



Gillies

Hard Flooring Care Guide

Helpful tips
on how to look
after your **Gillies**
hard flooring

Living in style
Gillies.co.uk

Caring for your floor

Picking a new floor is often an exciting investment; a fresh change for the home and maybe a new colour scheme to match! It can often be a difficult challenge finding the right floor for you, but once you've settled on one and had it installed, you'll want to make sure it lasts the test of time. There are so many different types of hard flooring and it's important to know which one you have and how best to keep it looking as good as the day it was laid. That's why we have put together some helpful advice, top tips, and key information to allow you to get the best from your floor for years to come.

Delivery & Acclimatisation

Prior to installation, Gillies often requires to pre-deliver products to your home to allow them to acclimatise. The length of time required varies from product to product. It is important however that the products are acclimatised in the rooms they are to be fitted in and that your home's conditions match those which will prevail when the new flooring is in use. Before any flooring is delivered to your home, any 'wet' trades such as plastering, concrete work or decorating should be complete to allow the building to be thoroughly dry prior to delivery of the new flooring.

Subfloor Preparation

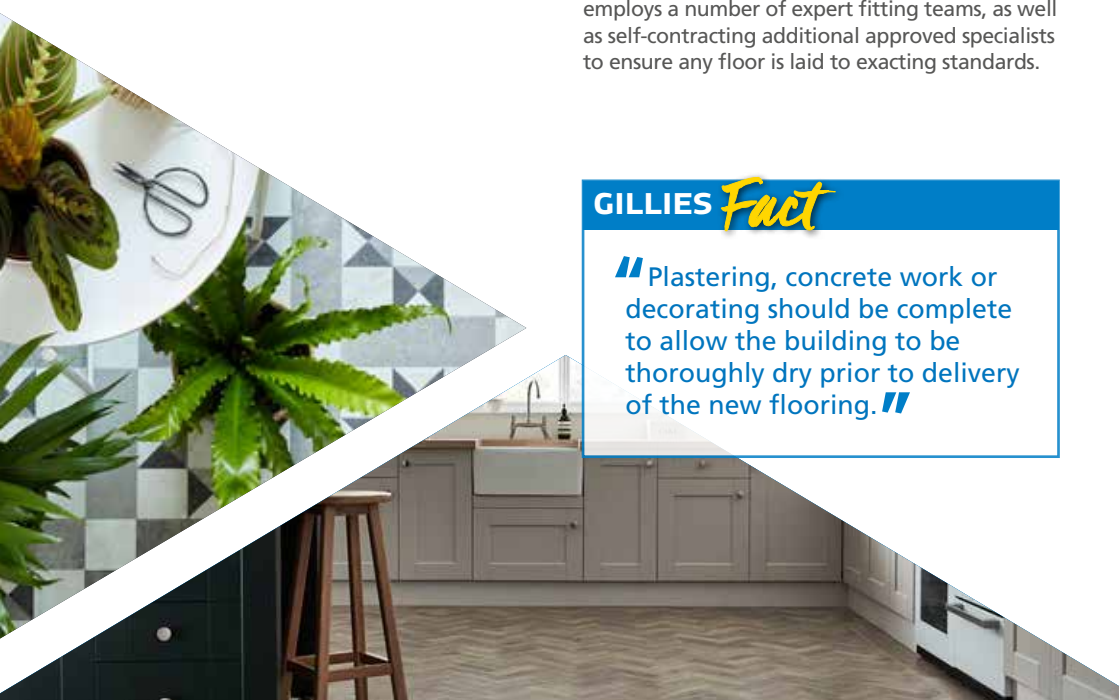
It is important to make sure that once you have your existing floor coverings uplifted, the subfloor is swept of any dust or debris, and is in structurally sound condition and free from any damp. Any hot pipes should be well insulated to prevent localised hot spots underneath the floor that could lead to shrinkage or instability of the product. Surface irregularities should not exceed more than 3mm over a 2m span and any movement in floorboards, joists, chipboard or any other subfloor prior to fitting product should be rectified.

Installation

We recommend that your floor is fitted only by a qualified and experienced professional. Gillies employs a number of expert fitting teams, as well as self-contracting additional approved specialists to ensure any floor is laid to exacting standards.

GILLIES *Fact*

“ Plastering, concrete work or decorating should be complete to allow the building to be thoroughly dry prior to delivery of the new flooring. ”



Routine Maintenance

In general terms, hard floors can cope with more accidents or spillages than a traditional carpet, however it is important that regular maintenance is also carried out to retain the floors natural beauty. We recommend that regular sweeping of the floor with a soft brush, or suction vacuum (with soft brush attachment) to remove loose dirt. All hard floors also require wiping with a well wrung out mop. Excess liquid can permeate through joins and damage the floor so it is important that no more liquid than necessary is used.

