



mirage®

Hardwood floors



Residential
maintenance guide

www.miragefloors.com

1-800-463-1303

Congratulations!

By choosing Mirage hardwood flooring, you have made the best decision for your home. Thanks to Mirage's unparalleled quality, unique finishing process and your proper care, the beauty of your floors will last for years to come.

Mirage Clean

Quality products for quality floors

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]

Mirage Clean products are available at your Authorized Mirage Dealers or visit www.miragefloors.com for more details.



Eco-friendly Choice

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

More satisfaction with less effort

mirage

To ensure a durable finish and a beautiful Mirage hardwood floor, follow these quick and easy maintenance tips:



Sweep or vacuum to remove dust and abrasive dirt. 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.



Lightly spray the cleaner on a section of the floor or on the mop cover.

Caution

Sweet Memories, 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.



Swiftly wipe the floor surface 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.



Eco-friendly Choice



Tips

- > Replace soiled mop covers with a replacement cover to avoid leaving marks on the floor. Like cotton towels, the mop covers are machine washable; do not use fabric softener during washing or drying, in order to preserve the electrostatic properties of the microfiber.
- > Have enough mop covers on hand for the entire surface to be cleaned.



Caution

- > Do not pour cleaner or other liquid directly on the floor.
- > Do not use a wet mop that can leave excess water behind.
- > Do not use steam cleaners.
- > 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 behind a greasy film that makes the floor slippery, difficult to maintain, and practically impossible to refinish without deep sanding and complete refinishing.

An investment that's easy to protect

Even though the finish on Mirage flooring is more wear-resistant than most of its competitors, it does not render your floor indestructible. A few simple prevention practices will allow you to enjoy the beauty of your floor much longer.

Prevention

Humidity

Wood is a natural material that reacts to variations in relative humidity and changes dimension following moisture absorption or release. During humid or dry periods, the floor can present distortions or gaps.

- > For optimal results, maintain relative humidity at around 45% [between 40 and 50%].
- > 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.

- > Even so, protect your floor from excessive natural or artificial light, which can cause wood to change color.
- > Move your carpets and furniture occasionally to keep color changes uniform.

Note: Natural changes in color due to the normal aging of wood is expected, and is not caused by the yellowing of the finish.

Basic rules



- > Keep room temperature at $\pm 72^{\circ}\text{F}$ [$\pm 22^{\circ}\text{C}$]
- > Quickly wipe up any spilled liquid from your 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.
- > Place mats outside and inside entrances, in front of the kitchen sink, the dishwasher, and all kitchen workstations. Avoid mats with rubber or other dense backing that prevents airflow and traps abrasive dirt and moisture.
- > 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 ones.
- > 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.
- > Do not place heavy objects on the Mirage Lock floor joints in order to avoid damaging the lock system.
- > For hardwood flooring installed over a subfloor equipped with radiant heat, avoid all temperature variations of more than 5°F [2.8°C] per day when turning the system on or off. The floor surface temperature must never exceed 80°F [27°C].



Cleaning tips

Mirage flooring boasts incredibly easy maintenance. However, a few useful tips [see chart below] will allow you to preserve its beauty in the event of minor incidents.



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 your authorized Mirage dealer to sand and refinish floor if needed.