



D

**DIVINE**  
FLOORING

**DIVINE FLOORING**  
**CARE & MAINTENANCE GUIDE**

**APPLICABLE TO ALL DIVINE FLOORING**

**LUXURY VINYL (LVF) AND LAMINATE COLLECTIONS**



# TABLE OF CONTENTS

3. Simple Care, Protection & Prevention Advice

---

4. Maintenance Tools and Products

---

5. Routine Maintenance /  
Guidelines for Flooring

---

6. Maintenance Tips

---

7. Touch-Ups & Repairs



# CONGRATULATIONS!

now protect your investment

Luxury vinyl and laminate flooring capture the essence of wood, tile or stone at an affordable price. They are resistant to scratches and scuffs and are ideal for families on the go.

### WHAT YOU NEED TO KNOW

Our DIVINE LVF (Luxury Vinyl Flooring) and Laminate Floors are durable and easy to keep clean. With proper protection and regular maintenance, your floor will retain its beauty and sustain its performance for many years to come.

Although DIVINE LVF and Divine laminate products are durable, all floor coverings require some care to look their best, and potential problems can be prevented before they occur by following our guidelines. The type and frequency of traffic on your floor will determine the frequency of maintenance needed.

The color will also have some impact on how much ongoing care may be necessary. For example, solid colors will visually show scuffs, scratches, dirt, and general wear to a greater degree than multi-colors or patterns. White or light colors will visually show staining to a greater degree than a darker color. For this reason, solid color and white floors should receive special attention in regard to preventive maintenance and the amount of care provided.

### IMMEDIATELY AFTER INSTALLATION FLOOR CARE

- Floor protection should always be used by installers when moving heavy objects such as appliances across your new floor.
- You can use a soft broom to sweep your floor or use a vacuum to remove all installation dirt and grit.
- Lightly damp mop with a tightly wrung mop to avoid unnecessary water volumes.

### KEEP IN MIND

#### If your floor was glued down:

- Remove any leftover adhesive residue on floor surface using a clean cloth dampened with mineral spirits.
- Allow 3-4 hours given the adhesive time to set up before walking on floor surface.
- Do not place furniture, fixtures or allow rolling traffic on surface of newly installed floor for at least 48 hours.
- Avoid wet cleaning the new floor for 72 hours to allow the Divine LVF Adhesive to fully cure.

# MAINTENANCE

tools and products

Advanced cleaning and care kit to maintain the natural beauty of your hardwood floor.  
 Suitable for all hardwood floor finishes.  
 Also cleans laminate, luxury vinyl flooring, rubber, porcelain and ceramic tile.

**surface lift™**

RENÜ Cleanser  
 800 mL (27 fl. oz)  
 SERUM Concentrated Cleanser  
 230 mL (7.7 fl. oz)  
 Adjustable Telescopic Mop  
 Micro Fiber Mop Cover  
 (reversible and machine washable)

divinefloor.com



## DIVINE SURFACELIFT™ MAINTENANCE KIT

- One Mop Head + one Telescopic Handle
- One Reversible Microfiber Mop Cover
- One 800 mL (27 fl. oz) DIVINE RENÜ Cleanser (spray bottle)  
*\*for daily and weekly routine maintenance*  
*\*and for Deep-Cleaning Maintenance or Heavy Duty Cleaning*
- One 230 mL (7.7 fl. oz) bottle of SERUM Concentrated Cleanser  
*\*bottle contains 5 refills*  
*\*for refill (concentrate cleaner to mix with water)*

## DIVINE CONCEAL

for touch-ups and small repairs



# ROUTINE MAINTENANCE

## guidelines for flooring



To ensure a durable finish and to maintain a beautiful and clean floor follow these guidelines:

### ROUTINE CLEANING

- Sweep or vacuum the floor to remove all loose dirt, dust, and grit of any kind to avoid scratching your floor surface.
- Using our ecologically friendly all in one cleaner, Surfacelift RENU, sprayed onto our Divine floor mop, go over your floors surface and let dry. Our care product will not leave a residue or streaking. Surfacelift RENU is the perfect cleaner for a small clean up, routine cleaning or to apply directly to a stubborn spot.

