



## Maintenance Guide

Your Tenacity floor is ready for use when you buy it. After installation follow a few care and maintenance guidelines and your floor will keep its great look for years.

### 1. Cleaning

- For general cleaning, use a dust mop or vacuum cleaner with the correct hard surface attachment – never a rotating brush, floor scrubbers, jet mops, buffers or similar products.
- The floor may be cleaned with a damp or wet mop / microfiber cloth and an appropriate laminate cleaner.
- Avoid using too much water and never pour the bucket of water / solution across the floor. Be sure to squeeze the water out of the mop before mopping and rinse the mop frequently.
- The use of residential steam mops on this product is allowed. Use at lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 5 minutes). Refer to the steam mop's manufacturer instructions for proper usage.
- Do not allow for moisture to remain on the floor for longer than 72 hours.
- Remove stains immediately with a well-wrung cloth. Worn-in stains are difficult to remove.
- Pet stains (including urine, feces and vomit from domestic cats or dogs) need to be cleaned within 24 hours.
- After washing always wipe dry with a micro fiber cloth until no more moisture is visible on the floor and allow your floor the time to dry.

### 2. Protecting

- Never use wax on the floor.
- Never use abrasive agents, as those can affect the gloss layer.
- Place small carpets or rugs on high-traffic areas.
- Place doormats at exterior doors, to reduce the amount of dirt coming in.
- Place beige felt floor protectors under chair and table legs. Do not use colored floor protectors.
- Avoid wearing damaged or worn stiletto heels.



- Place a protective mat under chairs with wheels. Place a protective dish under flowerpots.
- Do not drag heavy objects across the floor; lift them up to avoid scratches.
- Use floor protectors and furniture legs/castors with a large ground surface to limit the impact of heavy objects.
- Maintain a normal indoor relative humidity level between 40% and 65%. Use a humidifier, if necessary.

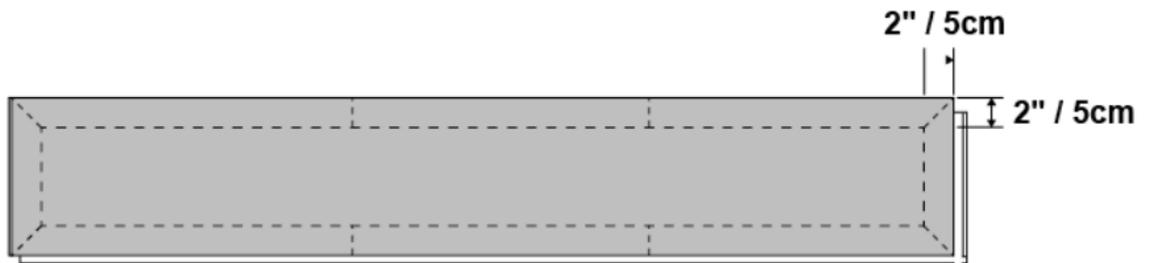
### 3. Plank replacement:

You can fix minor surface chips and scratches with laminate filler products from the home center. But if the damage is severe, you might want to replace the board entirely. A damaged board doesn't require disassembling the whole floor.

- If the damaged board is in a row alongside the wall, it's recommended to remove the base molding and unsnapping and numbering every plank until you get to the damaged portion.
- If the damaged board is in a row not touch a wall, you can fix it by cutting that single damaged board out and replacing it with a new one.

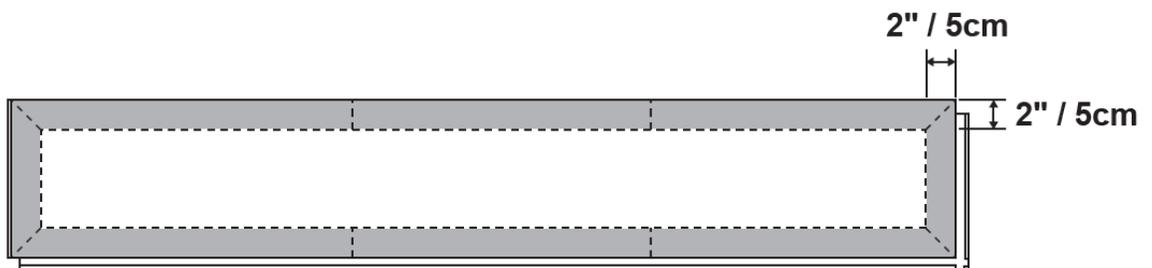
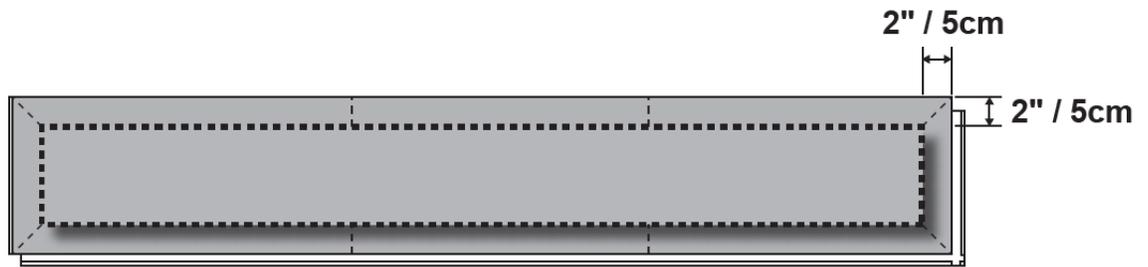
**Things you'll need:** Tape, knife, pencil, circle saw, chisel, high grab adhesive, weights, tapping block, hammer.

