybrid Vinyl flooring over time and eventually cause it to look irreversibly dull and drab. It is best to use the finish suggested by Harmony Timber Floors, following the directions for use. However, if none is available, then some warm water with a little mild, neutral PH detergent added works well. Again, mist spray or squeeze the mop out and damp mop only. To remove stubborn or sticky marks, do a test patch using little Mentholated Spirits or white vinegar, mixed with water and applied to a clean rag. Harmony Timber Floors suggest using a product Parquet-pro which is a PH Neutral cleaning agent, which can be directly purchased from them.

## SUMMARY: SOME DOs AND DON'Ts IN A NUTSHELL

### DOs

- Do move good quality, non-staining mats and rugs periodically, as ultraviolet (UV) light can change the colour of the exposed Hybrid flooring giving the floor an uneven appearance.
- Do have blinds, curtains or excellent quality window tint installed and ensure that they are closed at the time of the day when most exposed to ultraviolet (UV) radiation.
- Do use a lightly damp micro fibre mop and the recommended manufacturer's cleaning agent, following the recommended cleaning instructions.
- Do clean up any spills immediately.
- Do vacuum with the brushes on the vacuum head out.
- Do switch to softer indoor footwear and this is not only reducing the cleaning required but also prevents tracking abrasive grit and dirt into the home.
- Do use a PH Neutral cleaning agent as recommended by the manufacturer
- Do ensure that the PH Neutral cleaning agent is mist sprayed onto the flooring, followed up by mopping it up with the micro fibre mop.
- Do keep your pet's claws clipped.
- Do clean up any pet accidents immediately.
- Do maintain the relative humidity in the area where the flooring has been installed at between 40-60% RH.
- Do purchase at least a spare box of the Hybrid Vinyl flooring, in case any future repairs or alterations of floorboards are required.
- Do inspect your floors regularly for any signs of damage or wear and tear, taking the appropriate action where necessary.

### DON'Ts

- Do not use mats and rugs made of made of latex or rubber matting.
- Do not expose your Hybrid Vinyl flooring to direct sunlight for long periods, particularly at the time of the day when most exposed to ultraviolet (UV) rays.
- Do not let sand, dirt or grit gather on your Hybrid Vinyl flooring. These elements will act like sandpaper and are abrasive, scratching the surface of the timber flooring and causing a dulling to its coatings.
- Do not use excessive amounts of water when cleaning the Hybrid Vinyl flooring. Use water sparingly.  
**Do not use a steam mop on your Hybrid Vinyl!**
- Do not wear high heels or stilettos when walking on Hybrid Vinyl floors. They can severely damage the floors and leave dents on the surface, as sometimes the heel falls off and you are left with a nail spike which will damage any surface
- Do not wear shoes with soles that are deeply ingrained, such as work boots, as they can often have a stone stuck in the sole and cause dents and scratches on the timber flooring. Be careful and always check the soles of your shoes first.
- Do not use regular household detergents or cleaners on Hybrid Vinyl floors. These products can dull the coatings on timber flooring.
- Do not let your pet's claws grow to long as they can cause scratches on your Hybrid Vinyl flooring.
- Do not allow pet urine or vomit sit on timber flooring for long, as they are highly acidic and will etch in the coatings of your Hybrid Vinyl flooring.
- Do not leave the feet of furniture unprotected, as this will cause the coatings to scratch when moving items of furniture around.
- Do not leave areas where the timber flooring has been installed unventilated for long periods of time.

The purchaser has a duty of care to inform the manufacture of any claimed defects within 14 days after discovery. The purchaser must then give the manufacturer the opportunity to inspect the claimed defect within 60 days of receiving written notification. Failure on the part of the purchaser to inform the manufacture of any claimed defect could affect their warranty claim. This is of particular relevance where a claimed defect has clearly been noticeable for a long period of time and degraded to a point, that if notice had been received earlier, a solution could have been found to avoid the claimed defect progressing.

These Care and Maintenance Instructions are part of the Harmony Timber Floors Care and Maintenance Instructions program and failure to comply fully with them will result in the product warranty being null & void in part or in full.

If you have any questions or concerns, please feel free to visit our website:  
**[www.harmonytimberfloors.com](http://www.harmonytimberfloors.com)** or calls us on **1300 725 257**.

Please also visit the Australasian Timber Flooring Association website **[www.atfa.com.au](http://www.atfa.com.au)** for further information on how to Care and Maintain your timber flooring.