

Cleaning & Maintenance Guideline

Dear Customer,

Thank you for ordering Maxzara Flooring which will be proved to be a lasting Investment for you. Please read the following information about the Cleaning and Maintenance Guideline.

1. PREVENTIVE CARE:

Wooden flooring is very easy to get small impressions and scratches. Please take the following precautions:

- Place a good doormat at every entrance to stop dirt, grit and moisture.
- Use soft protective pads on the table, chair and furniture legs.
- Put a protective mat under chairs with wheels
- Avoid long contact with water

2. ONGOING CONDITIONS:

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

3. DAILY CLEANING:

It is advised to use dry methods to clean your floor, such as vacuum or Hoover regularly. When necessary, clean the floor with a damp to touch mop. Over wetting of your floor during cleaning will be detrimental to the appearance of your flooring. Excessive wetting may cause the timber to swell and cup. Remember to always ensure that your mop is well wrung out before wet cleaning your floor.

It is strongly prohibited to spray any maintenance kit product directly onto the flooring for cleaning.

4. RE-FINISHING:

As Maxzara UV lacquered and UV oiled floors are finished in a UV radiation line, they cannot be repaired locally. The entire surface of the floor with UV lacquered and UV Oiled must be sanded off and refinishing. Therefore, the surface of the floors cannot be recreated in its original condition. While, the natural oiled floors are finished in traditional manner, they can be repaired locally. Please consult with professionals prior to applying re-finishing.

5. UNDER FLOOR HEATING:

The Maxzara Flooring in 3-Ply and Multiply structure are suitable for under flooring heating. While the Engineered Versailles Panels isn't generally recommended for installation over under floor heating directly as the rises and falls in temperature and moisture levels might cause the lamellas shrink and expand towards to different directions. However it is acceptable but not recommended for the Panel Flooring fitted on the subfloor with under flooring heating underneath. We **REQUIRE** to install the **Fidbox** temperature & humidity recording devices in the back of the Versaille Panels to provide evidence of the readings below and above the floor if the Versailles Panels is fitted on the under flooring heating. Claims caused by temperature exceed 27°C will not take into consideration. For more information about Fidbox, please visit www.fidbox.net;

Shall you have any further questions, please feel free to contact us. We are always standby to serve you.