

Hardwood floors maintenance guidelines for commercial applications



Following the recommended maintenance and prevention guidelines set forth in this guide will help preserve and prolong the natural appearance of hardwood flooring.

Routine maintenance

The cleaning schedule depends on the environment and the frequency of use. Weekly cleaning is minimally required.



1 Sweep or vacuum to remove dust and abrasive dirt. The wheels of the vacuum cleaner should be in good condition, and its cleaning accessories must be free of all abrasive particles that could scratch the finish.



2 Lightly spray the cleaner on the mop cover.



3 Swiftly wipe the floor surface with the mop, using a to-and-fro motion across the length of the floorboards. Finish cleaning one section before starting on a new area of the floor.

Maintenance products

Specially designed to care for prefinished hardwood flooring, **Mirage Clean** eco-friendly maintenance products are quick and easy to use. They are non-abrasive, leave no marks or residue, and do not require rinsing.

Starter kit contents

- > 1 ultra-resistant mop
- > 1 microfiber mop cover
- > 1 spray cleaner 34 oz. (1 liter)

Eco-friendly Choice



Mirage Clean

Products sold separately



Spray cleaner 34 oz. (1 liter)



Concentrated cleaner 34 oz. (1 liter) (4 in 1)



Replacement microfiber mop cover



Touch-up kit

Mirage Clean products are available through Authorized Mirage Dealers or online at www.miragefloors.com.

- ! > Do not pour cleaner or other liquid directly on the floor.
- > Do not use a wet mop that can leave excess water behind.
- > Do not use steam cleaners.
- > Never use floor wax, oil-based detergent, or any other household cleaner on the floor. These products can dull or damage the finish, and can leave a greasy film that makes the floor slippery, difficult to maintain, and impossible to refinish without deep sanding and complete refinishing.

Use of a floor polisher



- > To clean large surfaces, **a floor polisher (150-175 RPM) with a white polishing pad can be used.**
- > Clean and replace pad regularly to avoid ring marks. Dirt and debris trapped under the pad must be removed before cleaning a new section of the floor.

Cleaning mop covers and polishing pads

- > Replace soiled mop covers or polishing pad with a replacement cover to avoid leaving marks on the floor. The mop covers and polishing pads are machine washable; do not use fabric softener during washing or drying, in order to preserve the electrostatic properties of the microfiber.
- > Have enough mop covers or polishing pads on hand for the entire surface to be cleaned.

Prevention



Humidity

Wood is a natural material that reacts to variations in relative humidity and changes dimension following moisture absorption or release. During humid or dry periods, the floor can present distortions or gaps.

- > For optimal results, maintain relative humidity at around 45%.
- > Use a humidifier or a dehumidifier to control relative humidity.
- > Use a hygrometer (relative humidity indicator) to check moisture content in the air to ensure that relative humidity is within the recommended range.



Intense light

The UV protection of Mirage flooring helps slow and reduce yellowing of some natural wood species.

- > Even so, protect your floor from excessive natural or artificial light, which can cause wood to change color.
- > Move your carpets and furniture occasionally to keep color changes uniform.

Note: Natural changes in color due to the normal aging of wood is expected, and is not caused by the yellowing of the finish.

Basics and Rules



- > Keep room temperature at $\pm 72^{\circ}\text{F}$ ($\pm 22^{\circ}\text{C}$)
- > Quickly wipe up any spilled liquid from the floor and protect wood from excessive water.
- > Prevent sand, dirt and water from getting on the floor by placing a carpet or ceramic tiles in high-traffic areas.
- > Attach felt pads under furniture, including chairs, to make them easier to move and to prevent scratches. Keep the pads clean and check their condition.
- > Replace narrow plastic casters with wide rubber or soft polyurethane casters.
- > Protect the floor when moving heavy furniture. Use a mat turned upside down with a slightly smaller piece of plywood on top of it. Place furniture on top and slide it.
- > Watch out for high heels, certain types of sports footwear, worn or damaged shoes, and any pointy objects.
- > Do not place heavy objects on the Mirage Lock floors in order to avoid damaging the Lock System.
- > For hardwood flooring installed over a subfloor equipped with radiant heat, avoid all temperature variations of more than 5°F (2.8°C) per day when turning the system on or off. The floor surface temperature must never exceed 80°F (27°C).



Cleaning tips



Problem



Solution

Food, soft drink or wine stains

Immediately mop up or wipe with a dampened but well-wrung cloth. Spray Mirage Clean cleaner on the mop to dissolve dirt and then wipe.

Tough, dark, sticky or greasy stains

Spray Mirage Clean cleaner on a damp cloth, then wipe.

Difficult-to-remove stains

Apply white vinegar directly on the stain, let sit 2 or 3 minutes, and wipe away vigorously.

Ink or even tougher stains

Apply some paint solvent or lighter fluid to a cloth and wipe.

Chewing gum, candle wax, wax crayon

Apply a plastic bag filled with ice cubes to the soiled surface until substance hardens and crumbles. Then spray Mirage Clean cleaner on a cloth and wipe.

Surface scratch or cigarette burn

Use Mirage Touch touch-up kit.

Deep scratch or major problem

Replace damaged board.

Deep scratches, impact marks or dents across entire floor

Normal wear caused over time or through abusive use. See an authorized Mirage dealer to sand and refinish floor if needed.