

Care & Maintenance

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

Cleaning & Care

1. **Immediately** - clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Though Godfrey Hirst vinyl plank floors are water resistant, don't leave liquid/water based spills there just to test it. Godfrey Hirst floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
2. **Daily or as required** - remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a powerhead, if installed).
3. **Weekly** - clean using a damp mop using water with a PH neutral cleaner to remove any footprints, dirt and other stains or marks. Never flood the floor with water as excessive moisture can damage the installation.
4. **As required** - stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the flooring.
5. Never use a steam-mop or steam-cleaner.
6. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
7. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
8. Place entrance mats (which must not have a rubber backing) at all external doors to trap dirt, sand, grit, moisture and other substances from shoes:
 - a. Double entrance mats are required for residential installations - 1 coarse external mat, and 1 medium internal mat.
 - b. Triple commercial mats with a minimum walk off zone of 3.5 metres are required for commercial installations - refer to mat manufacturer.
9. Vinyl flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on vinyl plank floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
10. Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
11. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
12. Floor to ceiling windows coupled with our Australian/New Zealand sun can create floor surface temperatures over 70°C. Your floor should be protected from extreme temperatures and strong direct sunlight by the use of interior temperature control (recommended temperatures 10-30°C), window tinting, awnings and/or curtains/blinds. Direct sunlight will cause fading.
13. Pet claws can scratch the flooring. Keep nails trimmed.
14. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

Maintenance

1. Vinyl plank floors are maintained by the above CLEANING & CARE instructions.
2. Vinyl plank floors cannot be sanded.
3. Vinyl floors can be professionally machine buffed (high-speed 450rpm - red pad) to remove minor scratches and to balance the gloss level.

Commercial Installations - Additional maintenance may be required for commercial installations. A copy of the Godfrey Hirst Commercial Cleaning and Maintenance Guide is available at <https://www.godfreyhirst.com/au/commercial/technical>.

Mats must be cleaned regularly.