### LONG TERM CARE FOR DIVINE LVF

It's natural for all types of flooring to lose their luster over time and in consideration of the traffic level. With this in mind, it may be required to apply Hilway Direct Matte Floor Finish as this can provide up to a year of protection in high traffic areas. This can be purchased directly at [www.1877floorguy.com](http://www.1877floorguy.com).

### HILWAY MATTE FLOOR FINISH APPLICATION DIRECTIONS

- Vacuum floor surface or dry sweep with broom and than damp mop floor to remove all loose dirt and grit from floor.
- Apply Hilway Direct Matte Floor Finish undiluted in a thin, even coat using a Divine microfiber applicator mop. Never use a treated dust mop like a Swiffer.

- Applying 2-3 coats is necessary. Allow each coat to air dry completely before applying next coat (typically 30-60 minutes).
- Allow floor to dry overnight before exposing to high traffic use.

### AVOIDING COMMON REASONS OF FLOOR DAMAGE

The single greatest cause of damage to any flooring or floor finish is abrasives such as dirt, grit, pebbles etc. Walk off mats at entrances and doorways are highly recommended whenever possible. Always use non-staining floor protectors under heavy furniture, chairs, tables and other objects with legs.

#### Our Tips:

- Replace the microfiber mop cover when soiled and dirty.
- Microfiber is machine washable, but **do not use fabric softener** during the washing and drying cycles.



# MAINTENANCE TIPS

## problems & solutions

Here are some useful tips that will allow you to preserve the beauty of your floor after some household accidents:

PROBLEM	SOLUTION
Food/drink stain & spills	Immediately wipe with lightly-damp cloth. Spray DIVINE RENU Cleanser to dissolve dirt and wipe the surface area.
Tough, dark, sticky or greasy stains	Spray DIVINE RENU Cleanser on a damp cloth, and wipe the surface.
Tar, asphalt, gummy substance, ink, scuff marks	Use alcohol or mineral spirits or vinegar or lighter fluid with a soft cloth and wipe vigorously.
Crayons, lipsticks, felt pen	Use alcohol or similar with a soft cloth and wipe gently.
Candle wax, chewing gum	Put a plastic bag with ice cubes on the mark until it hardens, then scrape off carefully with a plastic scraper or plastic card.
Blood	Use water with a soft cloth, and wipe gently.
Surface scratches, cigarette burns	Use DIVINE CONCEAL, with enclosed instructions.
Deep scratches, deep gouges or major problems	Replace the damaged board.
Surface wear, low luster levels	Top coating refresh the entire surface with professional assistance. Consult your DIVINE Flooring Authorized Dealer.

# MAINTENANCE

## the touch-up kit

The DIVINE CONCEAL Touch-Up Kit allows you to fix or repair everyday accidents and restore your floor to its original surface appearance.

### THE DIVINE CONCEAL TOUCH-UP KIT INCLUDES:

- A synthetic scrub pad for cleaning damaged surface, without affecting the floor's surface or texture.
- Wax sticks color coded for your specific floor for concealing minor cracks or surface scratches or slight gaps between boards, and for repairing small surface indentations or gouges.  
*\*with a plastic scraper for removing excess wax*
- A Felt Pen Marker for light scratches or worn stained edges.

### SOLD SEPARATELY:

- Aerosol refreshers are available on certain colors of Divine Flooring products. These may be used to restore the floor to its original appearance.
- The DIVINE CONCEAL Touch-Up Kit is available for each specific floor at your DIVINE Flooring Authorized Dealer or purchase them online at [divinefloor.com](http://divinefloor.com).





For more information, please contact your DIVINE Flooring Authorized Dealer or consult our website at [divinefloor.com](http://divinefloor.com).

If the authorized dealer is unable to resolve your inquiry, please contact our Technical Services Department at DIVINE Flooring directly by email or phone.

---

#### **DIVINE FLOORING**

Attn: Technical Services Department

**CANADA:** 235075 Ryan Road, Rocky View, Alberta, Canada, T1X 0K3

**USA:** 222 Merchandise Mart Plaza, Suite 105-B, Chicago, IL 60654

**Phone:** 844 634 8463

**Fax:** 844 634 8463

**Email:** [technical@divinefloor.com](mailto:technical@divinefloor.com)

**[divinefloor.com](http://divinefloor.com)**