

Engineered Timber Flooring

Floor Care, Maintenance & Warranty Guide

(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 subject to the manufacturer's terms and conditions. Compliance with care and maintenance guidelines is required.

- **Residential Wear Warranty (20 Years)**
 - Covers wear-through of the hardwood surface exceeding 1m².
 - Excludes scratches, chips, dents, gaps, gloss reduction, and natural ageing.
- **Lifetime Structural Warranty**
 - Covers manufacturing faults such as warping, twisting, buckling, or bond failure.
 - Excludes cupping, doming, or issues caused by site/environmental conditions outside manufacturer control.

Important Note: Timber flooring is a natural product that expands and contracts with environmental conditions. Seasonal movement, minor separations, or surface changes are normal and not considered defects.

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