

# 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 hardwood floor and area rugs regularly to remove dust and abrasive dirt.

### Caution

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 a five square foot section of the floor. **Never pour liquid directly onto the floor.** The concentrated cleaner must be diluted before use; one part cleaner to four parts water.

### Caution

#### Alive Series and Knotty Walnut floors:

Never spray cleaner or any other liquid onto the surface of the floor. Clean the floor by spraying cleaner directly on the mop cover.



3

Swiftly wipe **the surface of the floor 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 and cotton 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 and  
cotton mop cover



**Mirage Touch**  
touch-up kit

Mirage Clean products are available through Authorized Mirage Dealers or visit [www.miragefloors.com](http://www.miragefloors.com) for more details.



> 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. Do not use steam cleaners.

## 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

- > Using a soiled mop cover or polishing pad can leave marks on the floor. Have enough covers/pads on hand for the entire surface to be cleaned.
- > Soiled mop covers and polishing pads are machine washable, like cotton towels. In order to preserve the electrostatic properties of the microfiber, **do not use fabric softener** during washing or drying.

## Preventive measures



### Humidity and temperature

- > Keep room temperature at  $\pm 72^{\circ}\text{F}$  [ $\pm 22^{\circ}\text{C}$ ]
- > For optimal results, maintain relative humidity at around 45% [between 40 and 50%]. Wood is a natural material that reacts to variations in relative humidity with changes in dimension following moisture absorption or release.
  - During humid or dry periods, the floor can present distortions or gaps. 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. However, protecting the floor from excessive natural or artificial light, which can cause wood to change color, is recommended.
- > **Note:** Natural changes in color due to the normal aging of wood is expected, and is not caused by the yellowing of the finish. Tip: Move carpets and furniture occasionally to keep color changes uniform.

## Useful tips



- > 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.



## 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 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.

