



# Care and Maintenance Guide.

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## About Us

Strata Flooring is a New Zealand owned and operated flooring supplier, specialising in hard flooring made for Kiwi homes.

We offer high-quality, on-trend products that last, backed by great warranties and friendly, local service.

# Hybrid

Keep your Hybrid flooring looking clean and its best with these easy maintenance steps.

## REGULAR MAINTENANCE

Regularly sweep with a soft broom or vacuum to remove loose dirt and grit that could scratch the floor. If using a vacuum, ensure it is suitable for hard floors, with the power brush turned off and a proper dust filter fitted. Spot clean as needed with a well-wrung microfibre cloth.

For wet cleaning, use a slightly damp mop with a pH-neutral floor cleaner, such as Bona Hybrid/Vinyl Cleaner, to remove footprints, dirt, and surface marks. Always mop in the direction of the grain to prevent streaking.

## IMMEDIATE CARE

For immediate care of your Strata Hybrid Flooring, promptly soak up excess liquids with paper towels or a dry cloth. Wipe up any excess spill with a microfibre cloth.

Wet mopping is suitable, as the flooring is waterproof, but you should never flood the floor, as excess water can still cause staining or damage over time.

While the hybrid flooring resists most stains, substances such as tar, grease, oil, wax, dyes, marker pens, or strongly coloured foods and drinks (e.g., mustard, curry, coffee, tea, or cordial) can permanently stain the wear layer if not cleaned quickly.

For scuff marks, remove as fast as possible with a dry cloth.

For hard to remove rubber marks, try gently rubbing with a soft white eraser that is free of any left over pencil marks.



## TIPS FOR CARING FOR YOUR HYBRID FLOOR

- Place non-rubber-backed mats at all external entrances to help prevent dirt, grit, and potential staining from driveways. Avoid rubber-backed mats, as chemicals in the rubber can react with the floor over time, causing permanent discolouration.
- Avoid flooding the floor or using excess water, while Strata Flooring Hybrid ranges are waterproof, spills should be cleaned promptly as the longer spilled materials are left on the floor, the greater the risk of staining.
- Do not use vinegar, polishes, waxes, oil soaps, abrasive cleaners, solvents, solvent-based cleaners, harsh detergents, or “mop and shine” products as they leave behind a residue.
- Never drag or slide heavy furniture across the floor, this can lead to scuffing and permanent marks. Use floor protectors under all furniture legs, and clean regularly to remove trapped dirt or grit that could scratch the floor.
- For wheeled furniture, use broad-surface, non-staining casters (at least 50mm in diameter) to reduce wear and tear.
- Prevent contact with paint, dyes, or harsh chemicals, which can cause permanent damage.
- Protect your floor from prolonged direct sunlight with blinds, curtains, or UV window film, as excessive heat and UV exposure may cause discolouration or plank movement.
- Trim pet nails regularly to avoid scratches.
- Never use steam mops or steam cleaners.
- Additional care may be needed in commercial settings, contact our technical support team for advice.

# Laminate

Protect your laminate floor to ensure it looks beautiful for years to come.

## REGULAR MAINTENANCE

Regularly sweep with a soft broom or vacuum to remove loose dirt and grit that could scratch the floor. If using a vacuum, ensure it is suitable for hard floors, with the power brush turned off and a proper dust filter fitted. Spot clean as needed with a well-wrung microfibre cloth.

For wet cleaning, use a slightly damp mop with a pH-neutral floor cleaner, such as Bona Hybrid/Vinyl Cleaner, to remove footprints, dirt, and surface marks. Always mop in the direction of the grain to prevent streaking.

## IMMEDIATE CARE

Strata Laminate flooring is manufactured to resist common household stains and is designed for ease of maintenance. To preserve the surface finish and prevent permanent marking, spills should be attended to without delay.

- **Light spills:** Absorb liquid spills immediately using a clean, dry cloth. Follow by wiping the affected area with a well-wrung microfibre cloth to remove any remaining residue. If required, apply Bona Laminate Floor Cleaner to eliminate residual marking.
- **Stubborn stains:** A diluted solution of methylated spirits may be used sparingly. Always wipe the area thoroughly afterward to remove any residue, and avoid using methylated spirits on or near joins whenever possible.



## TIPS FOR CARING FOR YOUR LAMINATE FLOOR

- Place entrance mats to reduce dirt, grit, and moisture, but avoid mats with rubber or latex backings, which may cause staining.
- Strata laminate flooring has a durable, water-resistant surface, but spills should be wiped up promptly to prevent damage.
- Avoid cleaning products containing oil, wax, bleach, or soap, as they can leave residue or film. Do not use abrasive cleaners or scouring pads that may damage the surface.
- Laminate flooring cannot be sanded or refinished; small dents or scratches can be treated with a laminate repair kit.
- Never drag or slide heavy furniture across the floor, this can lead to scuffing and permanent marks. Use floor protectors under all furniture legs, and clean regularly to remove trapped dirt or grit that could scratch the floor.
- Although laminate is less prone to fading than some finishes, areas with direct sun exposure may discolour over time. Protect your floor from sunlight with UV window treatments, curtains, or blinds.
- Trim pet nails regularly to avoid scratches.
- Never use steam mops, steam cleaners, or robot/electric mops on laminate flooring.
- Additional care may be needed in commercial settings, contact our technical support team for advice.

