



# Residential maintenance guide

**KLEAN**  
by mirage™

# Congratulations!

Choosing Mirage is knowing you have chosen the best hardwood flooring for your home. Thanks to the quality of your Mirage floor, our exclusive finishing process, and your care, you can enjoy the beauty of your floor for years to come.

## *KLEAN by mirage* products

Specially designed to clean prefinished hardwood floors, *KLEAN by mirage* eco-friendly maintenance products are quick and easy to use. Their non-abrasive formula requires no rinsing and leaves no marks or residue behind.

### ◆ The cleaning kit includes:

- 1 ultra-resistant mop
- 1 Hardwood Floor Cleaner 33.8 oz. (1 L)
- 2 microfiber mop covers



### ◆ Products sold separately

- Hardwood Floor Cleaner 33.8 oz. (1 L)
- Concentrated Hardwood Floor Cleaner 7.8 oz. (230 ml) 5 in 1
- Microfiber replacement cover (pack of 2)
- Mirage repair kit



### ◆ Repair kit

The Mirage repair kit helps you repair small everyday incidents and restore the original appearance of your floor.

- Use the **"Fil-Stik"** wax pen to conceal little scratches or cracks, fill light gaps between wood boards, and repair minor nicks and notches.
- Use the **Touch-up marker** for light scratches and worn edges.
- Use the **Polyurethane finish** to restore the original appearance of the touched-up areas.



*KLEAN by mirage* products and the Mirage repair kit are distributed by Mirage dealers and sold online at [miragefloors.com](http://miragefloors.com).

# Maintenance instructions

Here are a few simple and effective maintenance instructions to help you enjoy the beauty of your Mirage floor for years to come.



**1** Sweep or vacuum the entire room floor.



**2** Spray a small quantity of the *KLEAN by mirage* Hardwood Floor Cleaner directly on the floor or on the mop cover. It should be moist, not soaked.



**3** Use one side of the mop cover to scrub off the dirt with a to-and-fro motion lengthwise. Use the other side to wipe any remaining product off the surface.

Click the following link for [full instructions](#) on how to use the *KLEAN by mirage* Hardwood Floor Cleaner.

The Hardwood Floor Cleaner is not designed for use in the following cases:

- Grease stains (cooking grease)
- Stains from household products left on the floor for long periods (mustard, wine, permanent marker, etc.)
- Adhesive residue
- Paint residue

Please contact our Technical Service at 1-800-463-1303 if you have questions.

## ***KLEAN by mirage* product warnings**

- Do not use a wet mop cover that can leave excess of liquid on your floor.
- Do not use a steam cleaner.
- Do not use wax, oil-based detergent, or any other household cleaner on your floor. These products can damage the finish and leave a greasy film that makes your floor slippery, difficult to maintain, and impossible to refinish without deep sanding and complete revarnishing.
- Do not use fabric softener when machine washing or drying mop covers.

# Floor maintenance tips

Here are some helpful tips to keep your floor looking beautiful despite minor incidents

Problem	Solution
Food, soft drink, or wine stains	Absorb or wipe immediately with a well-wrung damp cloth. Spray the <i>KLEAN by mirage</i> Hardwood Floor Cleaner to remove dirt, then wipe clean.
Stubborn stains	Apply a small amount of water and rubbing alcohol, then rub lightly.
Ink or more stubborn stains	Dampen a cloth with a bit of paint solvent or lighter fluid and wipe clean.
Chewing gum, candle wax, wax pencil	Apply a plastic bag filled with ice cubes to the soiled surface until the stain hardens and starts to crumble. Spray the <i>KLEAN by mirage</i> Hardwood Floor Cleaner on a cloth and wipe clean.
Surface scratches	Use the Mirage repair kit.
Deep scratches	Replace the damaged board.
Deep scratches, impact marks, or dents across entire floor	Normal wear and tear over time or improper use. Contact a Mirage dealer to have your floor sanded and revarnished if needed.

For more tips, go to the "Floor maintenance tips" section at [miragefloors.com](http://miragefloors.com).

## Preventive care

Here are some preventive steps you can take to preserve the beauty and durability of your Mirage floor for years to come:

- Keep room temperature at  $\pm 72^{\circ}\text{F}$  ( $\pm 22^{\circ}\text{C}$ ).
- Wipe off any spilled liquid immediately.
- Put mats at the outside and inside entrances, as well as in front of the sink, dishwasher, and all kitchen workstations. Avoid mats with rubber, fabric, or other dense backing that prevents airflow and traps abrasive dirt and moisture.
- Attach felt pads to the feet of all furniture and chairs to make it easier to move and prevent scratches. Regularly check that the pads are clean and in good condition.
- Replace narrow plastic casters with wide rubber or soft polyurethane ones.
- Protect the floor before moving heavy furniture.
- Watch out for high heels, certain kinds of athletic footwear, worn or damaged shoes, and other sharp objects.
- For hardwood flooring installed over a subfloor with radiant heat, avoid temperature variations of more than  $5^{\circ}\text{F}$  ( $2.8^{\circ}\text{C}$ ) per day when turning the system on or off. The floor surface temperature must never exceed  $80^{\circ}\text{F}$  ( $27^{\circ}\text{C}$ ).

### Textured floors

Textured hardwood floors (Brushed, Engraved, or Cork) are more subject to dirt penetration than smooth floors. Any liquid, dirt or greasy substances (ex: oil, food, etc.) must be removed promptly so they do not become embedded in the wood grain and texture.

### Humidity

Wood is a natural material that reacts to changes in relative humidity. It can shrink or swell when moisture is absorbed or released. During wet or dry periods, the floor can present distortions or gaps.

- For optimal results, maintain relative humidity at around 45%.
- Use a humidifier or dehumidifier to control relative humidity.
- Use a hygrometer to check moisture content in the air.

### Intense light

Mirage hardwood floors' UV protection helps slow down and reduce the yellowing of some natural wood species. The change in color is a natural phenomenon that is not caused by the yellowing of the finish. You should:

- Protect the floor from sunlight and intense artificial light to prevent wood from changing color.
- Move your rugs and furniture from time to time to keep color changes uniform.

## Mirage warranty

Mirage flooring is covered by several warranties:



- Structural lifetime limited warranty.
- 35-year warranty on finish wear for residential use (Nanolinx HD® and DuraMatt®).
- 3-year warranty on finish wear for light commercial applications (Nanolinx HD® and DuraMatt®).
- 5-year warranty on finish wear for commercial applications (Nanolinx® Commercial).

See the [Warranty Certificate](#) and register your warranty online at [miragefloors.com](http://miragefloors.com).

**Note:** Failure to follow our maintenance instructions may void your Mirage floor warranty.