



**Our flooring experts have put together some tips and techniques for the general, day-to-day care of your new McKenzie & Willis flooring as a quick reference for when life happens...**

## Carpet

Regular vacuuming is the most important aspect of good carpet care as it not only prolongs the life of your carpet but also enhances its appearance. High traffic areas, such as entrances and around chairs, should be vacuumed as soon as visible soil is present and the entire house at least once a week. This will not only extend the time between professional cleanings but also prevent surface damage. Preventative measures to avoid damage to your carpet can also be taken by placing mats or runners at all entrances which will help reduce soil and moisture being trekked into the carpet pile.

We recommend that every 12-18 months you have your carpets professionally cleaned, ideally by a certified carpet care professional. We can give you the contact information for our recommended agents.

For spills it is important to clean immediately, remove as much of the excess as possible by gently scraping with a knife ensuring you work from the outer edge inwards to avoid spreading even further, then using warm water and a cloth blot the area repeatedly- if the stain is stubborn you will need to use a carpet cleaning product. You should always use a cleaning product that is specific to the type of stain and carpet fibre

but always make sure you test it on a small, non-visible area first.

As carpets are made up of many different fibres nowadays it is important to also carefully read the manufacturers care instructions and product guides as they are written specifically for the carpet you have purchased.

## Vinyl Flooring

Prior to cleaning your vinyl floor it is a good idea to sweep or vacuum the area to remove any dust or debris.

Once you have done that damp mop the area. We recommend that you do this a minimum of once a week, or more frequently as required in heavy traffic areas such as hallways and entrances. Once you have finished you should go over the surface once more with just water to remove any residue left by your cleaning products.

Make sure your cleaning solutions do not contain any of the following:

- Acid
- Bleach
- Wax or oil based
- Cleaning aids that contain metal, such as steel wool pads
- Ammonia

We also recommended placing mats in high traffic areas to reduce scratching your vinyl flooring. Attaching felt or similar protective pads to all furniture legs will also reduce the risk of damaging your vinyl surface keeping it looking its best!

## Wood Flooring

Your wooden floor only requires maintenance occasionally – you should not be cleaning the surface too frequently.

When you are cleaning your wooden floor use a micro fibre cloth to dust the surface first. Then on the dry, dust free surface use a slightly moist mop, or similar, to clean the surface and if you have any spills ensure you wipe them up promptly. We recommend you do not use a steam mop on your wooden flooring.

Avoid scrubbing the surface with any abrasive materials and do not use any strong solvents.

There are a number of different cleaning products that can be used on the three main types of wooden flooring- Oiled, Engineered Laminate and Lacquered. We can recommend the best products to use on your specific type of wooden flooring.

## Tiles

After your tiles are installed we recommend that you seal them with a solutions sealer as will provide a protective coating for the tiles and prevent mould and mildew setting into the grout in wet areas. It is best to do this immediately after installation when the tiles are clean, dry and dust free. This is something you can do yourself or employ your installer to do for you.

There are three simple care tips will ensure your tiles look great for their lifetime:

- Mop your tiled floors at least once a week, or more for high traffic area. Be sure to wait at least 72 hours after they are installed to ensure the grout is completely dry.
  - To clean your glazed tiles use a non-oil based household cleaner – everyday multipurpose spray cleaners will easily remove water spots and mildew.
  - To clean your un-glazed tiles we recommend you use a concentrated tile clean with a neutral ph as they are better for removing grease and other spills.
  - Glass tiles can be cleaned with a non-abrasive cleaner.
- Mats are recommended for those high traffic areas such as entrances and hallways to reduce soil and grit being carried in as well as avoid scratching the surface, especially on polished tiles.
- Attaching felt or similar protective pads to all furniture legs will also reduce the risk of damaging your tiles.

By following this simple advice you will be able to maintain your McKenzie & Willis flooring. Our

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Please Note: All of the flooring products in the McKenzie & Willis range come with care instructions from the various manufacturers. It is important that you read these carefully and refer to them when cleaning is required as they are specific to the product and the materials used in its construction.