

Aquis Comfort Acoustic Luxury Vinyl Plank Flooring (LVP)

Maintenance & Care Guide – Residential & Light Commercial



PLEASE READ BEFORE CLEANING

Golden Rules - QUICK CAUTION - DO NOT USE

1. No Steam Mops (Voids Warranty)
2. No Rubber-Backed Mats (Causes Stains)
3. No "Mop and Shine" Polishes
4. No Bleach or Abrasives

1. Scope, Responsibility & General Notes

This guide explains how to clean and maintain Aquis Comfort Acoustic Vinyl Plank Flooring (LVP, 5mm) so it performs and looks good over time.

- It is a general guide only and cannot cover every possible situation, environment, stain, item of furniture or cleaning regime.
- Once installed, the floor becomes part of the property and the ongoing care and maintenance are the owner's responsibility.
- Correct care and maintenance are a condition of warranty, as set out in the Aquis Comfort Acoustic Vinyl Plank Flooring Warranty document.

Always follow:

- This Maintenance & Care Guide
- The Aquis Comfort Acoustic Vinyl Plank Flooring Installation Guide
- The Aquis Comfort Acoustic Vinyl Plank Flooring Warranty – Australia & New Zealand
- Any cleaner/chemical manufacturer's written instructions and Safety Data Sheets (SDS)

If you are unsure about any product or method:

- Test it first in a small, inconspicuous area, or
- Consult a professional flooring contractor or the cleaner manufacturer before use.

2. Key Principles

- Keep the surface free of grit and excess moisture.
- Use only pH-neutral, non-abrasive cleaners designed for resilient/vinyl/LVP floors.
- Avoid harsh chemicals, excessive water and heat.
- Protect against scratching, indentation, staining and UV exposure.
- Understand that all floors will show normal signs of wear over time; this is not a product defect.
- Proper maintenance is essential to appearance and performance and is a requirement for maintaining warranty coverage.

3. Routine Cleaning

3.1 Daily / Frequent Cleaning

Dry cleaning (recommended first step):

- Sweep with a soft broom or use a dust mop, or
- Vacuum using a hard-floor head with soft bristles (no rotating beater bar or exposed metal parts).

Spills and spots:

- Wipe up liquids and food spills as soon as possible with an absorbent cloth or paper towel.
- Clean the area with a pH-neutral cleaner if needed, rinse with clean water and dry thoroughly.



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3.2 Regular Damp Cleaning

Frequency depends on use and traffic (e.g. weekly in normal homes, more often in busy or commercial areas):

- Vacuum or sweep first.
- Use a well-wrung mop (damp, not dripping).
- Clean with a pH-neutral, non-abrasive vinyl/LVP floor cleaner, diluted exactly as directed by the manufacturer.
- Work in sections; unless you are using a specific “no-rinse” professional LVP cleaner you should always/regularly rinse and wring the mop to avoid spreading dirty water.
- If the floor appears smeary or slightly sticky after cleaning, go over once with clean water and a damp mop, then allow to dry.

4. Periodic / Deeper Cleaning

For ingrained dirt or build-up in high-traffic zones:

1. Sweep or vacuum thoroughly.
2. Damp mop with warm water and a suitable vinyl/LVP cleaner.
3. For stubborn marks:
 - Use a soft white pad or cloth with neutral cleaner.
 - A soft nylon brush may be used with light pressure.
 - Do not use hard-bristle scrubbing brushes, scouring pads or steel wool.
4. Rinse the cleaned area with clean water and allow to dry.

Do not use strong “floor strippers” or highly alkaline cleaners unless:

- They are specifically designed for resilient/vinyl flooring, and
- You have professional guidance.

Aggressive strippers and incorrect chemicals can damage the surface and/or weaken adhesive bonds.

5. Stains & Spot Treatment

Always start with the mildest method and escalate only if needed. Many substances can stain if left too long; prompt attention gives the best result. This guide cannot list every possible stain or substance.

5.1 General food and drink (coffee, tea, wine, juice, sauces)

- Wipe up immediately.
- Clean with pH-neutral cleaner and a damp cloth.
- Rinse with clean water and dry.

