

mFLOR™

collection

By



FLOATING FLOORS Pty Ltd

CARE AND MAINTENANCE

JASOL CLEAN MOP, ULTRA FILM, SURFACE STRIPPER

Congratulations on the purchase of your new MFLOR luxury vinyl floor. Like any flooring a little care and maintenance will keep it looking great and performing for longer. This brochure explains the basic care procedures and offers a few helpful hints so you will get the best from your new floor

Products from our range have an advanced factory applied polyurethane surface coating. This gives them up to a 15 year surface wear warranty depending on the range. This polyurethane wear surface is designed with consideration to our busy lifestyles by being particularly scratch and stain resistant as well as quick and easy to maintain.

General Care and Maintenance

Sweep or vacuum the floor regularly to remove any grit or dirt that may scratch or mark the surface. It's a good idea to use good quality door mats to limit the amount of dirt and grit material carried into the house.

We have selected a range of cleaning products that have been specifically chosen and tested to perform best on our products. **Pegulan brand maintenance products** are recommended.

Cleaning

Wash floor using a clean mop and **Clean-Mop** as per the directions, to clean the floor leaving a streak free finish.

Polish Application

Firstly wash floor as per above, then apply one or two thin coats of **Ultra-Film** as per the directions. MFLOR luxury vinyl flooring with polyurethane requires no initial or ongoing treatment of polish, so the use of **Ultra-Film** is for aesthetic purposes only, i.e. to increase the gloss appearance.

Polish Removal

Over a period of time, the build up of numerous coats of polish needs to be removed. Wash the floor with **Surface-Stripper** as per the directions.

NOTE: Use of other products in an attempt to maintain your floor may damage the floor, rendering the warranty null and void.

Maintenance products are available through your local Flooring retailer.

Care and Maintenance Suggestions

Whilst MFLOR luxury vinyls are rugged, they are not indestructible. Please note the following suggestions to ensure the longevity and performance of your new MFLOR Floor.

- Avoid gouging or scratching of the floor when moving heavy objects. Lift, walk or slide them into position on sheets of hardboard or plywood. The use of a trolley is recommended.
- Avoid heavy point loading on vinyl by ensuring furniture is fitted with suitable swivel glides or castors (not roller castors) with a large enough bearing surface to distribute the weight and prevent indentation of vinyl.
- Provide protective mats under all caster chairs, particularly at work stations.
- Do not use caustic or ammonia based cleaners. Do not use wax polish.
- Certain rubber products can permanently stain vinyl turning it a yellow colour. Always avoid extended contact with rubber products, such as rubber backed mats, rubber tips on furniture and certain types of shoe soles (particularly black rubber soles). Be also aware that some paving paints or bitumen carried onto vinyl may stain; likewise furniture stains can lead to various shades of discolouration.
- Fading of vinyl can be caused by ultraviolet light and heat from the sun, extreme exposure to sunlight through glass doors and windows must be avoided. Draw your drapes or shades during periods of peak sun exposure.
- Remember that any vinyl flooring can be damaged or scarred by cigarette burns, matches or other very hot items. Particular care should be taken with the use of heating appliances.

NOTE: MFLOR will not assume responsibility for failure of material caused by any of the above, or for incorrect installation or misuse of material. When in doubt, contact your place of purchase.

WARRANTY CERTIFICATE

Scope

Covered by this warranty are all the floor coverings in the MFLOOR range intended for laying in domestic applications. The warranty applies to current ranges as stated in literature, brochures and samples or as printed on the material at the time of purchase.

Validity Period

The warranty's duration varies according to the products and may be up to 15 years depending on the qualities, and the use, as recommended by the distributor (Floating Floors Pty Ltd).

The start of the warranty is at the date of purchase for the covering by the consumer, shown on an invoice produced by the retailer, clearly mentioning the reference and the selection of the covering properties. **The warranty covers the original purchaser only.**

Warranty

The warranty applies only to products classified as perfects and used according to Floating Floors Pty Ltd specifications for domestic use.

The following is covered by the Floating Floors Pty Ltd warranty:

- Apparent defects, indicated to Floating Floors Pty Ltd or to the retailer prior to laying, such as: appearance defects, structure defects, indelible stains, defects on the backing other than back printing.
- Manufacturing defects, indicated to Floating Floors Pty Ltd or to the retailer during the warranty period, causing after a time an abnormal change such as early wear (beginning of the pattern legibility loss).

The following are excluded from the Floating Floors Pty Ltd warranty:

- Products sold in a quality other than perfects
- Defects caused by an installation which is not according to laying instructions given in the packing or specified by the manufacturer
- Mishandled products or products subjected to use other than domestic or unsuitably stored
- Products damaged during transportation outside Floating Floors Pty Ltd's responsibility or in any other way outside Floating Floors Pty Ltd's responsibility
- Products which are cut or laid with an apparent defect
- Products having been unsuitably maintained, in a way not complying with the maintenance instructions and specifications set out herein
- Products for which deterioration, leading to their replacement, is caused by under-floor unevenness
- Differences in colour, gloss and embossing structure between the products sold and pictures or samples and differences in manufacturing, including colour differences between different production batches
- Damages caused by stains, burns, cuts, grooves, friction, accidental indentation, loss of colour caused by carpet backs, painted surfaces, yellowing related to an external products (asphalt, tar, rubber,...)

- Damages caused by stiletto heels and unprotected legs of tables and chairs
- Defects and damages caused by circumstances outside Floating Floors Pty Ltd's control
- Loss of colour or damages caused by outside sources, including water leaks, flooding, heat, fire and very strong sunlight
- All products without a polyurethane wear layer can have discolouring caused by furniture rubber feet which is likely to leave indelible marks. Place rigid cups under the feet. Discolouring caused by the feet of waxed pieces of furniture is likely to leave indelible marks. Protect any sensitive parts with felt pads or rigid cups.

Condition of Application

Any defect shall be indicated to Floating Floors Pty Ltd or the retailer immediately after it is found. The defect shall be acknowledged after examination of the covering by a Floating Floors Pty Ltd representative or a duly qualified authorised agent. Floating Floors Pty Ltd reserve their right to require a sample showing the defect for the purpose of further analysis.

Condition of Compensation

For any defect found on a product covered by this warranty and conforming to the criteria of cover and application, and further to the file being accepted by the concerned Floating Floors Pty Ltd department, a form of compensation shall be granted.

Such compensation covers the purchase price for the covering, excluding the taking up cost, the installation dismantling cost (partition, furniture,...) the cost of laying and of material possibly used for laying (glue, skirting boards,...) and is broken down as follows:

Period after purchasing, during Which the defect was found	Rate of reimbursement for the covering
15 year domestic warranty: Long Plank, Authentic Oak	
≤ 3 years	100%
≤ 6 years	80%
≤ 9 years	60%
≤ 12 years	40%
≤ 15 years	20%
10 year domestic warranty: Lignum, Farmhouse	
≤ 3 years	100%
≤ 6 years	80%
≤ 8 years	60%
≤ 10 years	40%
7 year domestic warranty: Victoria	
≤ 1 years	100%
≤ 3 years	80%
≤ 7 years	60%

For products with 5 and 8 year limited commercial/industrial warranties, warranties available upon application.