

## **Diana Laminate Care and Maintenance**

For AC4 Waterproof Laminate Flooring with Attached 2mm Pad

Diana Waterproof Laminate is designed with ease of care in mind; however, all floors require routine care and maintenance for lasting beauty and performance. The following recommendations are provided to prolong the life of your flooring in both residential and light commercial settings. Damages arising from neglecting proper care and maintenance are not covered by the warranty.

### **1. Preventative Maintenance**

- Place exterior and interior mats at all entrances. Exterior mats should combine coarse fibers to remove dirt and soft fibers to absorb moisture. Interior mats should be absorbent, breathable, and non-staining.
- Purchase two sets of mats to ensure cleanliness. Swap out soiled mats for clean ones and routinely clean underneath mats to avoid trapped dirt dulling the finish.
- Do not use rubber mats, which may stain the floor or trap moisture underneath.
- Use non-staining felt or plastic floor protectors (at least 1 inch wide) under furniture legs.
- Keep pet nails trimmed to prevent scratches. Protect flooring from spiked heels, cleats, or shoes in disrepair.
- Close curtains or blinds during direct sunlight hours to minimize discoloration and thermal expansion.

### **2. Daily / Routine Care**

- Sweep, dust mop, or vacuum the floor regularly to remove particles that could scratch the surface. Use vacuums with hard-floor attachments and no beater bar.
- Use mats at all entrances and high-traffic areas to minimize grit and moisture tracked onto the floor.
- Routinely clean vacuum wheels, brushes, and heads to remove grit and prevent scratches.

### **3. Weekly / Periodic Cleaning**

- Lightly damp mop with a well wrung-out microfiber mop. Avoid leaving excess water or puddles.
- Use only pH-neutral cleaners formulated for laminate or waterproof laminate.
- Avoid harsh chemicals, bleach, ammonia, wax, oil soaps, polishes, detergents, or abrasive cleaners.
- Residential steam mops may be used on the lowest setting with a microfiber pad. Move continuously and never leave the mop in one spot.

#### 4. Spill & Stain Management

- Remove spills immediately with an absorbent cloth. Do not allow standing liquids to remain on the floor.
- For stubborn spots, use a microfiber cloth slightly dampened with a floor-safe cleaner, working from the outside toward the center of the stain.
- For grease, wine, or ink, use a damp cloth with mild soap or alcohol if needed. Always test in an inconspicuous area first.

#### 5. Rolling Chairs & Office Use

- Always place a hard-surface chair mat (vinyl or polycarbonate) under rolling office chairs.
- Avoid rubber-backed mats that may discolor or trap moisture. Use mats designed for hard floors.
- Ensure chair casters are wide, smooth, and designed for hard flooring. Routinely clean casters to remove grit.
- Replace chair mats if they crack or curl to prevent damage to the floor.

#### 6. Cubicles & Heavy Office Furniture

- Use protective weight-distribution panels, wide glides, or non-staining protective pads under cubicle feet or support points.
- Avoid placing direct, narrow metal feet on the laminate surface.
- If possible, install cubicles before flooring. Otherwise, place protective boards or pads beneath bases to reduce pressure.
- Do not drag or slide cubicles across the floor. Disassemble or lift with proper equipment when moving.

#### 7. Moisture, Heat, Humidity

- Even waterproof laminate has seams and joints that may allow moisture intrusion; avoid standing water.
- Maintain indoor relative humidity between 35-60% and room temperature between 65-85°F (18-30°C).
- Place mats in kitchens, bathrooms, and entryways to minimize water exposure.
- Exercise caution with area rugs over radiant heating, as rugs may increase surface temperatures beyond recommended limits.

#### 8. What to Avoid

- Excessive water, flood mopping, or pouring liquid directly on the floor.
- Steam cleaners not designed for laminate or used improperly.
- Abrasive tools such as steel wool, scouring powders, or power scrubbers.
- Waxes, oils, polishes, detergents, or solvent-based cleaners.
- Rubber-backed mats or rugs that may trap moisture or cause discoloration.

## **9. Warranty & Responsibilities**

Following these care and maintenance guidelines is essential to preserve your warranty coverage. Damage resulting from misuse, neglect, improper cleaning methods, or standing water is not covered. Keep purchase and installation records for warranty claims.