

# FLOOR CARE GUIDE

## Cleaning & Maintenance

It has never been easier to clean and protect your simply beautiful floor. We have developed an enhanced protective surface treatment known as K Guard Plus which has been incorporated into our floors. K Guard Plus offers outstanding slip, scuff and soiling resistance, resulting in an easier and more environmentally friendly routine for the cleaning and maintenance of your floor.

## Post Installation

Once your floor has been installed ensure the following is carried out:

- Do not walk on the floor until the adhesive has completely dried – a recommendation of 12 hours.
- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Ensure that all traces of adhesive are removed from the surface by spot cleaning with the recommended Routine Cleaner.
- Damp mop with the recommended Routine Cleaner (dilute as applicable) or a PH neutral cleaner and leave to dry.

## Routine Care & Maintenance

General care and maintenance of your floor could not be easier:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Damp mop with the recommended Routine Cleaner (dilute as applicable).
- Only use proprietary floor cleaning products. DO NOT use bleach based products or dish detergent.
- Stubborn stains may be removed by spot cleaning with the recommended Routine Cleaner or Basic Stripper.
- Attend to spills immediately.
- Do not use household cleaners on the floor for general cleaning unless they are specified for floors as they can often leave an oily residue which could make the floor slippery and lead to potential slip hazards.

## Restoring Your Floor

Over time and in high traffic areas, dulling may occur. To refresh your floor to its initial beauty and appearance follow these easy steps:

- Remove all loose debris from the floor by using a soft sweeping brush or dust mop.
- Apply the Basic Stripper (diluted as applicable), strip off all grease and ingrained dirt using the provided white pad. Agitate the stripper solution regularly as this allows the stripper to work more effectively. DO NOT allow the Basic Stripper to dry on the floor.
- Rinse the floor well removing all residue of the Basic Stripper.
- Once completely dry apply two thin coats of the Refresh, using the blue/white pad allowing each application to fully dry between coats. Apply coats at right angles to ensure an even coating.

## Floor Care Kit

To assist with the care and maintenance of your floor we offer a specialized Floor Care Kit which is available from your installer/retailer.

All our floor care products are environmentally friendly and non hazardous.

If your installation is a commercial project please refer to your contractor for full instructions.

## Trouble Shooting

### Scuff Marks

**Cause:** Friction from foot traffic across the floor surface.

**Solution:** The floor should be thoroughly cleaned using Basic Stripper and Refresh reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.

### Slippery Floor

**Cause:** Greasy residues on the floor/ Detergent residue – use of unsuitable or over concentrated maintenance products.

**Solution:** Remove residue with absorbent paper then thoroughly clean the floor with diluted Routine Cleaner. Mop the floor with warm water, followed by cleaning the floor with Routine Cleaner.

### Scratching

**Cause:** Excessive grit or dirt on the floor.

**Solution:** Ensure appropriate entrance matting is used. We recommend a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is coated with Refresh to provide additional protection for the floor.

### Streaky Appearance

**Cause:** Basic Stripper has not been removed properly/Irregular drying of Refresh due to underfloor heating, strong sunlight or drafts.

**Solution:** Remove the Refresh with Basic Stripper, then thoroughly rinse the floor making sure all remains of Basic Stripper are removed.

### Poor Appearance

**Cause:** Incorrect cleaning products used/ Use of dirty maintenance equipment/ Refresh applied to a dirty surface.

**Solution:** Use only recommended cleaning products. Use Basic Stripper to restore the floor to its original appearance and reapply Refresh if required.

To ensure the surface is thoroughly clean, use Basic Stripper to restore the floor to its original appearance and reapply Refresh.

## Tips for Maintaining Your Floor

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- Mop up spills as soon as possible to prevent spots becoming stains. Use of the Refresh Floor Protector should ensure better protection from most substances.
- Use quality, non-rubber backed entrance mats approximately two paces wide to protect against grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- Do not allow silicone-based products, (e.g. polish or glass cleaner) to come into contact with the floor. These can make the floor very slippery.
- Use only our cleaning products. Other products may contain agents that can damage resilient floor surfaces.
- Do not apply thick coatings of Refresh Floor Protector. Two thin coats as per the instructions on the container will be sufficient or for high traffic areas, three coats may be necessary.
- Do not slide or drag furniture or other objects across the floor. Use load bearing castors to protect against indentation from heavy items.
- As with all resilient floorcoverings, prevent man-made rubber or latex material from coming into contact with the floor. Permanent discoloration of the floor can occur as a result.

