

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 1m<sup>2</sup>.
- 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.

## Contact

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