



**Karndean**  
Designflooring

brought to you by **Jacobsen**<sup>®</sup>

SEE FLOORING  
*differently*

## Maintaining your Karndean floor

Cleaning, maintenance and aftercare guide



Your Karndean floor has been designed with K-Guard+® so it's not only beautiful but also very easy to clean. With day to day care and a few simple steps you can keep your floor looking as stunning as the day it was installed. This helpful guide will provide you with everything you need to know regarding the cleaning, maintenance and aftercare options for your Karndean Designflooring.

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# Why Karndean?

## All the benefits of Karndean Designflooring...

All Karndean floors benefit from our K-Guard+® surface protection system. Using PU technology, K-Guard+® provides a hygienic and durable finish that will protect your floor against everyday wear, spills and scuffs.

This makes it easier to clean and maintain, giving you peace of mind that your Karndean floor will look great for years to come.

## Lifetime Transferable Warranty

When you choose Karndean Designflooring, you're choosing quality that lasts a lifetime. Our ranges are backed by an industry-leading lifetime warranty, protecting against product wear-out and manufacturing defects. We stand by our products, ensuring you enjoy your beautiful flooring for years to come.

Buying your Karndean Designflooring through one of our retail partners comes with an added advantage – a transferable guarantee. If you decide to sell your house within the guarantee period, you can transfer the warranty to the new owners, adding value to your property.

We take pride in offering more than just exquisite flooring options – we provide you with unwavering assurance through our exceptional warranties. Our commitment to excellence and durability is unmatched, providing you with peace of mind and stunning aesthetics for years to come.

[karndean.com/warranty](https://www.karndean.com/warranty)



## Durable

Unlike other flooring alternatives, Karndean gives you the look and feel of natural products but with the durability and resilience of luxury vinyl.



## Lifetime warranty

Every Karndean floor is covered by our lifetime residential warranty and is guaranteed to last for years to come. Visit [karndean.com/warranty](https://www.karndean.com/warranty).



## Realistic designs

Inspired by nature, our products are designed in-house and realistically replicate the look and feel of wood and stone materials.



## Waterproof

Unlike laminate and engineered hardwoods, our floors are impervious to water and will not swell, crack or warp when wet, making them perfect for kitchens, office tea points and washrooms.



## Hygienic

Our floors don't hold dust, dirt, pollen or other allergens. Our cleaning products also kill 99.9% of germs.



## Low maintenance

Easy to clean with sweep or mop. Karndean flooring doesn't require sanding, varnishing or staining.



## Acoustic qualities

Karndean Designflooring is quieter underfoot compared to most hard flooring alternatives. Our LooseLay and Korlok products come with a backing that reduces noise transfer to rooms below, making it ideal for apartment blocks and any upstairs rooms.



## 100% recyclable

We do everything we can to meet and exceed legislative and environmental guidelines in all regions. All Karndean floors are 100% recyclable and are environmentally friendly. Visit [karndean.com/evolve](https://www.karndean.com/evolve).



## Compatible with underfloor heating

For added warmth, our flooring is perfectly suitable for underfloor heating systems up to 27°C.



## K-Guard+®

We use K-Guard+® surface technology for scuff and stain resistance ensuring there is no need to apply an additional surface treatment following installation.



## Kid friendly

Karndean floors offer children a safe and comfortable space to play, and parents a durable, easy-to-clean surface.



## Pet friendly

From muddy paw prints to household accidents and anything in-between, Karndean's low-maintenance floors are designed with pets in mind.

# Versatile, resilient, and sanitary *flooring solutions*

Our flooring designs provide a hygienic surface that authentically mimics the appearance of wood and stone, all while eliminating the practical drawbacks associated with natural materials. Utilising cutting-edge technology, all our flooring products promote healthier living spaces.

In contrast to alternative surfaces like textiles and laminate flooring, Karndean Designflooring does not trap dust, allergens, or microorganisms. Furthermore, it remains unaffected by splashes and spills, as it will not warp. Crafted with our advanced K-Guard+® protective surface treatment, a Karndean floor delivers a robust and hygienic surface, resisting stains and requiring minimal maintenance.

Maintaining the pristine condition of Karndean Designflooring is a breeze with a straightforward cleaning routine using our specially formulated Karndean Clean. By adhering to our post-installation cleaning guidelines and regularly scheduled maintenance, your Karndean floor will uphold the highest standards of performance for many years to come.



# *Cleaning and maintaining* your Karndean floor

Karndean flooring can stand up to all sorts of daily challenges and a little extra care can keep it looking like new. This guide contains helpful tips on how to look after your floor.

All Karndean products benefit from our K-Guard+® surface protection system. Using PU technology, K-Guard+® provides a hygienic and durable finish that will protect your floor against everyday wear, spills and scuffs.

This makes it easier and more environmentally friendly to clean and maintain, giving you peace of mind that your Karndean floor will look great for years to come.

