

Quick-Step floor coverings are engineered to be easily maintained, while providing years of durable service. Should you have additional questions, feel free to contact Technical Services at 888-387-9881.

Special Message Regarding COVID-19:

To keep your home and safe during the COVID-19 pandemic, Quick-Step recommends following the household cleaning guidelines recommended by the Centers for Disease Control. The CDC Guidelines can be found here:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>.

The guidelines contain links to lists of disinfectants that have been approved by the EPA for use in mitigating the spread of COVID-19. Remember to always test disinfectants in an inconspicuous area before using.

The first step to disinfecting any floor is regular cleaning. Quick-Step's instructions for regular cleaning and maintenance follow below.

Supplies:

Wood & Laminate FloorCare Essentials

Microfiber Cloths

Microfiber Mop With Spare Interchangeable Mop Heads

Vacuum With HEPA Filter (*non-rotating brush or beater bar*)

Interior/Exterior Mats

Preventative Care Guidelines:

An effective maintenance program begins with preventative care and spot cleaning as required. Reducing the amount of dirt, grit and moisture being tracked onto your flooring and taking care of spills as they occur will reduce the amount of time required for routine cleaning.

General Floor Protection:

Warning: Improper cleaning will void the warranty

- NatureTEK Select products are approved for damp mop only. DO NOT steam mop. DO NOT flood mop.
- NatureTEK Plus products are approved for both damp mop and steam mop. DO NOT flood mop.

Dust mop as primary cleaning method. DO NOT flood mop. Damp mop using a well wrung out mop; DO NOT pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. If needed, use a solution of 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water. DO NOT use detergents, abrasive cleaners, soaps, waxes or polishes. Cleaning solution from flood mopping contains soil, minerals, and cleaning solution. If allowed to evaporate, it will spot your floor. Excess moisture should be removed to avoid spotting. It's less labor intensive to use Floor Care Essentials and a microfiber mop.

A residential steam mop may be used on NatureTEK Plus products, provided the steam is applied to a microfiber pad and not applied directly to the floor. Make sure to set the temperature of the steam mop to the appropriate setting for laminate floors, or to the lowest setting. Steam mop in the length direction of the planks only.

- Wipe up spills immediately.
- DO NOT allow topical moisture to remain on the floor longer than the time specified in the product warranty.
- Do not use power scrubbers to clean your floor.
- Keep pet nails trimmed to minimize scratches.
- Place non-staining felt floor protectors under legs of moveable furniture. Chair casters should be rubber – not plastic or metal – and be at least one inch in diameter under furniture.
- Protect from direct sunlight.
- Protect from spiked heels or athletic shoes.
- Replace rubber casters with soft neoprene casters. Routinely clean casters to remove grit.

- Exercise caution with area rugs over radiant floor heat. They act as insulators to trap heat next to your floor.
- Lay a piece of plywood to 'walk' heavy appliances and furniture across floor to avoid dents and gouges.
- Do not use rubber mats, as they may stain your floor.
- Routinely clean and inspect vacuum wheels, brush and head for foreign objects.

Exterior Mats:

Should be placed at all exterior entrances. Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles. Begin by purchasing two sets of exterior mats for each exterior entrance. Place one mat into service at all exterior entrances to reduce the amount of dirt, grit and moisture tracked into the home. During routine cleaning remove the first mat for cleaning and replace with second mat. Routine cleaning of exterior mats prevents them from becoming a soil source.

Interior Mats:

Should be placed at all interior entrances to capture any residual dirt, grit or moisture not removed by exterior mats. They should be constructed of breathable, non-staining backing with an absorbent fiber. Remember to routinely clean the face and underneath interior mats to prevent them from trapping soil and grit that could abrade the finish of your flooring.

Spot Removal:

Should be performed immediately. Using a microfiber cloth and FloorCare Essentials, work from the outside of the stain towards the center. Take care to wipe the surface thoroughly. To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spills:

Use an absorbent cloth to remove as much of the liquid as possible. Using a microfiber cloth and FloorCare Essentials, mist the microfiber cloth and rub the area, working from the outside of the area towards the center. Take care to wipe the surface thoroughly. To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

General Floor Protection:

The amount of daily usage will determine how often cleaning is required. Sweep as necessary with a soft-bristled broom. Care must be taken if using a vacuum cleaner. Do not use a vacuum with a 'beater bar.' Routinely check the head, brushes and the wheels to ensure there are no foreign objects embedded that may scratch or cut the surface of the flooring.

Mist the microfiber mop head with the selected cleaner and damp mop the floor. If using FloorCare Essentials, lightly mist the area and use a microfiber mop to clean the floor. Pay close attention to your microfiber mop head. Once it becomes soiled, replace it with a fresh one. When finished, launder the soiled mop heads without fabric softener.

Fabric softener residue will cause the floors to streak with their next use. Allow floor to completely dry before replacing interior mats.

These guidelines are general recommendations for the care and maintenance of your Quick-Step hard surface floor covering. Should you require additional assistance, call Technical Services at 888-387-9881.