

FLOORCARE

Every design in the Native Collection features a polyurethane reinforcement (PUR) surface treatment to provide protection against everyday wear. We do however propose the following floorcare guidelines to help keep your floor looking its best.

Initial cleaning after your new floor has been installed:

- Sweep or vacuum to prevent loose dirt or grit from scratching the floor.
- Polishing your floor can be beneficial to help prevent slight surface scratches and to provide further protection.

Day to day cleaning:

- Sweep or vacuum the floor to remove loose dirt, grit or dust.
- Use clean mops and neutral cleaning solutions to regularly clean your floor.

Contact Polyflor for details of approved maintenance products.

- Dilute the floor cleanser to the manufacturer's instructions.
- Mop the floor evenly.
- Collect any excess liquid in a mop bucket.
- Rinse the floor with clean water and allow to dry.

Regular cleaning is more beneficial to the floor covering and is more cost effective than occasional heavy cleaning.

DO:

- ✓ Install barrier mats at entrances to pick up grit and moisture. (Please note, some rubber-backed mats may discolour the floor)
- ✓ Ensure your furniture is fitted with protective pads where necessary to prevent scratches.
- ✓ Use protective cups under heavy furniture to prevent indentation.
- ✓ Remove spillages as quickly as possible to reduce risk of staining and causing slip hazards.
- ✓ Always use clean equipment when maintaining your floor.
- ✓ Regularly trim pets claws as these can cause fine scratches.

DON'T:

- ✗ Use abrasive liquids or metal scouring pads as these can damage the floor.
- ✗ Clean the floor with solvents, caustic detergents, washing up liquids, soap powders, bleach, furniture polishes, petroleum based products, pine gels, stain removers or highly coloured products. Such products may make the floor slippery or cause permanent damage.
- ✗ Drag furniture with unprotected feet across the floor.

The Native Collection does not harbour dust mites or bacteria, making it ideal for the home environment.

We recommend the use of Kiesel Adhesive.

CUSTOMER GUARANTEE

All products purchased from the range have a 15 year residential guarantee against normal wear and tear in the recommended environment, provided they have been fitted correctly and maintained in accordance with the manufacturer's instructions. In order to make a claim, customers must apply in writing indicating where their flooring was purchased and provide satisfactory proof of purchase. This guarantee only applies in the event of the visible wearing out of the decorative pattern on the surface within the 15 year residential guarantee period from the time of purchase and providing the flooring has been subject to normal usage in the recommended environment. It does not cover general misuse

and we suggest that adequate UV protection be taken against products being installed in direct sunlight as fading may occur. It is the manufacturer's recommendation that felt or Teflon pads are used for protection under chairs and other furniture which will help to prevent scratching and marring of your floor's finish. When moving any heavy objects please place a plywood panel over your vinyl floor. In the event of the manufacturers of the Native Collection accepting that a claim is valid under this guarantee, they will either repair the flooring or supply replacement flooring free of charge. In the unlikely event of the flooring no longer being in stock, flooring of equivalent quality will be provided.