

Imperial Engineered Oak TM

Floor Care & Maintenance Guide

(Engineered Timber in Plank, Herringbone & Chevron Pattern)

1. Routine Maintenance

- Clean floors regularly by vacuuming, sweeping, or damp mopping (minimum once per week).
- Use a cloth-covered, damp mop only with a pH-neutral floor cleaner. The mop must be as dry as possible.
- Never pour or spray water or cleaner directly onto the floor. Excess moisture may cause damage.
- Do not use the following cleaners or materials:
 - Soap-, oil-, ammonia-, wax-, or bleach-based products
 - Acidic materials (e.g. vinegar)
 - Abrasives, acrylic finishes, or steam mops
 - Steel wool, wax, or polish
- Always use a vacuum with a brushed head or floor attachment designed for timber floors. Avoid hard heads or beater bars.
- Wipe up spills (water, wine, pet accidents, etc.) immediately with a clean, dry cloth. Some substances (e.g. grease, dyes, tar, mustard, wine, coffee, tea) may cause permanent staining if left unattended.
- For stubborn stains, spot-clean with a damp cloth and a pH-neutral wood floor cleaner (e.g. Bona Wood Floor Cleaner) or a timber-specific stain remover.
- Place drip trays beneath indoor plants to prevent water leakage.
- Maintain indoor temperatures above 5°C (ideally 18–30°C).
- For In-slab hydronic underfloor heating systems, ensure surface temperature never exceeds 26°C. *Not suitable for electrical systems.*

2. Scratch and Dent Prevention

- Place mats at entrances, kitchen sinks, and high-traffic areas to minimise dirt, grit, and moisture transfer.
- Use breathable rugs or mats only (avoid rubber/vinyl backing).
- Trim pets' nails regularly.
- Apply felt pads, protectors, or sliders under all furniture legs. Replace as needed.
- Move rugs and furniture periodically to allow even floor ageing.
- Always lift, never drag, heavy furniture or appliances.
- Avoid wearing stiletto heels, cleats, or footwear with damaged heel caps.
- Protect flooring from sharp or hot objects (e.g. gravel, nails, cigarettes, matches, ashes).

3. Discolouration Prevention

- Limit direct sunlight exposure. Use curtains, blinds, or UV-resistant window films to reduce fading.
- Avoid rubber or vinyl-backed rugs, mats, pads, or wheels, as they may discolour the surface.
- Do not use non-breathable mats that can trap moisture.
- Timber naturally darkens over time. Rearrange rugs and furniture periodically to promote even colour ageing.

4. Surface Repair (Dings & Scratches)

- Minor marks can be treated with furniture scratch cover oils.
- Always test repair kits on an inconspicuous area first.
- Severely damaged boards should be replaced.

5. Moisture, Expansion & Shrinkage Control

- Never wet mop or steam clean. Excess water will cause expansion.
- Wipe spills immediately.
- Maintain indoor humidity between 45%–60%. Use humidifiers in dry climates and dehumidifiers in humid environments.
- Allow for good airflow and ventilation to prevent extremes.
- Checking (fine surface cracks) may occur if humidity is uncontrolled. This is not a defect and is not covered by warranty.
- Direct sunlight can heat floors above 70°C, causing gaps and shrinkage. Use shading and temperature control where necessary.

6. Pets and Flooring

- Place food and water bowls on tiled or non-timber areas. If indoors, use mats underneath.
- Wipe spills immediately.
- Keep pets' nails trimmed to minimise scratches.
- Regularly groom pets to reduce shedding.
- Maintain routine cleaning (sweeping, vacuuming, mopping) to preserve floor condition.

7. Warranty Information

All warranties are provided by Imperial Flooring Australia® and are subject to the applicable warranty terms, conditions, and limitations. To maintain warranty coverage, all installation, care, maintenance, and usage instructions must be followed at all times.

For further information regarding our products or warranty coverage, please contact Imperial Flooring Australia® using the contact details provided below.

Imperial Engineered Oak™ flooring, including plank, herringbone, and chevron formats, is manufactured from genuine European Oak with a natural timber veneer. As a natural wood product, each board will display unique variations in grain, texture, knots, colour, and character. These natural features are inherent to timber and are not considered defects.

Engineered timber flooring may expand, contract, or develop minor gaps due to seasonal changes in temperature and humidity. Exposure to excessive moisture, dry conditions, or rapid climatic fluctuations may increase this natural movement. Such characteristics are expected with real timber flooring and do not constitute a manufacturing defect.

Colour variation and the natural ageing process are also normal. Exposure to sunlight, UV light, and environmental conditions may cause the timber to lighten, darken, or develop a richer patina over time. This natural change is part of the product's character and is not covered under warranty.

The warranty applies to manufacturing defects in the product only. It does not cover labour, installation, removal, reinstallation, freight, accommodation, loss of use, damage caused by moisture ingress, flooding, excessive humidity, incorrect installation, improper maintenance, site conditions, impact damage, scratches, dents, or any indirect or consequential costs. Where a valid warranty claim is accepted, Imperial Flooring Australia® will, at its discretion, repair, replace, or provide equivalent product for the affected flooring material only.

Prior to installation, all flooring should be thoroughly inspected to ensure it is free from visible defects and suitable for the intended application.

Installation of any board constitutes acceptance of its appearance and quality. Claims relating to visible defects or colour variations after installation will not be accepted.

For best performance, indoor environmental conditions should be maintained within recommended levels, and any spills should be cleaned promptly to protect the natural timber surface and preserve the long-term appearance of the floor.

Contact

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