

## **Frequently asked questions about Palio By Karndean Gluedown.**

### **What is Palio by Karndean Gluedown?**

Palio Gluedown is luxury vinyl flooring. It's not like typical vinyl. It doesn't come in rolls or sheets, it comes in pre-cut planks and tiles

### **What is Palio by Karndean Gluedown made of?**

Palio Gluedown is a vinyl flooring product made primarily from calcium carbonate (limestone), polyvinyl chloride and pigments. It is structured with five layers - two PVC backing layers, one high definition photographic layer, one clear PVC embossed wear layer and a top polyurethane (PU) protective coating.

### **Will a Palio by Karndean Gluedown floor be slippery?**

As with most smooth floor coverings, water and other liquids can make it slippery. Palio Gluedown floors are designed to be slip resistant, but it is always best to clean up any spillages straight away, and keep the floor dry.

### **What are design strips?**

Design strips are strips cut from another tile or wood plank. They come in 3mm, 5mm, or 10mm. Added between tiles, strips can give the impression of grouting for a natural effect.

### **My Palio by Karndean Gluedown installation is complete. Now what?**

Now that your floor is installed, do not wash it for 24 hours. Palio **Gluedown** requires very little maintenance, but as durable and hardwearing as it is, your floor can still benefit from regular cleaning and care.

### **How easy is it to clean and maintain Palio by Karndean Gluedown?**

It has never been easier to clean and maintain your Gluedown floor. We have developed an enhanced PU protective surface treatment which has been incorporated into our floors and offers outstanding slip, scuff and soiling resistance, resulting in an easier and more environmentally friendly regime for the cleaning and maintenance of your floor.

### **Can I use a steam mop or steam cleaner on Palio by Karndean Gluedown?**

We do not recommend using a steam cleaner or steam mop on your Palio Gluedown floor. To clean your floors with ease, we have produced our own cleaning and maintenance system which has been specifically designed to retain the original aesthetics of your floor without causing damage.

### **Why is it important for me to use Karndean's cleaning and maintenance products?**

Some cleaning products contain agents that can damage the floor. To qualify for our product guarantee, we recommend that you use Karndean Clean.

### **Can spilt liquids seep through tile edges?**

Your floor should have been fitted tightly to ensure spillages cannot seep through tile edges or custom cuts. To avoid slippery surfaces, any spills should be cleaned up straight away.

**How do I remove scratches?**

You can improve the appearance of light scratches by simply applying Karndean Remove, wiping off the residue with a mop and rinsing thoroughly with clean water. You can then re-apply Karndean Refresh.

**I have small white spots appearing on my floor. What should I do?**

White spots are usually because of water not being wiped up quickly from your floor - especially in bathrooms. Simply apply Karndean Remove, wipe off the residue with a mop and rinse thoroughly with clean water.

**How should can I protect my Palio by Karndean Gluedown floor?**

By putting felt pads under the feet of your furniture, you can avoid table and chair legs scratching your Palio Gluedown floor.

**What should I use to clean my Karndean floor?**

We advise that you use Karndean Clean to clean your floor, as some cleaning products contain agents that can damage the floor.

**How should I clean spillages?**

Mop or wipe up spillages as soon as possible with Karndean Clean.

**How do I remove black scuff marks from my floor?**

As with any flooring, furniture and shoe soles rubbing on your floor can cause unsightly scuff marks. A simple solution to remove black scuff marks from your Karndean floor is to dilute a small amount of Karndean Clean in some water and use a moistened cloth (or a non-abrasive nylon scouring pad for persistent marks) with the diluted solution.

**How do I remove light scratch marks?**

If Karndean Refresh has been applied after the floor was laid, you can easily eliminate light scratches by removing the Karndean Refresh using Karndean Remove, wiping off the residue with a mop and rinse thoroughly with clean water. You can then re-apply a fresh coat of Refresh.

**How do I remove deep scratch marks?**

If there is a particularly deep scratch, first try using our Remove and Refresh products on your floor. If this doesn't improve the appearance of the deep scratch enough, you'll find that the best option may be to replace the plank that has been damaged.

**Will Palio by Karndean Gluedown stain?**

Most common stains will not affect a Karndean floor, especially if they are cleaned up straight away. However, there are agents that can stain - such as solvent based liquids/wine/some spices. The use of Karndean Refresh will provide some protection against this type of damage.

**Is there anything I need to do before the floor is laid?**

Prior to laying Palio Gluedown, the product must acclimatise to the room temperature. Remove the floor from its packaging, spread out and allow to condition in the room where the installation will

take place at a constant temperature of 18°C - 26°C for a period of 24 hours prior to installation. This temperature should be maintained during installation and for a 24-hour period after installation.

**Where can Palio by Karndean Gluedown be laid in my home?**

Palio Gluedown is perfect for any room of the house, from the bathroom to kitchen, bedroom to living room, hallway to conservatory. Refer to the installation guidelines for further details.

**Can Palio by Karndean Gluedown be laid in a conservatory?**

Yes, it is possible to install Palio Gluedown in conservatories.

**Can Palio by Karndean Gluedown be laid over underfloor heating?**

Yes, for more advice please see the installation instructions

**Is Palio by Karndean Gluedown suitable for use on walls or ceilings?**

Palio Gluedown has been designed as a floor covering and is not recommended for use on walls or ceilings.

**Can Palio by Karndean Gluedown be laid outside?**

No. Palio Gluedown is not suitable for outside use.

**Can Palio by Karndean Gluedown be used on stairs?**

Yes it can. The front edge of each step will need to be finished off with compatible stair nosings.

**Is Palio by Karndean Gluedown suitable for a wet room?**

No. Palio Gluedown is not suitable for wet rooms.

**Can I use Palio by Karndean Gluedown next to an Aga stove or an open fire?**

Palio Gluedown will suffer surface char marks if embers or other extremely hot objects come into contact with it.

**Can I use Palio by Karndean Gluedown in front of patio doors / floor to ceiling windows?**

Yes, not a problem!

**I think there may be a problem with the fitting. What should I do?**

If you have any concerns regarding the fitting of your floor, please contact the fitter directly, as they should be able to help. Our friendly customer care team are also on hand if you have any further queries after speaking with the fitter.

**Have a different question from those listed above?**

If you require further information about any aspect of Palio By Karndean, please contact us on 01386 820 110 or email [info@palioflooring.com](mailto:info@palioflooring.com)