5.2 Grease, oil, heel marks, shoe scuffs

- Apply pH-neutral cleaner to a cloth or soft white pad and gently rub.
- For stubborn marks, a small amount of vinyl-approved spot cleaner or diluted rubbing alcohol on a cloth may be used.
- Rinse with clean water and dry.

5.3 Make-up, ink, felt-tip, some dyes

- Gently dab (do not rub hard) with a cloth moistened with diluted rubbing alcohol or a vinyl-approved stain remover.
- Always test in a hidden area first.
- Rinse thoroughly and dry.



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5.4 Dry stains (mud, light surface paint splashes)

- Allow mud to dry and gently remove the residue with a plastic scraper or cloth.
- Then clean with pH-neutral cleaner, rinse and dry.
- For light surface paint splashes, soften as recommended by the paint manufacturer (if compatible with vinyl), scrape with plastic scraper only, then clean and rinse.

5.5 Household adhesive residues, wax, chewing gum (small amounts)

- Allow to harden, then carefully lift or scrape with a plastic scraper.
- Clean with pH-neutral cleaner.
- If necessary, a very small amount of an approved solvent on a cloth may be used after patch testing.
- Rinse thoroughly and dry.

If a stain does not respond to the above methods, or you are dealing with unknown or aggressive substances (e.g. hair dye, strong chemicals), seek professional advice before using stronger chemicals or abrasives. Some stains may be permanent or only improved, not completely removed.

6. Protection & Prevention

Prevention is the most effective way to maintain appearance and reduce damage risk.

6.1 Entrance Mats & General Protection

- Use effective mats at external doors to collect grit and moisture.
- Mats and runners should have non-staining backings.

Avoid:

- Rubber or latex backs that can permanently discolour vinyl.
- Coarse coco-fibre mats can transfer colour or cause abrasion; use them with care or avoid placing them directly on the vinyl.
- Some black or heavily dyed backings that may stain.
- In pool, bathroom or kitchen access areas, use mats to dry feet and reduce water on the floor.

6.2 Furniture & Castor Chairs

- Fit non-staining felt pads or protective glides to chair, table and furniture feet.

Inspect pads regularly and replace if:

- Worn flat, or
- Contaminated with grit.
- Use protective chair mats under castor or roller chairs and mobile furniture.
- Choose soft, free-turning castors recommended for resilient floors.

For heavy items (pianos, safes, large cabinets, heavy fridges):

- Increase contact area using furniture cups or load-spreading plates to reduce point pressure.
- Avoid placing extremely heavy, rigid loads that could exceed normal design expectations.

Never drag heavy furniture or appliances across the floor:

- Lift and carry, or
- Use moving trolleys together with temporary protective boards or sheets over the flooring.

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6.3 Footwear & Pets

- Avoid walking on the floor with stiletto or very narrow high-heel shoes; very high point loads can dent or damage the surface.
- Keep pet claws trimmed and smooth to reduce scratching.
- Urine is acidic and can permanently stain or damage the wear layer if left unattended. Clean pet accidents immediately.
- Do not allow cigarettes, matches or other very hot items to contact the floor.

6.4 Sunlight, Temperature & Humidity

- Use blinds, curtains or window film to limit intense direct sunlight, especially near large windows and glass doors.
- Continuous strong UV and high surface temperatures can:
 - Fade or alter colour, and
 - Increase movement (gapping/peaking) at joints.

Where practicable, maintain indoor climate at:

- Temperature: approx. 18–25°C (and not below about 5°C at floor level)
- Relative humidity: generally 45–60%

Avoid sudden, large surface temperature changes (e.g. strong sun suddenly heating a cold floor) as this can stress the floor and cause joints to open or peak. These environmental guidelines align with the installation guide and warranty.

7. Moisture, Wet Areas & Spills

Aquis Comfort LVP is water-resistant to everyday topical spills, but:

- It does not replace a compliant waterproofing system in wet areas.
- It is not designed to withstand flooding, prolonged standing water or submersion.

General guidance:

Wipe up all spills promptly, especially:

- Coloured liquids (wine, juice, coffee, sauces)
- Oils and fats
- Highly staining or acidic/alkaline substances
- Do not allow water or other liquids to stand on the floor for extended periods.
- Use drip trays or mats under Indoor pot plants

In areas installed over approved wet-area substrates (e.g. some bathrooms, laundries):

- Maintain silicone seals and other waterproofing details in good condition, as required by the Installation Guide and building codes.
- Treat any plumbing leaks or water ingress events as urgent and rectify promptly.