## Attention

Keep out of reach of children.

## España

Para obtener información sobre instalación, limpieza y mantenimiento de nuestros productos, visite nuestro sitio web [www.designflooring.com](http://www.designflooring.com) o llame al número 888-266-4343.

**Aviso importante** – Con objeto de optimizar el efecto natural de este diseño altamente distintivo, tenemos que insistir en que las laminas de distintas cajas se mezclen para evitar la repetición del diseño.

# INSTALLATION GUIDE

## Acclimatization of Material Before Installation

Remove material from packaging, spread out and allow to condition in the room where the installation is to take place at a constant temperature of 64°-97°F (18°-26°C) for a period of 24 hours prior to installation. A constant temperature should be maintained during installation, and for a 24 hour period after installation (tiles and planks must be stored flat).

## Sub-floors

Products must only be laid on sub-floors where the moisture level does not exceed 75%RH when tested with a hygrometer in accordance with BS8203-4; 2001 (installation of resilient floor coverings). Where readings above 75%RH are recorded it would be necessary to install a surface DPM (damp proof membrane), this applies to both new and old floors.

## Concrete/Sand Cement Screeds (New)

For new concrete floors below 75%RH, i.e. dry. Clean the floor to remove contamination (laitance, paint, plaster, etc.) prime the floor and then apply a compatible smoothing compound to a minimum of 1/8" (3mm). For readings above 75%RH consult your supplier for information relating to surface DPM requirements.

## Power Floated Concrete

If readings with the hygrometer are below 75%RH the power floated floors require abrasion prior to the application of a primer and compatible smoothing compound to a minimum of 1/8" (3mm). (Abrasion can be either scarification or light shot blasting). For readings above 75%RH the surface will still require abrasion before applying a surface DPM.

## Quarry Tile/Mosaic/Terrazzo/Ceramics

Test floor for evidence of damp. If after testing, dampness is apparent consult your supplier. Check floor area for unstable, loose or broken tiles. Remove loose pieces and fill deep holes with rapid drying mortar. Degrease, rinse and abrade the surface of the floor. Apply primer and compatible smoothing compound to a minimum of 1/8" (3mm). A second topcoat of primer and smoothing compound may be required to nullify sinking of smoothing compound over old tile grout lines.

## Asphalt

Asphalt should be degreased and the surface rinsed with clear water. The surface should then be primed and a compatible smoothing compound applied to a minimum of 1/6" (4mm).

## Timber Floors

**Standard Floorboards/Tongue and Groove**  
Floorboards should be well secured, loose boards firmly fastened worn/broken boards replaced. Lay a minimum 1/4" (6mm) flooring grade plywood, fixes at maximum 6" (150mm) centers. Then apply a full coat of skim coat over the plywood.

## Undulating or Flexible Timber Floors

Alternatively for undulating timber floors apply a primer over the plywood and a minimum 1/8" (3mm) coat of fiber reinforced smoothing compound.

## All Chipboard/MDF/Weyrock

Overlay with a 1/4" (6mm) flooring grade plywood fixed at maximum 6" (150mm) centers and apply full coat of skim coat.

## Wood Mosaic Panel, Woodblock, Wood Strip

Remove any of these products if laid direct to earth/bitumen/pitch, these should not be overlaid with an impervious vinyl. If laid onto a wood floor check to ensure all flooring is securely fitted then treat as timber floors.

## Flooring Grade Plywood Floors

Apply full coat of our skim coat to smooth joints and fixings in plywood. Alternatively apply primer and lay minimum 1/8" (3mm) coat of fiber reinforced smoothing compound. (Any plywood floors with thickness less than 1/4" (6mm) treat as chipboard).

## Laminate

Existing laminate floor coverings must be uplifted and removed together with any underlay and laminate flooring accessories. The sub-floor should be treated as per the sub-floor exposed.

## Other Floors

### Metal Floors

Consult your supplier.

