



Product Care Guidelines v2.0

Every individual product will have its own bespoke aftercare instructions. The guidelines listed below are merely for reference purposes only. In the event of any conflicting information, always follow the individual product instructions. Any improper care would invalidate our product guarantee.

Cleaning

Adopting the right approach to cleaning your hardwood floors is an important part of preserving your flooring investment and keeping it looking its best. Before you start cleaning your hardwood floor, make sure you vacuum the floor or go over it with a soft brush to lift up any dust particles which are sitting on the surface. Dust particles can act as an abrasive on your wooden floor and could dull the surface.

We recommend the use of a damp mop as well as the use of a diffuser spray to apply a mist of water to the mop. Avoid submerging in a bucket of water to avoid oversoaking during the mopping process. Correct type of wood flooring cleaning product should be used and it should correspond to the type of flooring you have. Refer to your product's data sheet for product information. Avoid using a household detergent to clean your hardwood floor as many detergents contain bleach & abrasive which may dull or damage the finish.

Further Advice to Protect Your Floor

- Use protective pads under all furniture legs

- Use barrier mats inside and outside all external doorways

- Never allow any liquid to remain on the floor.

- Stains should be removed while they are still wet. After removal of stain, wipe the floor with a clean, damp cloth.

- Never use wax, oil based detergents or any household cleaners.

Control of humidity remains an important factor in preserving the wood appearance and form; it is therefore important to maintain a stable humidity level all year round. The appearance of spaces between the boards indicates a drying out of the wood and insufficient degree of humidity. Heating systems may have to be utilised throughout the year to maintain the correct humidity level. Failure to control the underfloor heating system (by overheating) can result in shrinkage or delamination of the top layer of the boards. It should be noted that the room temperature should be controlled, especially in rooms that are subject to UV light and are therefore more prone to higher temperatures. It should be remembered that the floor layer is the last person to inspect the flooring.

The information and, in particular, the recommendations relating to the application and use of our products, are given in good faith based upon the manufacturer's current knowledge and experience of the products when properly stored, handled and applied under normal conditions. In practice, the different materials, substrates and actual site conditions are such that no warranty in respect of merchantability or of fitness for a particular purpose, nor any liability arising out of any legal relationship whatsoever, can be inferred either from this information, or from any writing recommendations, or from any other advice offered. The proprietary rights of third parties must be observed.



Q & Y International Ltd

Unit 2, Wessex Park Industrial Estate, Wessex Road, Bourne End, Buckinghamshire, SL8 5DT
VAT No.: GB107250255 Company No. 07542194. The Registrar of Companies for England and Wales

Website: www.qandy.uk

Telephone: 03333 110 888

Email: wood@qandy.uk