

# Timeless Legacy Floors

## Haven Maintenance & Care Guide

Dryback  
Vinyl

Your vinyl and laminate floors are very easily maintained. Most of your maintenance will be vacuuming/dusting and spot cleaning with your approved laminate/vinyl flooring cleaner.

We recommend Bona Hard Surface Flooring Cleaner for laminate and Bona Vinyl Flooring Cleaner for vinyl. If neither is available in your area, please consult your local specialty flooring store for an appropriate cleaner.

Its best to buy your vinyl/laminate floor cleaner from a special flooring retailer as they usually have the correct and approved cleaning products for all flooring types. The staff in these stores can also have specialized knowledge on how to clean different types of flooring, and which cleaning products to avoid. Some cleaners carried at hardware stores, grocery stores, etc. can be detrimental to your floor when used as directed. Trusting a specialty flooring store to have the correct cleaners is best.

There are many cleaners on the market that purport to be “safe for vinyl or laminate floors”, that have oils, detergents, abrasives or other ingredients that can harm your floor. Avoid these cleaners and use the cleaners that flooring professionals advise to use.

Step  
1

**Vacuum or sweep your floor to remove any particles that could scratch your floor.**

**WARNING:** Vacuums with a beater bar or power rotary brush head can damage your floor. Make sure they are free from debris and that they do not damage your floor before using. Soft fabric heads on vacuums are best.

Failure to vacuum or sweep your floor before using the dampened cloth to clean can result in “creating mud” on your floor which then can get trapped in the texture of your floor. This can be very difficult to remove if it builds up over time.

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Learn more at [Timelesswoodfloors.ca](http://Timelesswoodfloors.ca)

## Step 2

Apply the cleaner to the cloth flooring mop or a small area on the floor.

Spraying too much cleaner directly on the floor can result in the cleaner drying on the floor and leaving a “milky haze” due to dried cleaner solids on top of the finish. Use two mops (one with cleaner, one dampened with water to rinse the cleaner off the floor) if you are applying cleaner directly to your floor.

If a haze appears on your floor after a while due to dried solids on the finish you should clean your floor with reverse-osmosis or distilled water instead of a vinyl/laminate floor cleaner for your regular cleaning until the haze is gone.

Reverse osmosis and distilled water have no dissolved solids (like calcium) that tap water can contain. These types of water should re-dissolve the solids dried on the floor, so the cloth can pick them up.

Some approved cleaners (like Bona) have mops that spray a fine mist of cleaner on the floor. These are fine if you do not apply too much liquid to the floor and the floor appears dry once done cleaning an area.

## Step 3

Use a back-and-forth motion with the mop. When the cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. It may also drive debris into the texture of the floor. The covers are re-usable so simply throw the cover in the wash and dry it as you would any towel. Avoid using fabric softener as the absorbency will be reduced.

## COMMON CLEANING MISTAKES THAT CAN VOID YOUR WARRANTY AND DAMAGE YOUR FLOOR

### PROFESSIONAL CLEANERS:

If you hire a professional cleaning service, do not assume they will use the correct cleaning products on your floor. Often the products and techniques that professional cleaners use are not correct or compatible with hardwood flooring. You must direct your cleaners on which products to use.

### USING HOT WATER:

Heat causes vinyl to expand. Applying hot water to your floor can cause movement in your floor that can cause floor failure.

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**STEAM MOP WARNING:**

Although promoted by Steam Mop manufacturers as being safe for use on vinyl and laminate floor this is NOT THE CASE.

Use of a steam mop can introduce excess moisture and heat into your floor. This can cause permanent damage. USE OF A STEAM MOP WILL VOID YOUR WARRANTY.

 **USE THE PROPER CLEANERS:**

Never use cleaners with wax, oils (natural or otherwise) oil-based soaps, household detergents or laundry detergents on any vinyl or laminate floor.

Some of these products may damage the finish or leave a film/residue that is difficult to remove from the finish. Some chemical cleaners/detergents can also make your floor very slippery.

Some of these residues can also dry in the texturing of the flooring and any dirt or other contaminate can stick to the residue and be difficult to remove without damaging the floor.

If you are unsure of which cleaning products to use, consult your local specialty flooring dealer.

 **DIRECT SUNLIGHT**

To prevent excessive expansion, shrinkage, crackling and fading of your vinyl/laminate it is important to shade it from direct sunlight. Have proper window coverings in place and use sheers to keep direct sunlight off of your floor, especially for South facing windows.

 **HUMIDITY**

To prevent excessive expansion, shrinkage, crackling or buckling of your laminate floor it is important to maintain humidity level for your area between 25% and 60% RH (non-radiant heated sub-floors).

Too much or too little humidity will cause your laminate floor to shrink or swell which can result in movement of the flooring, buckling of the flooring, and the flooring being squeaky when walked upon.



### RADIANT HEAT SUB-FLOOR MONITORING & HUMIDITY

If you have a radiant heated sub-floor you must maintain your humidity levels between 35%-60%RH as direct heat will drive moisture out your laminate floor. The installer, home builder and homeowner should all have infrared thermometers to measure the surface temperature of the flooring to make sure it does not exceed 80F (27C) at any time.

The thermostats in the house do not measure the flooring temperature so do not rely on them to tell you how hot your floor surface is, use an infrared thermometer.

Infrared thermometers are relatively inexpensive and are available at most home improvement retailers.



### PROTECTION

Water, dust, sand and salt are the worst enemies of wood. The combined effect of water and sand, salt or dust is devastating to flooring, so it is important to place floor mats at entrances.

Install felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved.

If using mats on your wood floor do not use rubber-backed mats as it will trap moisture and damage your floor. Use a breathable mat and honeycomb type of non-slip mat underneath so air can circulate through the mat to the floor.



### CARE PRODUCTS

For best results, we recommend the use of specially formulated hard surface and vinyl flooring cleaners and maintenance products such as Bona products. Check with your local specialty flooring retailer for these products.

NOTE: Never use wax or household detergents on any engineered hardwood floor. Do not use oil-based soaps.

These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards.