

# Cleaning, Care & Maintenance Instruction

The Cleaning, Care & Maintenance instructions form part of the product warranty.

imagine™  
floors by Airstep.

Eucalyptus Steps

LAMINATE

Congratulations on selecting a quality floor designed with low maintenance in mind. To help enjoy the longevity of your floor for many years to come, follow these simple steps:

## CLEANING & CARE:

1. Sweep with electrostatic, soft-bristled broom, dry vacuum with soft-bristled, non-abrasive vacuum head (bristles down), and dry/damp mop regularly. Never use a steam cleaner.
2. Use dry/damp mopping methods only (dry/damp mop means the floor is dry 15 seconds after mopping).
3. Use a micro fibre mop with warm water and pH neutral detergent. Follow the manufacturer's recommendations. Laminate floor cleaning solutions are available from reputable flooring retailers. Consult instructions before use.  
**NOTE: Never use conventional household cleaning solutions as these may damage the Laminate coating.**
4. Install entrance mats at external doors to avoid bringing dirt, water and sand indoors.
  - a. Double entrance mats are required for domestic installations – 1 course exterior mat, and 1 medium interior mat.
  - b. Triple commercial entrant mats are required in commercial installations, with a minimum walk-off zone of 3.5m. Refer to the mat manufacturer.
5. Use a rug or matt in high traffic areas. Relocate periodically to allow natural aging process of the floor surface. For new installations, avoid doing this for a least 1 to 2 months to enable a more even exposure to natural and internal lighting.
6. Remove any liquid spills immediately with an absorbent cloth or similar. This will also help prevent stains and possible damage to the plank core.
7. Protect floors by adding strong felt protectors to furniture and chair legs. Never slide furniture across floors. Chairs with roller wheels must be placed on protective mats.
8. Floor to ceiling windows coupled with the Australian sun can create floor temperatures over 70°C. Close curtains/blinds during peak sunlight hours to minimise direct sunlight on the floor. Dramatic temperature change of the flooring could cause joints to lip or gaps to occur.
9. PETS: Pet claws can scratch or gouge the flooring. Keep nails trimmed. Place drip pans or protective matting under animal feeding or bedding areas to avoid moisture ingress.
10. Shoes with objects imbedded into the sole can mark the floor.
11. Place drip pans under indoor plants to avoid water leakage.
12. Small repairs are possible to the surface coating however it is vital to test sample with a compatible laminate repair kit in a less noticeable area or on a leftover plank. Colour approximate touch-up kits are available from reputable flooring retailers.

## MAINTENANCE:

1. Laminate floors must be maintained by the above Cleaning and Care Instructions.
2. Laminate floors cannot be sanded.
3. Although this Laminate flooring has been designed for improved protection against water and moisture, it is not waterproof and excessive moisture is to be avoided.
4. Do not steam clean or wet mop the floor after installation. Too much water may cause the planks to swell and warp and damage the surface coating.
5. Do not use waxes or conventional household cleaners as they can be very abrasive on flooring, which can dull the finish and may reduce the laminates durability.
6. Ensure a room humidity in the range of 35% - 50%. Constant variations above or below these limits may require the use of a humidifier. Please consult your flooring installer or retailer for site specific advice.
7. Good airflow and ventilation are required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface.

Note: Your flooring may oxidise, or turn darker in the presence of UV light. This is a naturally occurring process.

Note: Colour, grain and texture variation from sample may occur.

## WATER PROTECTION:

The Eucalyptus Steps range has an innovative water protection coating that covers the complete top of the floor, including grooves, preventing water from penetrating the flooring.

This Laminate flooring is engineered to withstand moisture from everyday household spills for at least 24 hours. However, if detected, immediately remove all liquid spills, including pets 'toilet accidents' and never overflow the floor with water. As with all wood-based products, even this range with its increased resistance, will react to the wetness and as a result will expand or contract accordingly.

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