



FloorChef Australia PTY LTD | ABN: 50 622 357 895

1300 00 13 68 | [sales@floorchef.com.au](mailto:sales@floorchef.com.au) | [www.floorchef.com.au](http://www.floorchef.com.au)

# Warranty and Maintenance Guide

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## Caring For Your Floor

### Key Notes

1. After installation, all traffic and furniture should be kept off the floor for at least 24 hours to allow it to reach sufficient initial hardness. The floor will continue to harden for up to seven days, so the longer you can keep traffic and loads off, the better. When moving furniture, be sure to lift and not drag it across the floor. It may be practical to lay down some protective floor covering and timber sheeting to prevent damage.
2. During the first seven days, take care to keep liquids and chemicals off the floor while it develops full resistance.
3. In order to prevent indentations in the floor finish, provide glass, plastic or other non-staining flat floor protectors not less than 50mm in width underneath the legs of heavy furniture and appliances. Fit broad, 50mm diameter (minimum) castor wheels to any office chairs or equipment that needs to be mobile. Install felt to the bottom of any chairs or furniture to avoid scuffing and scratching.
4. Protect floor against heat sources and burns from cigarettes, matches or any other extremely hot surfaces.
5. Protect your floor from tracked in dirt and grit particles by using mats at all outside entrances. Take time to remove embedded dirt and grit particles from the bottom of shoes before entering the room.
6. All FloorChef floors have great stain resistance. They are not affected by most household chemicals, however any spills should be cleaned up immediately and not be allowed to dry out on the floor. The longer the spill is left on the floor, the higher the risk of a stain occurring.
7. Do not use any other cleaning products apart from streak-free, pH neutral detergents. Dry microfibre, flat dust mops and wet flat mops are the most effective way to clean smooth FloorChef floors.

### General Ongoing Maintenance

A floor is one of the most heavily used of all surfaces, yet they are rarely maintained to the standard required.

A good maintenance program will not only keep the area looking good, but also give the floor the best possible chance of performing as expected over a long life.

## Smooth Floors

### Basic Good and Bad Practices

There are some basic good practices that can be followed by the owner to help prolong the life and aesthetics of a smooth floor. Good practices include -

- Sweep and mop floors on a regular basis. Regular cleaning will provide continued inspection to help detect and repair damage as soon as possible.
- Prepare a clean-up procedure to ensure exposure to spills is kept to a minimum. Smooth floors should be kept as dry as possible for the maintenance of the floor and safety of its users.
- Repair any damage as soon as possible. Contact FloorChef as soon as the floor is damaged or prior to any planned, potentially damaging exposure, e.g. chemical exposure, unusual traffic demands.
- As already noted in the Key Notes, when moving equipment or furniture be sure to lift and not drag these items to prevent scratching. Smooth floors are susceptible to scuff and tyre marks, so be careful with the traffic allowed on these surfaces.

Of course there are some bad practices to avoid -

- Don't use vacuum cleaners without brush attachment as they may scuff the surface.
- Don't use steam cleaners or boiling water as this may soften the floor. It is generally not necessary to clean with water above 60°C.

- Don't wear footwear with metal tips or nails underneath.
- If the floor is to handle vehicular traffic, use tyres that don't mark or can have their marks removed. Drive carefully and avoid spinning wheels etc.

### Daily/Weekly Practices

Regular cleaning is recommended. Daily cleaning will keep the floors looking good and enable the detection of damage through greater visibility and regular inspection.

Smooth floors are best swept with microfibre flat dust mops. Wet mopping can be done with flat mops and the use of a pH neutral cleaner (see Polish Maintenance Program). For extra attention, a microfibre cloth can be used to gently remove scuff marks as they occur.

### Polish Maintenance Program

Periodically rejuvenating smooth floors every six -twelve months with polishes will keep the floor looking good by removing scuff marks and fine scratches while restoring lustre. This type of maintenance is highly recommended for high-gloss floors.

An alternative to a polish maintenance program is the use of a polyurethane topcoat, which can require less maintenance, however they can also have drawbacks in the form of cost and performance issues. Call FloorChef if you'd like more information.

FloorChef can suggest Research Products as a suitable supplier of hard surface maintenance solutions. For more information, visit their website -

[www.oateslaboratories.com.au/research-products](http://www.oateslaboratories.com.au/research-products).

Research Products Polishes	Description
Glazer	High-gloss topcoat - a high-solid, acrylic sealer finish, which has a high level of adhesion as well as an ultra-high gloss off the mop. Minimal coats required. High resistance to black mark pickup (scuffing).
Satin Star	Semi-gloss topcoat
Film Star	High-gloss topcoat with extra traction. Applied over the top of Glazer where high traction is required. Can show more scuffing than Glazer.

Research Products Cleaners	Description
Supastar	Cleaner
Shiner	Polish "Maintainer" - modified cleaner used weekly to remove minor scuffs and scratches in polish.
Sledgehammer	Polish stripper - used to totally remove the polish and get back to original floor.
Research Products - Tools	Description
Oates SM 156	Polish mop with a 1.5m handle (can be larger).
Glomesh Blue	Buffing pad - light cut back at regular speed.
Glomesh Red	Buffing pad - weekly maintenance of Glazer or microetch of Film Star at slow speed.

