

## **CUSTOMER MAINTENANCE & CARE GUIDELINES**

### **Engineered pre-finished Oak & Hickory**

Proper maintenance is necessary and a vital requirement to maximise the performance and enjoyment of your flooring investment. A well maintained floor will provide many years of service life and will add to the overall warmth and charm that only a natural flooring product can provide.

If you follow these industry acknowledged guidelines the task of maintaining your flooring will become a regular function in the overall upkeep of the property. If you're unsure regarding any of these steps please consult with your flooring retailer to assist with your inquiry.

#### **General maintenance; how to care for your engineered pre-finished floor.**

- Sweep floor regularly with an electrostatic broom, soft bristled broom or wood floor mop.
- Dust and or clean with a soft bristled vacuum head. Ensure vacuum head is non-abrasive with no metal contact points.
- Remove spills promptly with an absorbent cloth or similar.
- **Natural hardwood flooring is photosensitive and will change colour as the floor ages and is exposed to ultraviolet (UV) light. This is a naturally occurring phenomenon and as such these changes are not covered by the product warranty.**
- **For new installations avoid placing rugs or mats on the floor surface for at least 2 months. This should enable a more even UV exposure to natural and internal lighting. Avoid animal rugs unless you determine the backing is PH neutral or place carpet / rug lining under to avoid bleaching the floor surface.**
- Place mats at exterior and interior doors to trap sand and grit from incoming traffic and for drying feet if pool activity is nearby.
- Use a rug or matt in high traffic areas to reduce wear & scuffing.
- Where possible periodically relocate rugs or large items to allow natural aging of the floor surface area. **For new floors please refer rug and mat details noted above.**
- Stick soft pads to the base of all furnishings in contact with the floor.
- When moving heavy furniture or appliances always pick it up rather than sliding it across the floor.
- Keep pets' claws properly trimmed to avoid excess scratches and gouges.
- If necessary, clean with a well rung out mop with warm water and a **PH neutral floor cleaner**. We strongly recommend BONA or LOBA floor care solutions; these are available from reputable flooring retailers. Consult instructions before use. **Do not use supermarket floor or general cleaning solutions as they are likely to be concentrated and if used incorrectly will damage the surface coating.**
- Your engineered floor is pre-finished with a water based PU coating suitable for residential use. If coating repairs or future re-coating is required please contact a coating professional. Small repairs are possible to the surface coating however it is vital that a test sample with a compatible brand of water based PU coating is done prior to attempting the final in-situ repair. If a left over floor sample is not available attempt a small test area in a cupboard or less visible location within the room.



## Prevention maintenance.

- **Do not steam mop or wet mop floor surface area after installation.** Too much water may cause the planks to swell and warp and damage the surface coating.
- **Do not use waxes or common household supermarket cleaners or detergents on the floor.** These types of cleaning solutions are very abrasive. Long term use will dull the finish and soften the surface coating reducing its durability and sheen level.
- Chairs with roller wheels must be placed on protective mats to protect the surface coating.
- Do not let sand, dirt or grit build up on the floor surface.
- Avoid walking in narrow point or stiletto heel shoes as they may damage the surface of your floor.
- **Do not use masking or other types of adhesive tapes** on the surface coating, removal at a later stage may result in coating damage.
- Do not roll or slide heavy furniture or appliances across flooring without surface protection or lift trolley.
- Place drip pans or protective matting under pot plants and animal feeding or bedding areas to avoid moisture ingress.
- Importantly, make sure there is a minimum humidity of 35%- 50% in the room. Constant site variations above or below these limits may require the use of a humidifier. Good airflow and ventilation is required to avoid heat and cooling extremes. Long-term exposure may result in changes to the flooring surface. To resolve site specific circumstances please consult with your flooring Installer or retailer for advice.

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