

Avala Hybrid recommends:

- Vacuum or sweep the floor with a vacuum cleaner, static mop or a smooth floor-broom on a regular basis or as needed to remove dirt, sand or grit.
- Never use any of the following products on your floor: ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never apply wax treatments to your floor.
- Avoiding using too much water, do not pour liquid directly on the floor or use an excessively wet mop that will leave puddle of water standing on the floor.
- Using protectors under heavy pieces of furniture and chairs. Fit furniture legs with felt tips / protective caps. Fix rolling furniture with soft rubber casters. Pick up heavy furniture or appliances; do not slide.
- Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor. Area rugs are also recommended in front of kitchen sinks and in high traffic areas.
- Avoiding exposure to excessive natural and artificial UV light through the use of curtains and blinds.
- Keep pets' nails trimmed to avoid excess scratching.
- Do not use rugs with solid rubber or vinyl backings. Rugs must be made of a breathable material to prevent moisture entrapment. We recommend using a breathable rug underlay. Mesh or grid patterns are best

How can I protect the finish of my Hybrid floor from wear over time?

Sweep and vacuum your floor regularly using a broom or dust mop. Brush or felt vacuum heads are recommended as opposed to vacuums with beater bars or hard heads. Use throw rugs both inside and outside doorways to prevent debris from being tracked onto floors. Keep pet's claws trimmed to avoid excess scratches. Avoid walking on your floors with cleats, sports shoes and high heels. Do not slide heavy furniture or appliances across the floor.

What are the best environmental conditions for my flooring?

As a general rule, with geographic exceptions, flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 45% to 60% and a temperature range of 21° to 25°Celsius (In some climates, the ideal humidity range might be higher or lower.) It is the owner's responsibility to maintain appropriate conditions via the use of humidifier and/or de-humidifier. In homes in which occupants are there for a short period of time (weekend home or vacation cabin), or in rooms that are closed off (not heated or air conditioned) to save energy, ventilation is a must even when the home is not occupied.

How do I fix a scratch on my finish?

If the scratch is white, the top coat has not been compromised and is repairable. Simply using a flooring cleaner, should eliminate these blemishes. If the scratch is deeper but has not exposed the wear layer, light buffing with a white polishing pad can shine up the dull area. Often the damage becomes less obvious. When removing stains from any laminate floor, always begin at the outer edge of the stain and work toward the middle.

My floor was damaged through the finish. Can it be repaired?

If you have a minor chip or slight damage, this may be minimized with a colour wax stick. If the damage is severe enough, board replacement is typically the best option. In most cases, more than one shade may of colour wax stick be appropriate.

Can I refinish my Hybrid Planks? No, it will damage the floor and void the warranty.

Can I put heavy furniture on floated flooring?

Heavy furniture may obstruct the free, natural movement of a floated floor. Restricting this movement in certain areas can lead to problems such as buckling or separation between boards.

Occasional Flooring Noise.

Floor noise is normal and will vary from one installation type to the next. Occasional noise is due to structural movement and may relate to subfloor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect when the floor experiences natural expansion and/or contraction.

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