05 · The working range

CORE HYBRID CARE

Rigid at the core — built for the humid room and the busy one.



COVERS

Storm Luxury · Avala · Lumière Ultra HD · Artisan Tile · Belle Vie Herringbone

EDITION

02 · 2026

DAILY CARE

Waterproof is not the same as careless

A hybrid floor is fully waterproof. Care is still what keeps its surface as it was laid, for years.

- Vacuum or sweep regularly to lift dirt, sand and grit — a soft brush or felt head, never a beater bar or hard head
- For general cleaning, a pH-neutral floor cleaner and a microfibre mop
- Felt tips or protective caps on furniture legs; soft rubber casters on anything that rolls. Lift heavy furniture and appliances — never slide them
- Sun blinds or similar on windows and doors exposed to heat and high UV — constant extreme heat and direct sun will damage a hybrid floor left unprotected; curtains or blinds against high UV
- Pets' claws kept trimmed
- Doormats inside and outside every entrance; rugs in front of the kitchen sink and in high-traffic areas
- Rugs of a breathable material — mesh or grid backings are best — so moisture is not trapped beneath
- No cleats, sports shoes or high heels on the floor

MOPPING

Damp mopping is allowed — a medium-damp mop, from time to time, to maintain and clean the floor. Topdeck recommends Bona or Loba vinyl floor care products, from reputable flooring retailers — read the instructions before use.

THE CLIMATE THE FLOOR NEEDS

Relative humidity at 45–60% year-round — the condition of the Topdeck warranty — and 18–26°C. Holding it is the owner's responsibility: a humidifier or dehumidifier as the season needs. Weekend homes and closed-off rooms need ventilation even when empty. In some climates the right range sits higher or lower.

CLIMATE, SPILLS & REPAIR

Heat and sun are the risk here

> **NEVER**
> Never steam-mop, and never pour liquid directly on the floor — too much water seeps through the click profile and leaves the underside damp. Never use ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never wax the floor.

SCRATCHES	A white scratch means the topcoat is intact — a floor cleaner usually clears it. Deeper, but not through to the SPC or rigid core: buff lightly with a white polishing pad. Work any stain on a hybrid floor from the outer edge in.
CHIPS	Minor chips through the finish can be disguised with a colour wax stick — often more than one shade. Serious damage is resolved by board replacement, from the spares kept at installation.
REFINISHING	No. It damages the floor and voids the warranty.
HEAVY FURNITURE	Ultra-heavy pieces (800kg+) restrict a floating floor's natural movement where they stand — the hybrid floor performs, but buckling or separation between boards can follow.
HEAVY FURNITURE · BELLE VIE	The same, from 1200kg+.
NOISE	Occasional noise is normal. It comes from structural movement — subfloor type, flatness, deflection, fasteners, humidity and the load on the floor — and is not a product defect.

THE WARRANTY

The Topdeck Limited Warranty requires the floor to be cared for as set out here. It does not cover damage from steam mops, wet mopping, wax-based products or harsh and abrasive chemicals; standing water or pet accidents; adhesive tape on the surface; heavy or rolling furniture without protection; or a house closed up for more than 60 days in extreme heat or humidity without ventilation.

FOR TRADE

START A PROJECT

Specifier requests, project pricing and technical documentation.

Trade enquiry

FOR HOMEOWNERS

FIND A STOCKIST

Visit a Topdeck retailer to view boards and take samples.

Find a stockist

ADDRESS	16 Salisbury Street, Silverwater NSW 2128
TELEPHONE	(02) 9748 2288
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