# Vinyl Plank

Maintain the quality and appearance of your vinyl plank flooring with easy, regular care.

## REGULAR MAINTENANCE

Regularly sweep with a soft broom or vacuum to remove loose dirt and grit that could scratch the floor. If using a vacuum, ensure it is suitable for hard floors, with the power brush turned off and a proper dust filter fitted. Spot clean as needed with a well-wrung microfibre cloth.

For wet cleaning, use a slightly damp mop with a pH-neutral floor cleaner, such as Bona Hybrid/Vinyl Cleaner, to remove footprints, dirt, and surface marks. Always mop in the direction of the grain to prevent streaking.

## IMMEDIATE CARE

Strata Laminate is resistant to most stains and is easy to clean in most scenarios, but prompt attention to spills is always recommended to prevent permanent marks.

For fresh spills, act quickly—blot liquids with a dry cloth and wipe any remaining residue using a well-wrung microfibre cloth. Any remaining marks can be cleaned using Bona Laminate Floor Cleaner.

For more stubborn stains, such as permanent marker, nail polish, or blood, a diluted solution of methylated spirits may be used sparingly. Always wipe the area thoroughly afterward to remove any residue, and avoid using methylated spirits on or near joins whenever possible.



## TIPS FOR CARING FOR YOUR VINYL PLANK FLOOR

- Place entrance mats to reduce dirt, grit, and moisture, but avoid mats with rubber or latex backings, which may cause staining.
- Strata laminate flooring has a durable, water-resistant surface, but spills should be wiped up promptly to prevent damage.
- Avoid cleaning products containing oil, wax, bleach, or soap, as they can leave residue or film. Do not use abrasive cleaners or scouring pads that may damage the surface.
- Laminate flooring cannot be sanded or refinished; small dents or scratches can be treated with a laminate repair kit.
- Never drag or slide heavy furniture across the floor, this can lead to scuffing and permanent marks. Use floor protectors under all furniture legs, and clean regularly to remove trapped dirt or grit that could scratch the floor.
- Although laminate is less prone to fading than some finishes, areas with direct sun exposure may discolour over time. Protect your floor from sunlight with UV window treatments, curtains, or blinds.
- Trim pet nails regularly to avoid scratches.
- Never use steam mops, steam cleaners, or robot/electric mops on laminate flooring.
- Additional care may be needed in commercial settings, contact our technical support team for advice.

# Engineered Timber

Preserve the natural beauty of your bamboo flooring with our easy maintenance tips for long-lasting appeal.

## REGULAR MAINTENANCE

Regularly sweep with a soft broom or vacuum to remove loose dirt and grit that could scratch the floor. If using a vacuum, ensure it is suitable for hard floors, with the power brush turned off and a proper dust filter fitted. Spot clean as needed with a well-wrung microfibre cloth.

For wet cleaning, use a slightly damp mop with a pH-neutral floor cleaner, such as Bona Hybrid/Vinyl Cleaner, to remove footprints, dirt, and surface marks. Always mop in the direction of the grain to prevent streaking.

## IMMEDIATE CARE

Strata Engineered Timber flooring is resistant to most stains and is easy to clean in most scenarios, but prompt attention to spills is always recommended to prevent permanent marks.

For fresh spills, act quickly—blot liquids with a dry cloth and wipe any remaining residue using a well-wrung microfibre cloth. Any remaining marks can be cleaned using Bona Laminate Floor Cleaner.

For more stubborn stains, such as permanent marker, nail polish, or blood, a diluted solution of methylated spirits may be used sparingly. Always wipe the area thoroughly afterward to remove any residue, and avoid using methylated spirits on or near joins whenever possible.



## TIPS FOR CARING FOR YOUR ENGINEERED TIMBER FLOOR

- Place entrance mats to reduce dirt, grit, and moisture, but avoid mats with rubber or latex backings, which may cause staining.
- Strata laminate flooring has a durable, water-resistant surface, but spills should be wiped up promptly to prevent damage.
- Avoid cleaning products containing oil, wax, bleach, or soap, as they can leave residue or film. Do not use abrasive cleaners or scouring pads that may damage the surface.
- Laminate flooring cannot be sanded or refinished; small dents or scratches can be treated with a laminate repair kit.
- Never drag or slide heavy furniture across the floor, this can lead to scuffing and permanent marks. Use floor protectors under all furniture legs, and clean regularly to remove trapped dirt or grit that could scratch the floor.
- Although laminate is less prone to fading than some finishes, areas with direct sun exposure may discolour over time. Protect your floor from sunlight with UV window treatments, curtains, or blinds.
- Trim pet nails regularly to avoid scratches.
- Never use steam mops, steam cleaners, or robot/electric mops on laminate flooring.
- Additional care may be needed in commercial settings, contact our technical support team for advice.

# Warranty and Installation

To ensure your warranty is valid, your new floor must be installed according to our installation instructions and maintained in line with our care guide. Following these steps not only protects your warranty but also helps your flooring look great for years to come.

All of our floors are designed to be simple enough for a confident DIY installation. However, if you'd prefer extra peace of mind, we've partnered with Smith & Sons to provide professional installation support. This way, you can choose the option that best suits you, whether you'd like to lay the floor yourself or have it installed by an experienced team.

For full installation instructions and warranty information please visit [strataflooring.co.nz](https://strataflooring.co.nz)



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