Glomesh Brown	Buffing pad - full polish removal at regular speed.
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### **Polish Application**

If floor is dirty, clean using Supastar at 1:25 dilution with fresh water. For heavily soiled floors, replace the water once it appears dirty or you'll end up pushing dirty water around, which can leave the surface looking hazy. Once completed, rinse with water and allow to dry.

Choose desired polish finish - gloss, satin or traction.

Apply gloss and satin polishes at 50m<sup>2</sup>/L per coat, with three coats as a minimum. Wet the flat mop with water, wring out and apply enough polish to wet the mop without dripping off the sides. Drizzle a thin line of polish on the floor and use a "figure 8" pattern centred on the pour line to spread. Allow a minimum of 30 minutes before applying next coat if conditions are dry and warm (allow longer if cool and humid).

For best results, apply subsequent coats in the perpendicular direction to even out any undulations.

For high-traction, apply two coats of gloss ("Glazer"), followed by two coats of traction ("Film Star") as per the above instructions. Allow to dry for a minimum of two days before buffing at slow speed with red buffing pad to create microetch.

### **Polish Weekly Maintenance**

To perform a basic weekly polish maintenance regime, e.g. for a retail environment, perform the following -

1. Dust mop to remove dust, dirt and particles that could scratch the floor.
2. Clean using "Supastar" as described previously.
3. Apply "Shiner" from a trigger spray bottle and use a "swing" polisher at slow speed with red buffing pads.

### **Polish Rejuvenation**

Polish rejuvenation is recommended after three months in a commercial or six - twelve months in a domestic environment if weekly maintenance isn't performed.

1. Lightly cut back using "Supastar" at 1:25 dilution with fresh water and blue buffing pads (autoscrub or machine scrub). Make sure you apply enough solution to stop the floor drying out while scrubbing.
2. Damp mop rinse with cold water to remove slurry and allow the floor to dry thoroughly.
3. Burnish with a brown buffing pad, then dust mop.

### **Polish stripping**

Completely removing the polish may be necessary from time to time, e.g. if the floor needs repairs.

1. Liberally apply "Sledgehammer" at 1:4 dilution with fresh water using a cotton or fringe mop.
2. Allow it to sit for up to 10 minutes for greater penetration. Re-apply if it looks like drying out too quickly.
3. Push the mop forcefully to dislodge the existing finish, paying particular attention to the edges. Wring out mop and sealer build-up into a stripping solution bucket.
4. Dust mop and then dry burnish the floor with a brown buffing pad.

## Anti-slip Floors

### Basic Good and Bad Practices

There are some basic good practices that can be followed by the owner to help prolong the life and aesthetics of an anti-slip/textured floor. Good practices include -

- Sweep or flush/hose floors on a regular basis. More aggressive anti-slip surfaces (R12 rating) won't be able to be mopped. Anti-slip floors, in particular, rely on regular cleaning to remove foreign material that can accumulate and reduce effectiveness.
- Prepare a clean-up procedure to ensure exposure to spills is kept to a minimum. If the floor is exposed to aggressive industrial chemicals, an environmentally-friendly absorbent should be used to absorb the spill, followed by a chemical clean.
- Repair any damage as soon as possible. Contact FloorChef as soon as the floor is damaged or prior to any planned, potentially damaging exposure, e.g. chemical exposure, unusual traffic demands.
- As already noted in the Key Notes, when moving equipment or furniture, be sure to lift and not drag these items to prevent scratching.

Of course there are some bad practices to avoid -

- Don't use steam cleaners or boiling water as this may soften the floor. It is generally not necessary to clean with water above 60°C.
- Don't wear footwear with metal tips or nails underneath.
- If the floor is to handle vehicular traffic, use tyres that don't mark or can have their marks removed. Drive carefully and avoid spinning wheels.

### Daily/Weekly Practices

FloorChef floors with a Duraglaze anti-slip topcoat can be cleaned as per the smooth floor daily/weekly instructions.

For more aggressive anti-slip finishes, service demands will often necessitate cleaning multiple times per day, e.g. food preparation areas. The cleaning agent used on these floors will depend on the type of contamination requiring removal, however, in general, a chemical clean with an alkaline cleaner will be used.

These types of cleaners will often require agitation. In small areas this can be done with a stiff-bristled broom or brush, however on large areas a mechanical scrubbing machine will be more efficient.

If the contamination is particularly stubborn, it's best to allow the cleaner to sit for 5-10 minutes so that it can fully dissolve the material. It's important the cleaner isn't allowed to dry out at this stage as it can become concentrated and begin to pose a threat to the chemical resistance of the floor.

Once the chemical clean is finished, all residue will need to be thoroughly rinsed off the floor. This can be done using a wet vacuum to collect for proper disposal or it can be a liberal flush down appropriate drainage if available. A water-blaster can be used to perform the flush, however the pressure should not exceed 1000 psi. The dilution of the residue using a spray mist is discouraged as there's a danger of the dissolved oils migrating back into the anti-slip profile, while mops can be ineffective in absorbing and removing all the material.