- Tape the neighboring boards around the damaged board for visual reference and for surface protection.
- Mark damaged board as below image, 2" / 5 cm all edges.

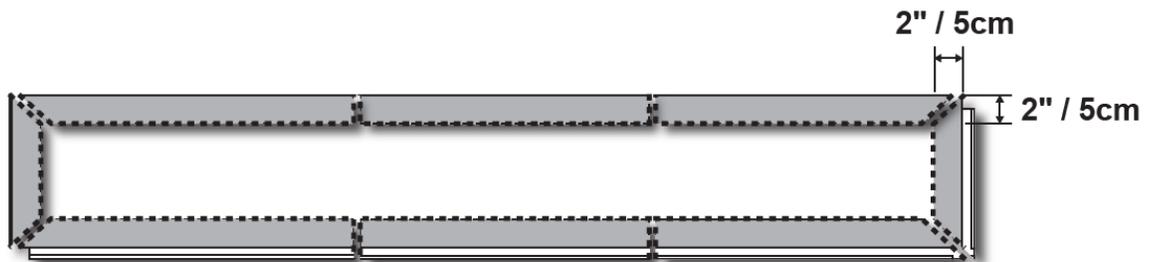




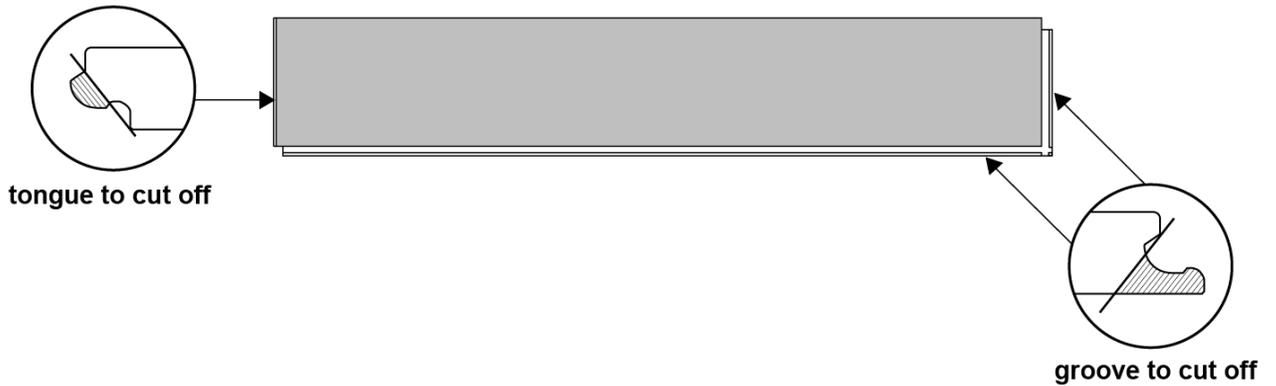
- Set saw depth to the board's overall thickness. Cut along lines and remove center section.



- Cut along lines to make relief cuts, then carefully lift and pull center length cuts first using a chisel, then work into corners to remove end pieces last.



- Vacuum all the dust and debris from the subfloor
- Using a utility knife, prepare the replacement board by removing the bottom groove on both ends (see drawing below) as well as the tongue on the short end.



- Apply a thin bead of high grab adhesive to the tongues of the remaining planks on the floor surrounding the plank being replaced.
- Slip the long side with the tongue in the groove of the surrounding plank. Gently lower the board into place in the hole. Be sure not to get any excess glue on the surface of the planks. If some glue does get on surface, wipe it off and clean immediately following glue manufacturer's instructions.
- Weigh the board down by evenly spreading out 88 lb / 40 kg of weight. Allow the glue to dry at least 24h or more if specified by the glue's manufacturer's instructions.