

## FLOOR CARE & MAINTENANCE GUIDELINES

### Engineered pre-finished; Ash, Oak & Hickory Hardwood Floors

#### Prestige, Pronto, De Marque, Village, Elk Falls Hickory & our Hardwood Collection

Correct maintenance is a necessary and vital requirement to maximise the performance of your floor. A well-maintained floor will provide many years of service life and add to the overall warmth and charm of the interior décor.

If you follow this industry acknowledged guideline the task of maintaining your floor 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.

Ash, Oak & Hickory timber species are photosensitive and will change colour as they age or if they remain under or overexposed to natural & Ultraviolet (UV) light. In some circumstances the natural pigmentation will be lost, and the floor can develop a bleached or faded appearance. This is a naturally occurring phenomenon that can be accelerated by under or over exposure to light and heat sources, this is not considered a material defect and is excluded from warranty provisions. The use of light filtering window & door treatments along with regular rug repositioning can minimise the impact of this natural process.

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

- Sun Blinds or similar protection must be used for window & door openings exposed to heat and high UV exposure; this will assist in reducing the harmful bleaching / fading effects sun damage can have on your timber floor. Constant exposure to UV heat extremes will damage timber floors if the exposure is not controlled. Under exposure to light will also create opportunities for surface colour change.
- Sweep the 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. Do not use hard bristled brushes or steel wool scouring pads to clean hard to remove spots or blemishes.
- **For new installations avoid placing rugs or mats on the floor surface for at least 2 months. This should enable a more even exposure to external UV 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 foot traffic and for drying feet if pool activity is nearby. Keep new installations protected whilst construction & landscaping remains active.
- Where possible periodically relocate rugs or large items to allow natural aging of the floor surface area. **For all new floors please refer rug and mat details noted above.**
- To avoid scuffing & localised scratches, adhere soft pads to the base of all furnishings in contact with the floor. Periodically check to make sure stones or grit have not lodged in any protective pads.
- Keep pets' claws properly trimmed to avoid excess scratches and gouges.
- When necessary for sticky spills or ingrained dirt and grime, clean with a well-rung out mop using warm water and a **PH neutral, non-abrasive floor cleaner**, we strongly recommend **BONA** or **LOBA** Vinyl floor care solutions; these are available from reputable flooring retailers & online. **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. Always follow manufacturer's instructions.**

## Prevention maintenance

- Sun Blinds or window covering protection is required to reduce excessive heat and UV exposure.
- **Do not steam / electric 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 / office chairs must be placed on protective mats to protect the surface coating. Use a rug or matt in high traffic areas to reduce wear & scuffing.
- Do not let sand, dirt or grit build up on the floor surface, sweep regularly.
- 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.
- When moving heavy furniture or appliances always pick it up rather than rolling or sliding it across the floor. Use protective floor mats or a lift trolley to avoid floor damage.
- 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 humidity range of 35%- 50% in the room. Long-term exposure outside of this range may result in changes to the flooring surface. For site specific circumstances please consult with your flooring Installer or retailer for advice.
- Our engineered timber flooring 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.

**Disclaimer:** we have used all reasonable endeavors to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions, or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.

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