## 10 Year Installation Guarantee

Here at FloorChef, we only use trained and certified FloorChef contractors to install our products. This means that you will be getting a qualified professional installing your new epoxy resin floor, with no issues, and no complications.

We're so confident in the quality of our products and in the workmanship of our contractors, that if there is a problem with your floor within the first 10 years after installation, we will come and fix it without charging you a cent. That's how confident we are in both our products and our impeccable service.

## Warranty Information

### What The Warranty Covers

FloorChef warrants that FloorChef flooring products will be free from installation and product defects for a period of 10 years.

This warranty further covers voluntary detachment, severe blistering or cracking of the floor (not as a result of the substrate cracking or movement), fading, staining and wear-through when subject to normal residential or commercial use, provided the flooring covered in this warranty is installed by Certified FloorChef and maintained according to the instructions provided by FloorChef in this document.

### Warranty Terms

FloorChef floor warranty covers 10 years for residential or retail/commercial installations.

### Wear Resistance

For claims on surface wear-through, an area on the floor is considered worn through only if the worn-through area is more than 1cm<sup>2</sup> and the decorative layer has been exhausted until the sub-floor is visible. Claims for surface wear-through are unacceptable if the surface wear-through occurs at transitions or joints in the floor. Wear-through is defined as loss of floor design due to normal foot traffic wear. Gloss reduction is not surface wear-through.

### Stain Resistance

FloorChef floors are resistant to normal household stains on the fully cured, fully sealed surface.

### Indent Resistance

Once fully cured, FloorChef floors will not permanently indent from normal use. We recommend using floor protectors, and, as a general rule of thumb, the heavier the item the wider the floor protector should be.

### Fade Resistance

FloorChef floors are resistant to fading from exposure to indirect sunlight or normal artificial light, with the exception of natural ageing.

### What Is Not Covered By This Warranty

- Flooring not installed according to the FloorChef installation program by a Certified FloorChef.
- Any person not part of the installation crew employed by the installers causing damage to the floor.
- Improperly prepared floor surface where FloorChef were not the party conducting the floor preparation.
- Damage caused by subfloors and/or vapour barriers not installed by FloorChef, e.g. cracking as a result of movement in the sub-floor.
- Delamination, blistering or peeling as arising due, or partially due, to moisture passage or retention including hydrostatic or moisture vapour pressure.
- Atmospheric dust settling on uncured floor after reasonable precautions are taken to minimise the occurrence of this.
- Insects, pets or other animals damaging the uncured floor surface.
- Minor colour, shade or texture variations between sample or printed colour photography and the actual material.
- Occasional (less than 1% of total area) dust specks, air bubbles, craters and minute amounts of extraneous materials in the surface.
- Surface defects that can only be seen from an angle source of light.
- Flooring not maintained or used properly according to the recommended usage or maintenance procedures, e.g. floor cleaning to remove grit, industrial cleaners or

solvents etc.

- Damage caused by accidents, abuse or misuse of the floor, e.g. surface damage caused by dropping/dragging sharp or heavy objects.
- Damage caused by vacuum cleaners, caster wheels or cutting from sharp objects.
- Damage caused by abuse such as moving appliances across the floor without adequate protection.
- Exposure to extreme temperatures, e.g. electrical underfloor heating >28°C.
- Flooding caused by plumbing failures or natural causes.
- Loss of gloss or scratching.
- Fading and discolouration caused by direct UV radiation from direct sunlight exposure, UV lights or heat sources.
- Construction damage after installation.

#### **In The Event Of A Claim**

In the event of a claim, the defect must be reported in writing to FloorChef within 14 days of the discovery of the defect. After this time has elapsed, no further complaints will be accepted. A duly dated and stamped invoice must be submitted at the time. Our authorised personnel must be accorded every opportunity to inspect the claimed defect on site.

In the case where a claim is accepted, FloorChef will furnish comparable FloorChef flooring of similar colour, pattern and quality for either the repair of the defective area or the replacement of the floor at our option.

FloorChef will also pay reasonable labour costs for the direct repair or replacement. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of FloorChef flooring. Consequential losses and any other costs are not covered by the warranty.

Note - The services provided as part of the warranty do not extend the original warranty period. The warranty refund is of diminishing value in the sense it takes account of loss of value resulting from use, i.e. one-third per year. The warranty is not transferable and will apply to the first buyer only.

#### **What Is Excluded From This Warranty**

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under our warranty.
- We will exclude and will not be liable for or pay incidental or consequential or special damage under our warranty. By this we mean any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranty constitutes the only express warranty for the product and service paid for.
- To the extent permitted by law and for all non- consumer products, all warranties other than our limited warranties, expressed or implied, including any warranty or merchantability of fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness of a particular purpose) are limited in duration of this written warranty, to the extent allowed by the law.

**This warranty applies to floors installed after - 1st January 2018**