



## LAMINATE CARE & MAINTENANCE GUIDE

Congratulations on your purchase of Southwind Laminate Flooring. Please review and follow these simple cleaning and care routine instructions to keep your beautiful new laminate floors looking their best for years to come.

### EVERYDAY CARE

- Dust mop, sweep, and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- Warning: Vacuums with beater bar or power rotary brush head should never be used on laminate flooring. Only use vacuum hard surface attachments designed for hard surfaces.
- Use microfiber mop for dust mopping. Pay close attention to the mop head for soiling and replace with fresh one once soiled. Frequently wash soiled mop heads without fabric softener as fabric softener residue may cause streaking on the floors.
- Remove spills promptly using an absorbent cloth to remove as much of the liquid as possible.
- Do not allow topical moisture to remain on the floor. Take care to wipe the surface thoroughly to reduce surface spotting.
- For mopping use 1 part distilled water to ½ part white distilled vinegar. Pour mixture into a spray bottle, moisten a microfiber mop or cloth with the vinegar/water solution by spraying the solution onto the mop head. Do not spray solution directly onto the flooring. You may select a floor cleaner, but it must be one that is formulated for use on laminate floors.

### PREVENTATIVE MAINTENANCE

- Always allow the floor to dry completely before replacing protective mats after mopping.
- Check your broom and/or vacuum for burrs or debris.
- Avoid wearing shoes with spikes, cleats, or sharp heels.
- Keep pet nails trimmed.
- Furniture & appliances: When moving heavy furniture or appliances place protective sheets between the item and the floor and roll or slide the item on it. DO NOT roll or slide them across the floor without this protection. When possible, lift the object carefully to avoid injury. Furniture glides may cause damage to your flooring.
- Hard surface mats are **required** under office chairs. Rolling traffic may damage your flooring and is not warranted.
- A non-staining breathable rug pad is recommended to be used under area rugs. Southwind cannot recommend any brand of rugs or mats as we have no control over their production.
- Use wide-bearing, non-staining floor protectors such as felt protectors, for chair legs and table legs.



- Check and clean your floor protectors monthly to ensure they have not been damaged or have gravel or debris build up on them.
- Minor damage to a Southwind laminate plank can be easily repaired with color matched finishing putty. If the damaged area is larger than 1/4 of an inch, we recommend contacting a professional to replace an entire plank.

## **PRODUCTS AND TOOLS TO AVOID**

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, bleach, or other household products to clean the floor. There is never a need to wax or refinish your Southwind laminate floor.
- Vacuums with beater bar or power rotary brush head should never be used on laminate flooring.
- Never use power scrubbers to clean laminate flooring.
- Never use a steam mop or steamer on laminate flooring.

## **SPOT REMOVAL**

Chocolate, juice, wine, grease use lukewarm water and non-abrasive cleaner such as ammonia and water.

Crayons, ink, nail polish, tar, markers, lipstick use acetone/nail polish remover or denatured alcohol. Avoid acetone on wall base or quarter round as it could possibly damage them.

Candle/wax or gum let harden then carefully scrape with blunt plastic scraper.

Follow up any spot removal with a laminate formulated cleaner.

If a residue build-up forms on your Southwind laminate, it may be removed following these steps: Mix 1 part Ammonia to 3 parts Distilled Water (distilled water will be free of minerals found in tap water). Pour mixture into a spray bottle, moisten a microfiber mop or cloth with the Ammonia solution by spraying the solution onto the mop head or cloth, do not spray solution directly onto the flooring. Proceed to cleaning the floor. Depending on how much build up is on the flooring, it may take multiple cleanings to remove all the residue. Once you have cleaned all the residue off the flooring, proceed to a cleaner formulated for laminate wood that is pH-neutral that contains no wax (paraffin) or soap (sodium hydroxide or surfactant). If you are unsure, then you can test the cleaning product by spraying the product on clear glass and allowing it to dry. If the glass dries clear, then you are fine but if it should dry cloudy do not use. The product will dry on your flooring cloudy also and over time your floor will have a cloudy appearance.

Southwind does not warrant any cleaning agents or conditions associated with them as the application of them is beyond our control.

All instructions and recommendations are based on the most current information available. If you receive a printed copy of these instructions, please refer to [www.southwindfloors.com](http://www.southwindfloors.com) or our technical service line at 800-272-2808 to ensure you have the most up to date version of our installation instructions.