### Painted Floors

Mechanically remove all paint back to original base prime and apply a compatible smoothing compound to a minimum of 1/8" (3mm).

### Cork

Uplift and remove adhesive residue. The floor should be treated as per the sub-floor exposed.

### Miscellaneous Floors

Including magnesite, granwood, anhydrite - consult your supplier.

## Existing Floor Coverings (Linoleum, PVC, Thermoplastic)

Remove existing floor covering and all traces of adhesive residues. The sub-floor should be treated as per the material type of sub-floor exposed.

## Underfloor Heating (all types)

It is possible to install over floors incorporating underfloor heating, but these must be insulated to ensure surface temperature does not exceed 80°F (27°C). The underfloor heating must be switched off 48 hours before, during, and 48 hours following the installation, then gradually increased to working temperature. High Temperature (HT) or epoxy adhesive must be used.

## Electrical Underfloor Heating (extra information)

Consult underfloor heating manufacturer and make sure the system is compatible with our Flooring. Mesh/Wire systems must be bedded into a base coat of reinforced fiber smoothing compound to cover the wires or mesh. Then a second coat of primer and reinforced fiber smoothing compound needs to be applied as a finish coat. This is applicable for both concrete and timber construction sub-floors. For underfloor heating pipes set into concrete, the surface must be primed before applying a compatible smoothing compound to a minimum of 1/8" (3mm).

Contact us for further instructions.

## Adhesives

### Epoxy Resin

Epoxy resin is a two-part mix. Both components should be mixed together with a drill and paddle to a smooth consistency and the contents poured out within 5 minutes of mixing time. If left within the container the resin will harden inside 15 minutes; on the floor you have up to 1 hour working time.

Recommended for areas subject to moisture and high temperature. Any areas under question consult your supplier.

### NOTE

Installer must wear eye protection and gloves when using this product.

## High Temperature Adhesive (HT)

A modified acrylic adhesive with an improved service temperature. For use in areas subject to excessive heat and direct sunlight e.g. conservatories, shop windows, patio doors, external paneled doors and underfloor heating. Dry fit floor in sections. Remove dry flooring including cuts. Apply High Temperature adhesive with an A2 trowel in smooth consistent sweeps. DO NOT leave puddles or streaks. Place flooring into wet adhesive. Apply hand roller over newly bonded floor. Wipe any excess adhesive off flooring immediately with a clean damp cloth.

We always recommend that you work section by section, as product must be laid in wet adhesive. When using this adhesive the open time is approximately 15 minutes, depending on atmospheric conditions.

## Special Note About Conservatories

In areas that may be subject to extremely excessive direct heat 122°F (50°C) or above (e.g. fully glazed south facing conservatories) the floor must be installed with epoxy adhesive. It is particularly necessary to keep the temperature in conservatories at a constant 64°-79°F (18°-26°C) prior to, during, and for 24 hours after installation. It would also be advisable to shade windows to ensure that constant temperature conditions are maintained for 48 hours after installation.

## Acrylic

Ideal for use in most normal residential and commercial installations. We always recommend that you work section by section, as product must be wet bonded when installed with this adhesive (the open time is approximately 15 minutes, depending on atmospheric conditions).

## Pressure Sensitive Adhesive (PS)

Ideal for use in most residential and commercial installations. Best used as semi-dry tack. Once adhesive has reached the semi-dry tack condition you will have approximately 2 hours working time. Use A2 trowel for all installations.

## IMPORTANT

We must insist that all our Flooring products are laid using only our own adhesive, available in various sizes for your convenience. An A2 trowel must be used to apply all our adhesives.

## Installation

Ensure that tiles and planks are laid into the adhesive within the prescribed open time indicated on the adhesive container.

ALL products should be rolled after installation using a 150lbs (68kg) roller in larger areas, or a small hand roller in smaller areas.

With the exception of products installed with pressure sensitive (PS) adhesive, which can receive traffic immediately following installation, ensure that all tiles and planks are free from general traffic for 24 hours after installation (or protect from direct contact for that period, i.e. board over).

Please note that the following products are directional: MLC01, MLC07, MLC08, MX92, MX93, MX95, MX97, MX98, T101 and T102 will require to be tessellated to ensure a uniform in fitting is achieved.

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