Damage from flooding, repeated standing water, leaks or abnormal moisture is not covered by the product warranty.



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8. What Not To Use

To protect your Aquis Comfort floor, do not use:

- DO NOT USE steam cleaners or steam mops.
- Soaking-wet mops or large quantities of water.
- Abrasive cleaning powders, scouring pads, steel wool or aggressive scrapers.
- Solvent-based polishes, paste wax, "mop-and-shine" products or oil-based dressings.
- Highly alkaline cleaners or generic floor strippers not specifically approved for vinyl/LVP.
- Undiluted bleach, ammonia or harsh solvents poured directly onto the floor.
- Household multipurpose detergents at strong concentrations, especially those that leave a sticky or filmy residue.
- Natural soap-based cleaners or use of fabric softener on microfibre pads (these can leave films that attract dirt and dull the surface).
- Impregnated disposable wipes that contain oils, waxes or polishes.
- Adhesive tapes applied directly to the floor surface; removal can tear or damage the wear layer.
- If a cleaning product does not clearly state that it is suitable for vinyl/LVP or resilient floors do not use it without written confirmation from the cleaner manufacturer.

9. Appearance Over Time

All floor coverings will gradually show signs of use. The following changes are normal and not considered product defects:

- Fine surface scratching, light scuffs and a softening of gloss in traffic lanes.
- Gradual colour change or mild fading in areas with more light exposure.
- Localised wear in high-traffic routes (e.g. kitchen work zones, hallways).

To manage appearance:

- Use runners or mats (with non-staining backs) in high-traffic areas.
- Clean high-traffic zones more frequently.
- Move rugs and large furniture from time to time to:
 - Help equalise light exposure, and
 - Minimise localised colour changes

10. Damage, Repairs & Replacement

Despite good care, damage can occur from accidents or misuse.

Minor surface marks may be reduced by careful cleaning as described in Sections 3–5.

Deep scratches, cuts, burns, impact damage or significant staining:

- Usually require replacement of the affected plank(s) by a professional installer.
- We recommend keeping at least one spare carton from the original batch for future repairs so that colour and pattern match as closely as possible.

Where planks are replaced:

- Follow the same hard-set vinyl adhesive and installation methods used for the original floor (see Installation Guide).
- Ensure replacement works comply with AS 1884 and adhesive manufacturer instructions.



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If you believe you have a product-related issue:

1. Stop using any aggressive cleaning products or tools on the affected area.
2. Do not attempt DIY repairs that may worsen the issue.
3. Contact your flooring retailer or Aquis Comfort Acoustic LVP supplier with:
 - Purchase details and proof of purchase
 - Installation date and address
 - A description of the problem and clear photographs

Warranty assessment will follow the process in the Aquis Comfort Acoustic LVP Warranty – Australia & New Zealand.

11. Warranty & Limitations

Correct installation and reasonable ongoing care in line with:

- The Aquis Comfort Acoustic LVP Installation Guide,
- This Maintenance & Care Guide, and
- Applicable standards and cleaning instructions are required to maintain warranty coverage.

In line with the Warranty document, the following are generally not covered as product defects:

- Damage from incorrect, aggressive or incompatible cleaning agents or methods.
- Scratches, dents, scuffs or wear caused by furniture, castors, stiletto heels, grit, pets or dragging heavy items.
- Discolouration or staining from rubber, latex, some plastics, certain mats or chemical spills.
- Fading or colour change from prolonged UV or heat exposure.
- Damage from flooding, standing water, leaks, rising damp or abnormal moisture conditions.
- Effects of extreme or rapidly changing temperatures or humidity outside recommended ranges.

This guide is not exhaustive and cannot anticipate every use, chemical, furniture type, or potential source of damage. If in doubt about the suitability of a cleaning method, product or protective accessory for Aquis Comfort Acoustic Luxury Vinyl Plank Flooring seek advice before proceeding.

For the current versions of this Maintenance & Care Guide, the Installation Guide, and the Warranty – Australia & New Zealand, please refer to your supplier or to our official website.