

Venossa New LVT panels have been designed and manufactured to ensure convenient and easy cleaning in both domestic and commercial premises. Following these instructions is required in order to maintain the warranty and ensure a beautiful appearance and functional properties for many years.

BEFORE AND AFTER INSTALLATION

Before installation, make sure that all the conditions specified in the installation instructions are met, in particular those relating to acclimatisation, temperature and humidity of the substrate and air.

- If adhesive was used during installation, wait for the full drying time recommended by the adhesive manufacturer (usually up to 72 hours) before using a wet mop. This will allow the adhesive to bond properly with the substrate and the floor. When installing on a mat designed for LVT panels, follow the mat manufacturer's recommendations for the adhesive layer to bond completely with the panels (usually up to 48 hours). Do not cover the floor with plastic sheeting until it is completely dry, as this may interfere with the drying process, lead to condensation and weaken the bond.
- If the floor has been stained with adhesive during installation, wipe it off immediately (before it sets) with a damp cloth. If the adhesive has already dried, it can be removed with a plastic, non-scratch scraper. Do not use sharp or metal scrapers.
- After installation, sweep or vacuum the surface (use only vacuum cleaner attachments that do not cause scratches) or wipe it dry with a mop to remove dust and dirt.
- If other construction work is carried out during or after the installation of the floor, ensure that it is not exposed to chemicals, in particular paints, adhesives and solvents, which may cause permanent damage. This work also carries a risk of mechanical damage, e.g. from falling tools or heavy objects. The warranty does not cover this type of damage.
- If adhesive has been used for installation, the floor should be taken out of normal use until the adhesive has completely set. If installed on an LVT panel mat, the floor should be taken out of normal use until the adhesive surface of the mat has completely bonded to the panels. During this time, furniture must not be placed on the floor. Follow the adhesive or mat manufacturer's recommendations.
- Skirting boards should be attached to the wall, never to the floor.
- All furniture items such as sofas, tables and chairs must be protected with felt pads. This will protect the floor from damage. Damage to the floor caused by dragging furniture across it is not covered by the warranty.

- Very heavy furniture and appliances should be equipped with non-marking, large-area covers or pads to prevent dents. As a general rule, the heavier the object, the wider the pad should be.
- Furniture on castors should rotate easily so as not to cause scratches when changing direction. Castors should be made of soft plastic that does not discolour and is suitable for this type of flexible flooring. Ball castors must not be used as they can permanently damage the floor.
- Protective mats must be used under office chairs.
- As far as possible, avoid moving furniture without lifting it. When moving very heavy items, such as household appliances or built-in furniture, use protective "blankets" used during removals or sliding pads.
- For domestic use, it is recommended to use doormats in entrances. For commercial applications and when the environment outside the entrance poses a risk of hard particles (e.g. sand or gravel) being brought in on footwear, which could permanently scratch the floor, the use of mats is mandatory. Damage to the floor caused by such particles is not covered by the warranty. Do not use mats with a rubber backing, as they discolour the wear layer, resulting in loss of warranty.
- Protect the surface from prolonged contact with rubber or other plastics that may react chemically with the wear layer of the panels.
- Protect the floor from extreme and prolonged exposure to sunlight. Although it is made of the highest quality materials, very long and intense exposure to sunlight may result in localised colour saturation changes in the long term. The warranty does not cover this type of defect.

CLEANING

Cleaning Venossa New floors is extremely easy, as their top layer is made of polyurethane protected by a double UV layer. Follow the cleaning instructions below. Use only cleaning agents designed for this type of flooring.

- Chemicals that may discolour or damage the floor should be removed immediately.
- Sweeping and vacuuming – regularly remove dust, sand and small debris with a soft brush or vacuum cleaner with a suitable non-scratch attachment.
- Damp mopping – use a damp mop, avoid excessive amounts of water. Only use cleaning products designed for LVT/SPC panels or pH-neutral products, such as mild washing-up liquid. Stronger detergents may be used provided that the floor is washed again with water to remove any detergent residue. Failure to re-wash with water may result in detergent build-up and damage to the floor surface, which is not covered by the warranty. Cleaning agents should be used sparingly – more is not always better.
- Stains from coffee, wine, ink or grease should be removed immediately with a damp cloth and a suitable LVT/SPC cleaner.

- The use of abrasive or harsh cleaning agents such as bleach, acetone, solvents, alcohol-based agents, petrol, waxes or polishes is prohibited and will void the warranty.
- Only use mops and brushes with soft bristles that do not cause damage to clean the floor.
- Do not allow standing water to remain on the floor surface. Although Venossa New panels are waterproof, water can seep through the gaps into the subfloor, causing problems with the adhesive/installation mat or mould under the floor.
- Steam cleaning is prohibited. It may damage the panels.

If you have any questions or concerns, please contact the manufacturer.

