

GENCORE+

12mm Laminate

Care & Maintenance Guide

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Taking care of your new floor is a must, so that its magnificent finish is preserved. By following a few simple care and maintenance guidelines, your floor will continue to be a thing of beauty for years to come.

Preventative Maintenance

- Installing good quality mats inside and outside of external doors to trap grit and remove moisture from shoes is a sensible precaution and will reduce the possibility of scratches.
- In high traffic areas, or areas where spillages may occur, the use of mats is recommended for added protection.
- All furniture should have felt pads fitted to the base of legs or on other areas in contact with the floor to avoid scratches.
- Avoid using wheeled chairs (i.e. office furniture), or ensure that a large, good quality office mat is used to prevent indentations in the laminate flooring.
- Rubber-based items (e.g. the underside of some mats, castors under furniture, and rubber-tipped furniture feet) should not come into direct contact with the floor.
- Any liquids spilt on the floor must be wiped up immediately.
- Keep pet's nails trimmed to protect the floor from scratches.
- All laminate flooring reacts when exposed to direct sunlight, and this may cause colour changes or fading. Curtains, blinds, or UV-resistant films on windows must be used. Such precautions will help reduce exposure to direct sunlight and will protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- Maintaining the temperature and humidity within a reasonably consistent range will keep the floor stable. The humidity level in the home must be maintained at 45%-60% RH (relative humidity) year round, using humidifiers or dehumidifiers as necessary. Weather strips on all external doors can be installed to help maintain the environment within the building, this will also reduce extreme swings in temperature and moisture.

General Cleaning

- The use of Wet & Dry Vacuum Cleaners, including Robotic Models, are not permitted on your laminate floor.
- Sweeping of the floor should be carried out regularly to remove loose dirt, grit, and dust, using a microfiber cleaning pad or a soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- Use a suitable spray mop (with a microfibre cleaning head attached) and spray the surface sparingly with a pH-neutral floor cleaner to clean the floor surface when required. This will remove stains, dirt, footprints, and any other marks that may be present. Rinse the microfibre cleaning head regularly in clean water and replace when dirty.
- Pull the mop back towards you and wipe lengthways across the floor, making zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- If spills occur, they must be wiped up as quickly as possible and cleaned with a pH-neutral cleaner. The use of a lightly damp or 'well wrung out' mop is appropriate for larger spills.
- **DO NOT 'WET'** mop the floor at any time, as excessive amounts of water may cause damage.
- **DO NOT USE** scouring products and/or any wax or varnish coating on the floor.

Cleaning Products Recommended for use by the Manufacturer

Product(s)	General Cleaning	Mop Type
12mm Laminate Flooring	pH-Neutral Floor Cleaner	Spray Mop

Steam Mop Cleaning

- If necessary, a suitable steam mop can be used on the 12mm laminate flooring. The use of a steam mop should not exceed once a fortnight.
- Before carrying out the steam mop cleaning process, ensure your floor is free of any sand, stones or grit that can be dragged across the surface of the floor.
- Using a suitable steam mop pad and cloth is a must to ensure moisture and heat is evenly distributed across the floor.
- **IMPORTANT:** Always use the steam mop at a low power setting. Never allow your steam mop to remain in one spot for more than 30 seconds while in use, as this may result in damage to your laminate floor. Always follow the steam mop manufacturers' user instructions/guidelines and contact the manufacturer for more details if unsure.

96 Hour Moisture Guard

Thanks to its unique core design, 12mm laminate flooring is proudly engineered to withstand exposure to moisture for up to 96 hours in household settings.

It is important to note that even though this laminate is more resistant to moisture than others, it is still vital to promptly clean up spills and moisture to prevent damage to the surface. As with all HDF-based products, 12mm laminate flooring is not waterproof. The flooring will therefore react with moisture in the environment, causing it to expand or contract.

Excessive wetting of the floor is not allowed at any time. This flooring can not be installed in any wet areas including bathrooms, laundries, toilets or areas subject to regular moisture or water.

Avoid the following

- Indentation from stilettos or spiked heels.
- Pulling or pushing furniture or other objects across the floor.
- Using abrasive cleaning materials, or harsh detergents/household cleaners on the floor. These cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- The use of solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, Vinegar and/or similar solutions will damage the floor surface. All spillages and stains must be cleaned immediately with a pH-neutral cleaner.
- Urine spillages MUST be avoided at all times, as it will damage the flooring surface.
- Exposure to direct sunlight through sliding doors and/or windows. Laminate flooring needs to be protected from direct sunlight by blinds or curtains.
- **EXCESSIVE WATER, WET & DRY VACUUM CLEANERS, INCLUDING ROBOTIC MODELS, SHOULD NOT BE USED.**