



TORLYS
smart floors

RESIDENTIAL MAINTENANCE

TORLYS Floors Stand the Test of Time

TORLYS Smart Floors are a beautiful addition to your home and have been created to ensure that looking after them is easy. All TORLYS Smart Floors are made with the Uniclic® joint technology to keep dirt on the surface, and are easy to care for. The following steps will ensure that your floor looks beautiful for years.

Easy-Care Maintenance Tips

- **Clean Regularly** Use a clean, untreated dust mop or vacuum with a hard surface floor brush regularly. Wipe up spills quickly with a cloth or sponge, and clean as required with TORLYS EcoCare Cleaning Kit.
 - Wet mopping is only approved for Quick-Step Plus laminates and Smart Vinyls.
 - Quick-Step Plus and floating vinyl products may be maintained with a residential steam mop on the lowest temperature setting.
 - Metal / silver embedded mop heads are NOT approved for use.
 - Never wax or use oil-based products on your TORLYS floor.
- **Only Use TORLYS Cleaning (PH Neutral) Products** Never use highly acidic or alkaline cleaners, non-recommended commercial cleaners, polishes or waxes or a treated mop that has been used to clean other floors or furniture.
- **Protect Your Floors** In entryways and areas of heavy wear, use non-skid, non-stain mats. Clean mats regularly to avoid build-up. Use protective pads on furniture feet to prevent damage.
 - Furniture pads should have no wrinkles and be made of soft, non-staining material (e.g. felt pads); the felt pads should be of adequate size to support the weight of the furniture and a minimum of 1" (2.5cm) in diameter. The floor protectors should sit flat on the floor and be inspected often for cleanliness and wear. For heavy furniture (e.g. couches) coaster-cups are recommended.
 - Caster chairs require the use of a protective chair mat or soft caster wheels designed for hard surface floors.
 - **Do not drag furniture** or other heavy objects on your floor.
 - **Do not** use vacuums equipped with a beater bar
- **Avoid** Rubber, latex or fiber-backed mats because they may stain the finish.
- **Maintain Humidity** We recommend monitoring the relative humidity levels (RH) and temperature in your home to minimize expansion and contraction on your flooring. Use a humidifier or dehumidifier to achieve the ideal RH levels. See specific product warranty documents for required RH range.
- **Use Caution** When wearing high heels as they can dent TORLYS flooring.
- **Check on Your Pets** Keep your pet's nails and claws trimmed.

Did you know? Your TORLYS floor can be re-used up to 2 times under warranty.

Your TORLYS Floor will last for years with proper care. But if you decide to redecorate or move, simply unclick your floor, lift it, and reinstall it in another space. Your floor can be moved up to two times depending on your warranty. When you no longer have a use for your TORLYS floor, you may donate it to Habitat for Humanity Restores.

See product warranty for specific details.

Note: Shade variation should be expected with most TORLYS floorings.

A combination of heat and sunlight can cause most furnishings and flooring to fade or change colour.

TORLYS EcoCare Cleaning Kit

Our complete all-in-one cleaning kit for TORLYS flooring. TORLYS EcoCare is biodegradable and phosphate-free. If you notice any build-up on your floors, simply clean them as required with this easy-to-use cleaning kit. Kit includes:

- 3-piece handle and swivel-head mop
- One mop cover for damp cleaning; 100% microfiber, electrostatic, machine washable.
- One 700mL Ready-To-Use EcoCare Cleaner– a specially formulated floor cleaner solution for all TORLYS floors

NOTE: Use only TORLYS Floor Cleaner on TORLYS Floors. Specially formulated neutral cleaner for ALL TORLYS and Quick Step floors; will not harm floors. Use of non-recommended cleaners with high or low pH content may damage floors and may void warranty. Properly follow all directions for use of TORLYS Floor Cleaning Kit when cleaning your TORLYS floor. For directions, please refer to the product packaging or visit torlys.com.

Products can be ordered online directly through <https://residential.torlys.com>.



Warranty

To keep your warranty valid, use TORLYS recommended maintenance products and follow Easy-Care Maintenance Tips. If you have cared for your TORLYS floor according to these instructions and it does not live up to maintenance-related standards covered in the warranty, TORLYS offers full replacement cost, including professional installation, providing the original floor was installed by an authorized TORLYS retailer.

Register your TORLYS Floor Warranty online through <https://residential.torlys.com/resources/warranty/registration/>



TORLYS BullDog™ Tool - Your Floor's Best Friend.

**Reusable. Repairable.
Renewable.**



Our BullDog™ Easy Plank Replacer is a unique innovation that is exclusive to TORLYS. If your floor does get damaged, the BullDog allows you to replace a single damaged Smart Floor plank easily and quickly.

- Replace a damaged plank, not your entire floor without the use of glue or nails.
- Renew your floor without sanding or refinishing.

Note: not usable with glued, nailed down, or in any Twist Herringbone repairs.