Most manufacturers provide brand specific cleaning products to add to the mop bucket to enhance the floor and ease the cleaning process; for additional information please see the product specific care leaflet provided with your flooring. To prolong the look and life of your new flooring we would not recommend the use of steam cleaners.

Spillages

Whilst it is accepted that hard floors are far less susceptible to permanent visible damage from liquid spills than for example a carpet, it is still extremely important that any spillage is tackled without delay. It is often easiest to remove the spillage by blotting with a towel, clean cloth or mop, making sure to work from the outside in. Luxury Vinyl Tiles (LVT) such as Amtico and Karndean are far less prone to liquid damage. However, we recommend that it is always good practice to remove spillages as soon as possible.



GILLIES *Top Tip*

“We recommend that it is always good practice to remove spillages as soon as possible.”

Sunlight/Fading

Whilst plenty of natural sunlight in our homes is what most of us desire, it can often affect the appearance of your floor. Exposure to direct sunlight can cause products to mellow in appearance, especially for real wood products. We accept this is not a product fault and also there is often little that can be done to prevent it; however, rotation of rugs and furniture can allow the floor to mature more evenly.

Underfloor Heating

There are numerous different underfloor systems on the market and it is important that we are made aware of what type of system you have fitted so we can take the necessary steps to fit your floor in accordance with the supplier's guidelines. However, as standard, your underfloor system should be turned off no less than 48 hours before fitting, with the supplement of electrical or central heating in place to allow the room to stay at a regulated temperature.

Once your floor is fitted it is important that your underfloor system is turned on gradually over the course of 2 or 3 days to allow the floor time to adjust to every increment in temperature.

Accidental Damage

In the unfortunate situation where an accident has occurred resulting in your floor being damaged then all may not be lost! Several manufacturers can provide repair kits, or often a French Polisher Technician may be able to repair the floor on a chargeable basis. Please see your product care guide for further information.

GILLIES *Fact*

“Once your floor is fitted it is important that your underfloor system is turned on gradually over the course of 2 or 3 days to allow the floor time to adjust to every increment in temperature.”



Top Tips to make your floor keep its look and last longer

1

FELT PADS

“ Help protect your floor by fitting soft felt pads to the legs, feet or base of any furniture to prevent scratching. Also, when moving furniture, it is better to lift rather than drag or pull. ”

2

DOORMATS

“ Invest in a good quality door mat for each entrance. This substantially reduces the amount of unwanted dirt being brought into your home by trapping it in the fibres. Also don't forget to wash or clean the doormat every now and again to retain its effectiveness. ”

3

SWEEPING

“ A quick and regular sweep of your floor with a soft brush or suction vacuum (set to hard floor setting) can help prolong the life of your floor exponentially by removing most loose debris which otherwise can act like sandpaper against your beautiful flooring. ”

4

FOOTWEAR

“ Generally speaking, there are very few products which can withstand the phenomenal pressure exerted by stiletto shoes. To prolong the life of your floor, leave the stilettos by the door. ”

5

CLEANING

“ Most manufacturers produce brand specific cleaning products, either individually, or in care packs. We strongly recommend you purchase one when you have your floor fitted and read the comprehensive cleaning instructions to get the best out of your new floor. ”

6

REMOVING YOUR OLD FLOORING

“ Firstly, vacuum the old carpet or flooring one last time before you begin. Then be sure to open your windows and let fresh air in while the existing products are removed. If your existing flooring is a carpet then it can often help to carefully cut the carpet into small strips to allow easier and lighter bite-size removal. Finally, vacuum the subfloor to remove any remaining dust and dirt. ”



Carpet & Floor Fitting Services

As you can imagine a lot of hard work and coordination goes on behind the scenes to bring you the very best in home furnishings. At Gillies, we pride ourselves in backing this up with an expert delivery, fitting and after sales service. Our experienced fitting teams will take great care to fit your flooring with minimum disruption and to your satisfaction. Once you are happy with everything, we will take away all rubbish and small offcuts for recycling, leaving any larger pieces of offcuts with you, before leaving you to enjoy your new purchase. We have a number of installation packages available so you only pay for what you need!

Standard Fitting

This is based on our fitters arriving to areas clear of furniture and existing floor coverings. Premier Fitting This is based on the area/s being completely clear of furniture and our fitters uplifting the existing floor coverings for recycling.

Ultimate Fitting

This is based on our fitters uplifting the existing flooring and moving all furniture. We do ask that all small and delicate items, as well as electrical equipment, are removed prior to fitting.

The Gillies Commitment

It assists us in providing the best possible service to you, for our respective commitments and responsibilities to one another to be clearly defined at the point of sale. These commitments are set out in our terms and conditions on the reverse of your sales invoice and we request that you read them carefully.