

Floor Care & Maintenance Guide



A QUICK AND EASY GUIDE TO KEEPING YOUR FLOOR LOOKING GREAT



built for pets ✓



waterproof ✓



easy-to-clean ✓



eco-friendly ✓



phthalate-free ✓

Do's QUICK FLOOR CARE TIPS

- ✓ **Clean Regularly** **Dust, sweep, or vacuum** the floors regularly to remove grit that can cause micro-scratches in the floor's surface.
- ✓ **Use a Damp Mop** **Damp mop the floors regularly.** Clean high-traffic areas, such as kitchens, more frequently. Never 'wet mop' — excessive amounts of water or cleaner may cause damages, swelling, lifting of board edges, and uneven surfaces.
- ✓ **Use Non-Toxic Cleaners** **Use a light spray mist of a non-toxic cleaner.** This is all that's necessary. Cleaning product residue may also lead to a hazy discoloration. If this occurs, simply clean the floor with water and gently rub the surface to dissolve and remove any remaining cleaner. Do not allow the product to dry on the surface.
- ✓ **Spot Treatment** **Wipe up spills immediately** and spot-clean affected areas using a PH Neutral Floor cleaner and a soft cloth. Never use household cleaners on finished surface floors, as they may damage polyurethane finishes and make re-coating difficult. They can also dull and damage hard surface flooring.
- ✓ **Use Entrance Mats and Rugs** **Use mats or rugs** in heavily trafficked areas, such as entrance halls and kitchens, to reduce surface wear. These should be permeable to allow the floor to 'breathe'.
- ✓ **Use Felt Protectors** **Protect your floor with felt floor protectors** that are made of non-staining felt. Install on the base of furniture legs to help prevent scuffing and scratching; Larger pads may be required on bigger objects.

Don'ts EASY MAINTENANCE GUIDELINES

- X **Vinegar Cleaner** **DO NOT USE VINEGAR CLEANING PRODUCTS** as a cleaning solution.
- X **Wood Cleaner** **DO NOT USE WOOD CARE FLOOR CLEANING PRODUCTS** on vinyl floors, or any other cleaners that are not PH Neutral vinyl floor cleaners. Self-polishing acrylic waxes can cause the surface to become slippery and appear dull quickly.
- X **Steam Mop/ Rotary Cleaner** **DO NOT USE STEAM MOPS, WET MOPS, OR INDUSTRIAL ROTARY CLEANERS** (over 175 RPM). When mopping is necessary, use only a well-wrung, damp mop and dry the floor immediately after. Avoid excessive water. Never pour or flood the floor, as can sometimes occur in commercial cleaning settings.



NOTE: Always read and follow the manufacturer's instructions and safety information before using any cleaning product. Test the cleaner in a small, inconspicuous area prior to full application to the Laminate Flooring & Rigid Core Flooring to ensure compatibility and confirm it does not affect the floor's finish or appearance.

Revised: 05.04.2026

For Everyday Cleaning & Maintenance

Sensible, regular preventative maintenance will extend the time before refurbishment is necessary and keep your floor looking great.

Failure to follow all of InStride Surfaces recommended Floor Care & Maintenance Guidelines may void warranty coverage.

Prevention

Preventative measures are very important in maintaining your flooring. Install a good-quality mat both inside and outside external doors.

In very heavily trafficked areas, such as entrance halls and kitchens, the use of mats should be considered to reduce surface wear and potential dulling of the floor. Rugs should allow the floor to 'breathe'.

Irrespective of the substrate, no surface can be considered immune to physical damage such as indentations or scratches. Use felt protective pads on all furniture legs or bases, and lift rather than drag items to prevent surface damage. Similarly, ensure that pets' claws are regularly trimmed to reduce the possibility of scratches and indentations.

Wipe up any spills immediately upon noticing them, as they may cause permanent staining if left untreated.

- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters. Rolling chair manufacturers and industry experts recommend replacing chair wheels when they show signs of wear and tear, generally every 2–3 years depending on usage.

Cleaning Instructions

Regular cleaning is essential to maintain the appearance of your floor and prevent surface damage. Use dry cleaning methods such as the a damp mop with the microfibre dusting pad, a soft broom, or a vacuum cleaner with a soft brush attachment. Regularly removing dirt and grit helps prevent scratches and surface wear.



Deep Cleaning Instructions

Over time, regular cleaning may not remove all soluble materials or spills, particularly where residues have built up on the floor. In such cases, a deep clean is recommended using the appropriate deep cleaner and the microfibre deep clean pad.

For periodic deep cleaning of vinyl or laminate flooring, use a pH-neutral, non-abrasive hard surface floor cleaner specifically formulated for resilient flooring. These types of cleaners are designed to deliver a more intensive clean than routine maintenance products, helping to break down built-up dirt, oils, and residue without damaging the floor's protective wear layer.

Look for a cleaner that is safe for non-porous surfaces and free from harsh chemicals, waxes, or polishing agents that can leave behind residue or dull the finish. When used as directed, a properly formulated deep cleaner will help lift stubborn buildup and restore the floor's natural appearance without compromising long-term performance.

Deep Cleaning Steps (Best Practices)

- 1. Remove Loose Debris**
Sweep, vacuum, or use a dry microfiber pad to eliminate dust and dirt from the surface.
- 2. Perform Routine Cleaning First**
Clean the floor using a pH-neutral, everyday floor cleaner appropriate for your flooring type.
- 3. Apply Deep Cleaner**
Evenly apply a pH-neutral deep cleaning solution designed for hard surface flooring to the area.
- 4. Allow Dwell Time**
Let the cleaner sit briefly (typically 1–2 minutes) to break down embedded dirt and residue. Do not allow the product to dry on the surface.
- 5. Agitate And Remove**
Use a clean microfiber pad or soft cloth to gently agitate and lift debris, then wipe the surface clean. Replace pads as needed to avoid re-depositing dirt.

Revised: 05.04.2026