

MAINTENANCE GUIDE

# QUICK·STEP FLOORING



  
**QUICK·STEP**<sup>®</sup>  
FLOOR DESIGNERS

# Why Quick·Step® maintenance products?

**1** Our maintenance products have been **specifically developed for and tested** on Quick-Step laminate, timber and vinyl floors. They come with a fresh and pleasant fragrance.

**2** It is important to use the **right maintenance product** to retain the original beauty of your floor and achieve best performance.

**3** This low residue approach to cleaning will ensure care of your floor is easy and efficient.

Quick-Step Laminate, Timber and Vinyl floors have a durable non-porous surface, that will not retain dirt and marks easily. However, residues from cleaning and everyday life can build up on the surface when not maintained correctly. Correct maintenance follows a low residue approach to cleaning, preventing the accumulation of residues from cleaning and everyday life that will retain dirt and marks. This simple approach will keep your floor looking better for longer.



## CLEANING KIT

The kit contains an ergonomic spray mop with a washable micro fibre pad and 1 litre of Quick-Step Clean Product



## QUICK-STEP CLEAN 1L

The perfect formula to ensure your Quick-Step floor is cleaned quickly and easily. Available in a 1 litre bottle.



## QUICK-STEP MICROFIBRE CLEANING PAD

Perfect for dry or damp maintenance, Quick-Step replacement microfibre cleaning pads make cleaning a breeze and are machine washable.

# Streak-free cleaning, week after week

## Dry maintenance

### QUICK-STEP MICROFIBRE CLEANING PAD

We recommend the Quick-Step microfibre cleaning pad for regular dry maintenance. The dry pad can be used to control abrasive grit and debris which can speed up the wear of your floor. Alternatively, a soft broom or vacuum with soft bristles is also effective.

**Do not use impregnated disposable cloths. These often contain oily residues that can retain dirt and marks, especially in critical light.**



A selection of the Quick-Step range is produced with Hydroseal technology: a water-resistant coating on the long and short edges of the planks. This protects the floor against regular exposure to water.

## Damp maintenance

### QUICK-STEP CLEAN

We recommend damp cleaning the entire floor once or twice a month. Use water sparingly, too much water is unnecessary and may make the task more difficult. We recommend a flat style 'flipper' mop with a microfibre pad. Use 1 capful mixed into 1/2 a bucket of water, soak the pad and wring out thoroughly by hand. Move across the floor remembering to rinse the pad head frequently, especially on large or very dirty floors. Excessive moisture on the surface of your Quick-Step floor should be removed with a clean dry cloth.

### QUICK-STEP CLEANING KIT

- Add 1 teaspoon of Quick-Step Clean to the Quick-Step Mop water tank.
- Use the trigger to spray the floor ahead of the mop and distribute moisture evenly.
- Work along the length of the planks.
- Rinse the pad frequently, especially on large or very dirty floors.
- As a general rule, try to avoid foot traffic until the floor is completely dry.
- Always make sure to wipe dry any excess water or moisture after cleaning.

### QUICK-STEP FLOORS WITH HYDROSEAL

Quick-Step floors with HydroSeal technology have a waterproof surface and are ideal for bathrooms, kitchens, hallways, etc. Cleaning these floors with a wet mop or steam mop is permitted but not recommended.

If a wet mop is used always ensure a dry cloth is used to remove surface moisture after cleaning.

A steam mop should only be used on low, and must have a soft cloth fitted over the steam jets. Steam mops are not permitted on Quick-Step Classic and Quick-Step Eligna ranges.

If you are unsure if wet or steam mops are permitted for your particular floor contact your flooring retailer.

Remove any water within 24 hours. \*For the Classic/Eligna ranges: remove water within 12 hours.

### LONG TERM WOOD MAINTENANCE

Your Quick-Step Wood floor can be resurfaced in the same way as traditional wood flooring.

When your floor begins to show signs of wear, normally in high traffic areas, it should be recoated with a recommended product in accordance with the instructions.

The recoat process will restore the wear layer keeping your wood floor looking beautiful for years to come.

Re-sanding your floor back to raw wood can also be done by an experienced contractor, to remove dents, scratches and colour change. Re-Sanding and recoating will result in a completely restored wood floor.

**Between cleaning cycles your microfibre pad can be either handwashed or machine washed. DO NOT USE FABRIC SOFTENER as this can leave residue that can effect the appearance of your floor.**

# Stubborn dirt: removal guide

Your Quick-Step floor is very stain and mark resistant. In case you should encounter some stubborn dirt on your floor, here are some tips and tricks to remove them. In case of doubt, do not hesitate to contact your local dealer for advice.

**Important:** Never use abrasive scouring pads on your floor as this will dull the surface.

## Problem?

## Solutions

### Local staining

Apply **Quick-Step Clean** to the stain.

Leave for a couple of minutes to soak. Use a clean cloth, moistened with lukewarm water to remove the stain. Repeat the process if necessary.

### Chocolate, grease, fruit juice, drinks, wine

Use **Quick-Step Clean** thinned in lukewarm water and wipe off the stain.

### Rubber marks (shoe soles, etc.)

Wipe off with a dry cloth, then use **Quick-Step Clean** if needed. For hard to remove rubber marks, try using an eraser.

### Urine, blood, etc.

Remove as fast as possible with a moist cloth. If the stain is dry: rub mechanically with a dry cloth. If necessary, use a slightly moistened cloth with **Quick-Step Clean** product.

### Nail polish, shoe polish, lipstick, tar, etc.

Remove as fast as possible with a dry cloth or a cloth that is slightly moistened with **Quick-Step Clean**. If necessary, methylated spirits, acetone or household solvent can be used on a cloth. We recommend to test this on a small area first.

### Scratches

See "tips & tricks"

### Dull-looking floor

A dull looking floor is often caused by using the wrong maintenance product that leaves layers of residue on your floor. Use **Quick-Step Clean** instead.

### Gouges or deep scratches caused by falling objects (e.g a knife)

Use the **Quick-Step Repair Kit** which includes a melting knife, sanding pads and 7 wax blocks. Use this kit for an invisible floor repair. Check our website [www.quick-step.com](http://www.quick-step.com) for the matrix with the correct colour combination for your floor.



### Candle wax and chewing gum

Leave to harden, then gently scrape off. In some cases a spray like WD40 can assist residual wax removal.

Check out our handy maintenance videos on YouTube.

## Tips & Tricks

**1** Sand, stones and furniture can cause scratches on your floor. It is important to take precautionary measures. E.g. lift furniture instead of dragging it and place a mat under office chairs.

**2** Install a mat that is large enough and is cleaned regularly in rooms that are accessed from outdoors. Avoid rubber backed mats on vinyl/hybrid floors.

**3** Using office chairs with soft wheels will prevent your floor from scratching.

**4** Always follow the instructions on the cleaning product. You are advised to choose products that are recommended by Quick-Step: this will guarantee perfect compatibility with Quick-Step floors.

The use of accessories other than the Quick-Step accessories might cause damage to the Quick-Step floor. In such case the guarantee provided by Quick-Step will be void. We therefore advise to use only Quick-Step accessories as these have been especially designed and tested for the use with Quick-Step floor panels.

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