## Inside your FLOOR CARE KIT

- |                                     |                                       |                           |
|-------------------------------------|---------------------------------------|---------------------------|
| <b>1</b> Karndean Clean<br>750 ml   | <b>4</b> Floor Protector Pack         | <b>7</b> Applicator       |
| <b>2</b> Karndean Remove<br>750 ml  | <b>5</b> Refresh Pad<br>(soft/white)  | <b>8</b> Floor Care Guide |
| <b>3</b> Karndean Refresh<br>750 ml | <b>6</b> Remove Pad<br>(coarse/white) |                           |



*For everyday cleaning*  
follow these simple steps...



## CLEAN

For everyday care of your Karndean floor.

- With a soft sweeping brush, remove any loose dirt or dust.
- Add 50ml of Karndean Clean (1 notch represents 50ml) to approximately 8-10l of clean water.
- With a household mop, spread the Karndean Clean solution onto the whole floor, removing any excess liquid.
- Rinsing your floor with clean water on a mop after applying Karndean Clean will help reduce any potential residue build up.
- Always allow your floor to dry before walking on it.



*For an occasional refresh*  
follow these simple steps...

After time you may want to treat your floor to some extra care. We recommend every six to twelve months, depending on wear, that you refresh your floor, to further enhance its look and durability.

## REMOVE

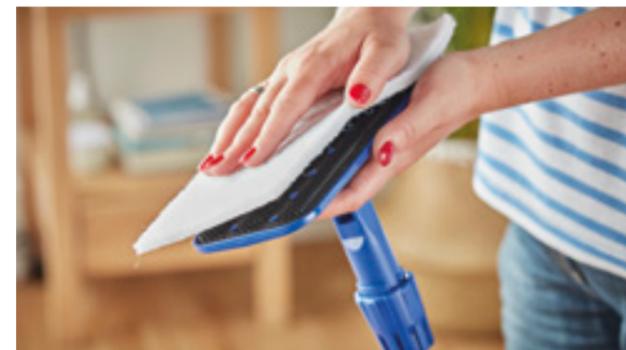
Prepares your floor before applying Refresh.

- Dilute Karndean Remove 1 part to 5 with clean water. 200ml to one litre of water will cover approximately 10m<sup>2</sup> (One notch represents 50ml).
- With a household mop, spread the solution onto the floor liberally and leave to work for five minutes, making sure it does not dry.
- Using the blue applicator with a wet Karndean Remove pad (coarse/white) from your Floor Care Kit, scrub the floor all over. Remove the residue with a household mop, rinsing the floor thoroughly with fresh, clean, warm water.
- Be careful not to allow Karndean Remove to dry on the floor. Always wear protective gloves when using this product.

## REFRESH

Creates a satin finish to your floor and adds protection.

- Before you start, make sure the floor is completely dry and free of all traces of Karndean Remove.
- Using the blue applicator with the Karndean Refresh pad (soft/white) from your Floor Care Kit, spread a thin and even layer of undiluted Karndean Refresh onto the floor, in a widthways direction.
- Leave this layer to dry for approximately 30 minutes, then repeat the process lengthways. Rinse the pad thoroughly after use and leave the floor to dry for approximately 6 hours or preferably overnight.



# Protecting your floor

Caring for your floor is vital to ensure its longevity and maintain its visual appeal. Follow these steps to safeguard your investment:

- **Prevent sun damage:** If your floor is installed in an area with direct or strong sunlight, take measures to prevent fading or discolouration. Ensure windows have appropriate shading, such as window tinting, curtains, blinds, awnings, or external eaves. These measures help to shield your floor from excessive UV exposure.
- **Control exposure to external elements:** Shield your floor from external factors that can cause damage, including exposure to the sun, extreme temperatures, water, and hydrostatic pressure. Use window treatments and shading to minimise sun exposure, and place mats at entrances to trap dirt and moisture. Avoid extreme temperature fluctuations and excess water.
- **Maintain consistent temperature and humidity:** Fluctuations in temperature and humidity can affect your floor's stability. Keep your indoor environment consistent to prevent warping, swelling, or contraction of the floorboards.
- **Proper cleaning and maintenance:** Regular cleaning and maintenance are crucial. Follow the manufacturer's recommendations for cleaning agents and methods. Use suitable products to avoid damaging the floor's finish.
- **Protective furniture pads:** Place protective pads under furniture legs to prevent scratches and marks when moving or rearranging items. This simple step can significantly reduce wear and tear.
- **Use mats and rugs:** Strategically place mats and rugs in high-traffic areas to reduce the impact of foot traffic and trap dirt and moisture. This helps preserve the floor's surface. (Ensure that all mats used are non-staining variety inclusive of latex/rubber backed mats as these may negatively affect the appearance of the flooring).
- **Address spills promptly:** Accidental spills should be cleaned up promptly to prevent staining or damage. Use recommended cleaning products and methods to avoid harming the floor.
- **Lift, don't drag:** When moving heavy furniture or objects, lift them rather than drag them across the floor. Dragging can cause scratches and damage.
- **Regular inspections:** Regularly inspect your floor for signs of wear, damage, or any issues. Address any concerns promptly to prevent further deterioration.
- **Follow our after-care guidelines:** Always adhere to the manufacturer's guidelines and recommendations for care, cleaning, and maintenance. Their instructions are tailored to the specific characteristics of your flooring material.

