

For My Home Floorcare Guide: Step Range

The Forbo Step slip resistant vinyl collections are easy to clean and maintain, thanks to their highly durable PUR finish.

We want to make sure that you're happy with your flooring for many years to come. Your Step floor will maintain its good looks provided some simple cleaning procedures are followed, the advice and instructions in this guide will help you get the best out of your investment.

Use of cleaning chemicals

Most spillages and marks can be removed using water and a damp microfibre mop.

When using any cleaning and maintenance products always ensure that they are pH neutral (7-8pH).

Forbo recommend M2 Care Ultra for periodic cleaning and occasional maintenance of Forbo Step Floors.

Further information on the use and where to buy this product can be found later in this guide.

Initial clean

After installation, remove loose dust and soiling with a soft broom, or vacuum.

Allow at least 48 hours for the adhesive to set firmly before carrying out any wet cleaning.

Light surface scuff marks can be removed using a damp microfibre mop.

Regular cleaning

The day-to-day care of your Step floor consists of the removal of dust and loose soiling and light surface marks.

- Remove loose dust and soil with a soft broom, dust wiper or vacuum.
- Spot clean any light surface marks with a damp mop or cloth.*
- Allow the floor to dry before use.

**More stubborn marks may require localised spot cleaning with M2 Care Ultra cleaning solution and a soft scrubbing brush or soft nylon pad.*

Periodic cleaning

- Remove loose dust and soil with a soft broom, dust wiper or vacuum.
- Clean the floor using a damp mop and M2 Care Ultra solution.**
- Rinse with clean water and a microfibre mop.
- Allow the floor to dry before use.

Occasional Maintenance

When required, the appearance of your floor can be refreshed using a pH neutral floor maintainer such as M2 Care Daily.

- Remove loose dust and soil with a soft broom or vacuum.
- Clean the floor using a damp mop and M2 Care Ultra.
- Rinse with clean water and a mop.
- Allow the floor to dry before use.

***In most situations for regular cleaning and occasional maintenance a damp microfibre mop clean prior to rinsing will suffice. However, for stubborn marks or heavily soiled floors the use of a soft scrubbing brush or soft nylon pad may be required.*



General Advice

- Do not over wet the floor when cleaning
- Ensure cleaning equipment is kept clean between uses.
- Remove dust and grit regularly, When vacuuming, check that nothing sharp is in contact with the floor which could get stuck under the vacuum and cause scratches.
- Always ensure cleaning solutions are diluted in accordance with the manufacturer's guidelines. Never use undiluted solutions.
- Remove stains quickly. Wet spillages, particularly fats, grease or foods which contain staining agents (e.g. tomato sauce) should be cleaned up immediately (see frequently asked questions below).
- Never use abrasive liquid, powder floor cleaners, or scouring pads.
- Protect against scratching by using felt pads under furniture feet (or furniture cups).
- Prevent dirt and grit from reaching your floor by using appropriate mats at exterior doorways. This will not only protect your floor but also save time on cleaning.
- Do not replace any loose rugs/mats until the floor is completely dry.
- Use protective coasters under items of pottery as unglazed bases can cause staining.
- When moving heavy appliances, consider using a proprietary furniture sliding disc or a piece of carpet (pile side down).
- Take care when using furniture polish as overspray of silicone can make the floor slippery.
- Protect your Step surface against spillages when deep cleaning ovens/grills with aggressive cleaning solutions.

Cleaning product recommendations

The M2 Care range of products, including accessory products such as mops and cloths, are available from M2 Care (part of the Wrennalls Group), together with advice on specific cleaning issues. Call **01772 435739** for further information or check out their website: **www.m2care.co.uk**

The M2 Care Ultra is available to purchase online and the following weblinks will take you direct to the relevant sections of their website where you can buy them: **www.m2care.co.uk**



M2 Ultra for everyday cleaning

Other floor care products may be used on Forbo Flooring resilient floor coverings. If alternative products are to be used consult with your regular supplier for more information and guidance.

Note: *The incorrect use of cleaning solutions may cause damage and/or discolouration. Overuse or inadequate rinsing of cleaning solutions may compromise the performance of the floor. Highly alkaline or acidic cleaning solutions, abrasive powders, solvents, soap-based cleaning products or cleansers should not be used as they can be harmful to both people and to the floor. Do not use steam cleaning equipment on the flooring.*

Remember: *always use pH neutral cleaning and/or maintenance products.*



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Frequently Asked Questions

How often should I clean my floor?

Cleaning frequency will depend on the required cleanliness, intensity of use and the colour.

Removing stubborn marks and stains

Remove any spillages as soon as possible to avoid staining the surface. Use the methods described above to remove any stubborn soiling or scuff marks. Do not use alkaline based products, or strong solvents such as acetone for stain removal. In all cases, always rinse the floor after cleaning with clean water.

Floor surface seems slippery

Ensure removal of all traces of surface contamination, including detergent residues, and rinse the floor thoroughly with clean water as these could be making the floor slippery.

Additional help and information

Telephone: **0800 121 4780** (office hours)

Email: **uktechnicalsupport@forbo.com**

Forbo Flooring UK Limited

Web: **www.forbo-flooring.co.uk**



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