

ENGINEERED TIMBER MAINTENANCE GUIDE

With a little routine care and regular maintenance, it is easy to look after your timber floor. Just follow the easy steps below:

Cleaning & Care

1. Wood is a natural product and will adjust to its environment over time. Differential shading/colour adjustment is likely to occur where the flooring is covered (e.g. under rugs) or in direct sunlight.
2. Immediately – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
3. Daily or as required – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a powerhead, if installed).
4. Weekly – clean using a waterless timber floor cleaning fluid and micro fibre mop, otherwise mop the floor using a well rung out damp mop (the floor should be dry 15 seconds after mopping and a non-abrasive soap-free cleaner suitable for timber floors to remove any footprints, dirt and other stains or marks. Never flood the floor with water as excessive moisture can damage the floor.
5. As required – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits (testing first on a left over piece or non visible area (such as a cupboard)). Ensure the methylated spirits is completely rinsed from the flooring.
6. Never use a steam-mop or steam-cleaner.
7. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
8. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
9. Place entrance mats (which must not have a rubber backing) at all external doors to trap dirt, sand, grit, moisture and other substances from shoes:
 1. Double entrance mats are required for residential installations - 1 coarse external mat, and 1 medium internal mat.
 2. Triple commercial mats with a minimum walk off zone of 3.5 metres are required for commercial installations – refer to mat manufacturer. Mats must be cleaned regularly.
10. Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
11. Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
12. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.

13. Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Your floor should be protected from extreme temperatures and strong direct sunlight and rapid changes in temperatures and humidity by the use of interior temperature and humidity control (recommended temperatures 15-30°C and relative humidity levels between 35% and 65%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading. These conditions are beyond our ability to control such that if these conditions are not maintained the warranties may be voided.
14. Pet claws can scratch the flooring. Keep nails trimmed.
15. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

MAINTENANCE

1. Timber floors are maintained by the instructions.
2. While the factory finish of timber floors may be refinished, doing so will void the Surface Warranty. However, if your timber floor starts to show dull spots or signs of wear, its gloss can be restored by lightly sanding and recoating with a water based urethane dressing approved by us. The use of non-approved floor coatings can lead to post installation coatings flaking off the surface of your floor. It is essential that we are contacted prior to any sanding or recoating process.