Visit [karndean.com/cleaning](https://www.karndean.com/cleaning).

By following these steps and being proactive in protecting your floor, you can enjoy its beauty and durability for years to come. Remember, proper care enhances the lifespan and preserves the appeal of your investment.

# Maintenance advice

- All hard floors can be slippery when wet. Take extra care when cleaning and ensure the floor area is allowed to dry completely before use. During periods of wet weather, it may be necessary to put down extra matting to prevent water from being brought in from outside.
- Use entrance matting approximately two paces wide to prevent grit and other substances from scratching the floor. Ensure they are cleaned on a regular basis to maintain their effectiveness.
- Mop up spillages straight away to avoid slips and staining.
- Avoid using aerosol sprays or silicone-based products, as these can make the floor slippery.
- We recommend using Karndean cleaning products, as other products may contain agents that can damage resilient floor surfaces.
- Steam mops are not recommended for use on vinyl flooring.
- Sliding or dragging furniture or other objects across the floor can scratch your floor. Use load-bearing castors to prevent indentation from heavy furniture or appliances.
- Rubber can permanently stain vinyl floor coverings. Avoid using rubber-backed mats, rubber furniture feet or rubber-wheeled castors. Also, ensure mats and rugs are of a non-staining variety (inclusive of latex/ rubber backing) to prevent discolouration of the floor.
- Take care when using vacuum cleaners, as some may not be suitable for working with vinyl floors. Ensure there are no sharp edges or parts where grit can become embedded, as these may scratch the floor.
- If surface scratching does appear, it is important to locate and address the cause of the problem. The appearance of scratching can be improved by following stages 2 and 3 using Karndean Remove and Karndean Refresh.
- Accidental damage can occur, and while using Karndean Remove and Karndean Refresh may improve the look of the floor, replacing a tile or plank may be preferable

## Our local technical team are here to help

Our expert Technical Team are just an email or a phone call away to provide further expert advice on all our products, cleaning, maintenance and aftercare.

### Contact the Team:

Email: [customer.services@jacobsen.co.nz](mailto:customer.services@jacobsen.co.nz)

Phone: 0800 800 460

# Troubleshooting

- **Scuff marks**  
**Cause:** Friction from foot traffic across the floor surface.  
**Solution:** The floor should be thoroughly cleaned using Karndean Remove, and Karndean Refresh reapplied if appropriate. This process should be repeated every six months, or as the volume of traffic dictates.
- **Slippery floor**  
**Cause:** Greasy residue on the floor/detergent residue/over spray from silicone based products –use of unsuitable or over concentrated maintenance products.  
**Solution:** Remove residue with absorbent paper then thoroughly clean the floor with diluted Karndean Clean, repeat if necessary.
- **Scratching**  
**Cause:** Excessive grit or dirt on the floor.  
**Solution:** Ensure appropriate entrance matting is used. Karndean recommends a depth of at least two paces from the entrance. Sweep the floor frequently and ensure that the floor is dressed with Karndean Refresh to provide additional protection for the floor.
- **Streaky appearance**  
**Cause:** Karndean Remove has not been washed away properly/irregular drying of Karndean Refresh due to underfloor heating, strong sunlight or draughts.  
**Solution:** If used, wash away the Karndean Refresh with Karndean Remove, then thoroughly rinse the floor making sure all remains of Karndean Remove are no longer present.
- **Poor appearance**  
**Cause:** Incorrect cleaning products used/Use of dirty maintenance equipment/Karndean Refresh applied to a dirty surface.  
**Solution:** Use only recommended cleaning products. Use Karndean Remove to restore the floor to its original appearance and reapply Karndean Refresh if required.



### Imagery and Design Reproduction

Photography and print cannot always produce a perfect representation of our products. This includes colour, pattern variation and installation elements used. For this reason we strongly recommend obtaining a product sample and where possible viewing a larger sample in-store. We also recommend visiting our website for information on installation, after care and product selection: [www.karndean.com/advice](http://www.karndean.com/advice). We love developing new ideas and improving on our existing designs which means that sometimes products are withdrawn at short notice. We hate to disappoint and will work with you to find an alternative design. Please contact Customer Service for more information.

### Contact us

Phone: 0800 800 460

Email: [customer.services@jacobsens.co.nz](mailto:customer.services@jacobsens.co.nz)

Web: [www.karndean.com](http://www.karndean.com)

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\*Calls may be recorded for training and quality purposes.



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