

Engineered Timber Flooring

Floor Care, Maintenance & Warranty Guide

Floor Care, Maintenance & Warranty Guide – Timber Flooring

Simply take some precautions and follow the regular cleaning and maintenance guide.

1. Routine maintenance

- Vacuum, mop or sweep the floor on a regular basis, we recommend minimum once a week or more if needed, to remove dirt, dust, water, grit etc. that can scratch or harm the floor.
- When mopping your timber floors, always use a damp mop. The mop must be as dry as possible. The mop must be cloth-covered and used with a pH neutral floor cleaner. Do not spray or pour excess amount of water or floor cleaner on the floor or allow it to remain on the floor for long periods of time, excess amount of water or floor cleaner may damage the floor.
- Do not use soap based, oil based, ammonia based, wax based or abrasive floor cleaners, acrylic finishes, bleach, or acidic material (e.g. vinegar) on the floor which can leave a slippery and dull finish that is extremely hard to remove or may damage and abrasive the floor.
- Never use a steam mop, steel wool or wax and polish on the floor.
- The vacuum must be used with a brushed head, dust filter or with a floor head attachment suitable for wood floors. Do not use the vacuum with a hard head attachment or with a beater bar on the brush roll.
- Always soak up or wipe up any spills (water, wine, pet urine, etc.) on the floor with a dry or clean cloth promptly; most spills can be easily wiped up with the immediate handle. However, some liquids or materials containing strong pigments and dyes may still migrate permanent stains to the floor, such as grease, oil, dyes material, waxes, ball point pens, marker pens, pet accidents, some renovation or construction products (e.g. tar), or foods and beverages such as mustard, curry, wine, coffee or tea, etc. Do not leave spills unattended for an extended period of time.
- Stubborn stains can be removed by spot cleaning using a damp cloth or sponge with concentrate pH neutral floor cleaner (e.g. pH neutral Bona Wood Floor Cleaner) or stain remover designed specifically for wood floors
- Place drip pans beneath indoor plants to prevent water leakage.
- Maintain the indoor temperature above 5°C (preferably between 18°C – 30°C).
- **Radiant Underfloor Heating Systems:** Make sure the temperature of the floor never exceeds 26°C at any time.

2. Prevent scratches and dents

- Place a mat in front of all entrances & kitchen sink areas to keep dirt, sand, grit and water off the floor.
- Place rugs or mats for any high traffic areas or underneath any large furniture/appliances/item (avoid using rugs or mats with rubber backs/vinyl backs and non-breathable rugs or mats that may induce moisture absorption).
- Trim your pet's nails regularly to avoid unnecessary scratches and scuffs.
- Always stick soft pads, floor protectors or furniture sliders to the base of all furniture in contact with the floor and replace them as necessary. Move rugs/mats or large furniture/appliances/items periodically to allow the natural aging of the floor. Pick up heavy furniture or appliances when moving across the floor instead of sliding.
- Avoid walking on the floor while wearing shoes with heel taps, sport cleats or stiletto heels. They may cause significant damage to the floor.
- Avoid any sharp objects protruding the floor areas such as rocks, nails or gravel.
- Never allow extremely hot materials to contaminate the floor, such as cigarettes, matches or ashes which may result in permanent damage to the floor.

3. Prevent discoloration

- Avoid direct sunlight exposure to the new flooring. Sunlight/UV stimulates oxidation and aging of the floor can lead to colour shade variations. Curtains and UV resistant film are recommended (particularly important for buildings with large glassed windows).
- Avoid using any rubber products on the floor, such as rugs/mats with rubber/vinyl backs, soft pads/furniture sliders with rubber/vinyl backs, rubber soles shoes/slippers, furniture/cabinet with rubber wheels, etc. Contact with rubber may discolour the floor.
- Avoid using any rugs/mats that are made with non-breathable material that may induce moisture trapping that may over humid and discolour the floor.
- Flooring will darken naturally over time. Rugs & furniture create a shading effect on timber flooring & when removed, will display a lighter floor area to parts of the timber floor where there are no rugs or furniture. Re-arrange rugs & furniture periodically to allow the flooring colour to age evenly.

4. Fix dings and scratches

- Minor scratches, marks or dings on the floor surface can be repaired/removed by cleaning and coating with furniture scratch cover oil.
- Before any actual repairing, please do a test sample with the compatible repair kit on a less visible area or a wastage plank.
- Replacement planks are recommended for severe or very deep scratches or dings.

5. Prevent expansion and shrinkage

- Never steam mop or wet mop the floor with water or any other liquid floor cleaner. Excess amounts of water or liquid may lead to unnecessary expansion of the floor.
- Always wipe up spills promptly with a damp cloth.
- Keep the indoor humidity level between 45%-60%. Please use a humidifier in a dry climate or a dehumidifier in a humid and wet climate to maintain the ideal humidity level. Constant site variations above or below these limits may require the use of a humidifier/dehumidifier. Good airflow and ventilation is required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface. Purchase a temperature reading instrument if need be.
- Floors subject to the effect of improper humidity levels will cause checking (small cracks in the surface of the timber or coating). Checking is not considered a defect and therefore will not be covered by the warranty.
- Direct sunlight (especially buildings with large glassed windows) can raise the temperature of the floor surface over 70°C and dramatically drop to the temperature of under 5°C, the rapid and extreme temperature change can cause the floor to show gaps with expansion and shrinkage. Please protect the floor with an indoor temperature control if need be.

6. Pets and floor care tips

- Keep the food and water bowls on tile surfaces like the laundry or outside. If they need to be kept inside, put a mat underneath to catch any spills and keep on top of any spills that require cleaning from your furry friends.
- Pets' nails can be sharp, keeping your pet's nails regularly maintained with trimming will help in avoiding any scratches on your floorboards.
- Keep your pets brushed and groomed regularly at home, this will mean less shedding of hair onto your floors. Regular sweeping, vacuuming along and pet grooming will keep your engineered timber floors looking beautiful for years to come.

7. Warranties

All warranties are backed by the manufacturer's warranty terms & conditions, simply follow the above care & maintenance guidelines accordingly. For further information about our products, please follow the below contact details. Timber flooring products continue to absorb and release moisture; expand and contract over their lifetime depending on local conditions, environmental conditions, and weather changes. Even with proper installation and maintenance, slight expansion and contraction, as well as board separation is normal; however, excessive movement due to extreme weather conditions is to be expected. It is critical to be aware of any extreme weather conditions and to regularly check conditions to ensure that your floor performs within tolerances; such changes are a normal feature of timber floors and not considered a manufacturing defect.

Residential wear warranty – warranty covers wear through the hardwood timber surface of the floor in any single area greater than 1m² within 20 years of the purchased date. This warranty subject to standard household conditions, the 'wear' layer will not wear through to the design layer, this is defined as the surface layer showing a visual change in appearance due to wearing. Damage resistance does not include scratches, chips, dents, tears or gaps due to seasonal movement of planks. It also does not apply to loss of gloss or gloss variation due to natural ageing, or any change in appearance.

Lifetime Structural warranty – warranty covers manufacturing faults including warping, twisting, buckling or bond failure during the warranty period. This warranty does not cover defects such as cupping or doming (reasonable uniform convexing or concaving shape across the width of the surface of installed boards) that induced by factors due to installation or the installation environment that are outside of manufacturer's control.

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