

ALPINE

plus

QUALITY FLOORING

NOW WITH 5G

Care & Maintenance

*NB: ALPINE is a fused stone composite, **not a laminate** therefore not prone to delamination!*

Care and Maintenance Instructions must be followed to maintain the product warranty. Please ensure these instructions are left with the occupier.

CLEANING:

- ▲ Clean your floor regularly.
- ▲ Start by removing all dirt and dust with a soft broom or vacuum cleaner with the correct hard surface attachment. Never use a rotating brush, floor scrubber, jet mop, buffer or similar product.
- ▲ Then clean with water and a neutral and appropriate cleaning agent*. Do not use aggressive cleaning products, soap, abrasive cleaners, bleach, acetone, solvents or cleaning agents that contain wax or oil.
- ▲ We recommend using a well-rung wet mop or cloth.
- ▲ The use of residential steam mops on this product is allowed. Use at the lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period (longer than 5 min). Refer to the steam mop manufacturer's instructions for proper usage.

STAINS:

- ▲ Remove stains as soon as possible, using a well-wrung, slightly damp cloth. Worn in stains are difficult to remove.
- ▲ For stains such as chocolate, grease, juice, wine stains etc, use lukewarm water and a non-abrasive cleaner.
- ▲ Nail polish, tar, markers, crayon, and lipstick may be able to be removed using denatured alcohol, or white spirit.
- ▲ For candle wax and chewing gum, scrape carefully with a blunt plastic scraper.
- ▲ Oil, vinegar or lemon stains: remove right away as they may cause discolouration on the surface of your flooring.
- ▲ Stains such as tomato or blood can be removed by putting very diluted alcohol directly on the stain for a few minutes without scrubbing, then rinse off with water.

PROTECTING:

- ▲ Avoid bringing dirt, sand, grit and other substances such as oil or asphalt indoors by placing *non-rubber-backed* carpets and doormats at all entrances.
- ▲ Do not use rubber-backed mats as long term contact with the rubber backing can cause permanent stains.
- ▲ Do not allow cigarettes, matches, or other very hot items to come into contact with the floor as they may cause permanent damage.
- ▲ Do not drag heavy objects across the floor such as appliances or heavy furniture to avoid scratching.
- ▲ Heavy objects (>200kg) should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- ▲ Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Your floor should be protected from extreme temperatures and strong direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/or curtains/ blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading.
- ▲ Apply appropriate protection to the legs of furniture. Do not use coloured or rubber floor protectors.
- ▲ Apply freely rotating, non-rubber wheels to chairs with casters and/or use protective matting.
- ▲ Please bear in mind that pets with sharp nails can leave deep scratches in the floor.

*Speak with your local Tile Warehouse store for advice on correct cleaning agents.

<https://www.tilewarehouse.co.nz/about-us/find-a-store/>

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Stone-Composite Flooring Solution

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