



Hardwood Floors

A stylized illustration of a tree branch with several yellow leaves. The branch is dark grey and extends from the left side of the frame. The leaves are bright yellow and are scattered along the branch. The background is a dark brown wood floor with a visible grain pattern.

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

Eco-friendly Choice

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 mop cover
- > 1 spray cleaner 34 oz. (1 liter)



Products sold separately



Mirage Clean products are available at your Authorized Mirage Dealers or online at www.miragefloors.com.

mirage

More satisfaction with less effort

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 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.

Tips

- > Replace soiled mop covers with a replacement cover to avoid leaving marks on the floor. 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.

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 a small amount of water and rubbing alcohol, then rub lightly.

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.

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%.
- > 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 $\pm 72^{\circ}\text{F}$ ($\pm 22^{\circ}\text{C}$)
- > To avoid liquid marks, never let spills of any type remain on the surface of the floor. Wipe up spills immediately.
- > 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).



The Mirage Touch kit



The Mirage Touch kit, specially designed for prefinished wood floors, allows you to repair everyday accidents and restore your floor to its original appearance.

- > The synthetic buffer is used to clean and lightly sand the damaged surface, without disturbing the wood's stain or fiber.
- > A wax pencil helps you conceal minor cracks or scratches, fill spaces caused by slight gaps between boards, and repair small nicks and dings.
- > A marker is used to repair light scratches and worn edges.
- > A varnish is applied to restore the newly repaired floor to its original appearance.

And that's all it takes! A well-maintained floor keeps your décor looking great year after year!

The touch-up kit is available at your authorized Mirage dealer or online on www.miragefloors.com.

The Mirage warranty



Manufactured with care by a team combining a passion for wood and the latest technology, Mirage floors guarantee the peace of mind that comes with recommending an impeccable and durable product.

Mirage flooring is covered by several warranties:

- > Structural lifetime limited warranty.
- > 35-year finish warranty for residential applications (Nanolinx HD™ and DuraMatt™).
- > 3-year finish warranty for light commercial applications (Nanolinx HD™ and DuraMatt™).
- > 5-year finish warranty for commercial applications (Nanolinx™ Commercial).

Register your warranty. Fill out the form online now! www.miragefloors.com



1255, 98th Street, Saint-Georges, Quebec, Canada G5Y 8J5
T.: 418-227-1181 • 800-463-1303 • F.: 418-227-1188

www.miragefloors.com