

## Care & Maintenance Guide

Taking care of your new floors is a must, so that their magnificent finish is preserved. By following a few simple care and maintenance guidelines, your floor will continue to be a thing of beauty for years to come.

### Preventative Maintenance

- Installing good quality mats inside and outside of external doors to trap grit and remove moisture from shoes is a sensible precaution and will reduce the possibility of scratches.
- In high traffic areas, or areas where spillages may occur, the use of mats is recommended for added protection.
- All furniture should have felt pads fitted to the base of legs, or any other areas that come in to contact with the floor, to prevent scratches. On heavy furniture, felt backed castors can be used if required.
- Avoid using wheeled chairs (i.e. office furniture), or ensure that a large, good quality office mat is used to prevent indentations in the timber.
- Rubber-based items (e.g. the underside of some mats, castors under furniture, and rubber-tipped furniture feet) should not come into direct contact with the floor.
- Keep pet's nails trimmed to protect the floor from scratches.
- All timber reacts when exposed to direct sunlight, and this oxidation may cause colour changes or fading. Curtains, blinds, or UV-resistant films on windows must be used. Such precautions will help reduce exposure to direct sunlight and will protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- Any liquids spilt on the floor must be wiped up immediately.
- Oils and fats can be highly penetrative to the surface of your floor causing irreversible staining in some instances. Spills of this nature must be carefully cleaned up immediately. The use of a small amount of non-citrus pH neutral mild dishwashing liquid in this circumstance is acceptable **(DO NOT APPLY THIS CLEANING METHOD TO ANY WAX OIL FINISH FLOORS)**. Ensure the area is cleaned and dried immediately to prevent staining of the floor.
- Maintaining the temperature and humidity within a reasonably consistent range will keep the floor stable. As engineered timber flooring is a natural product, the humidity level in the home must be maintained at 45%-60% (relative humidity) year round, using humidifiers or dehumidifiers as necessary. Weather strips on all external doors can be installed to help maintain the environment within the building. They will also reduce extreme swings in temperature and moisture within the building.

### General Cleaning

- **NEVER USE STEAM MOPS TO CLEAN YOUR ENGINEERED TIMBER FLOORS.**
- **NEVER USE WET & DRY ELECTRIC VACUUM CLEANERS TO CLEAN YOUR ENGINEERED TIMBER FLOORS.**

#### Cleaning Products Recommended for use by the Manufacturer

| Surface Finish | Product(s)       | Daily Cleaning           | Periodic Maintenance  |
|----------------|------------------|--------------------------|---|
| UV Lacquer     | Hickory Heritage | pH Neutral Floor Cleaner | Please contact your local retailer for recommended products |

## Daily Cleaning

- Use a suitable spray mop and a pH neutral floor cleaner to clean the floor surface when required. This will remove stains, dirt, footprints, and any other marks that may be present.
- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit, and dust, using a microfiber cleaning pad or a soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- After dry cleaning the floor, spray the surface sparingly with a pH neutral floor cleaner and clean using a microfiber cleaning pad. Rinse the mop regularly in clean water and replace when dirty.
- If spills occur, they must be wiped up as quickly as possible and cleaned with a pH neutral cleaner. The use of a lightly damp or 'well wrung out' mop is appropriate for larger spills.
- **DO NOT 'WET'** mop the floor at any time, as excessive amounts of water may cause damage.
- Pull the mop back towards you and wipe lengthways across the floor, making zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- **DO NOT USE** scouring products and/or any wax or varnish coating on the floor.

## Periodic Maintenance

Periodic maintenance (approx. 6-12 months) is recommended to maintain the original look of your engineered timber flooring. For recommended maintenance products please refer to the 'Cleaning Products Recommended for use by the Manufacturer' table. **(DO NOT APPLY THIS CLEANING METHOD TO ANY WAX OIL FINISH FLOORS)**. Please contact your local retailer for more information and full user instructions.

## Avoid the following

- Indentation from stilettos or spiked heels.
- Pulling or pushing furniture or other objects across the floor.
- Using abrasive cleaning materials, or harsh detergents/household cleaners on the floor. These cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- The use of solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, Vinegar and/or similar solutions will damage the floor surface. All spillages and stains must be cleaned immediately with a pH neutral cleaner.
- Urine spillages **MUST** be avoided at all times, as it will damage the flooring surface.
- Exposure to direct sunlight through sliding doors and/or windows. Engineered timber flooring needs to be protected from direct sunlight by blinds or curtains.
- The surface temperature of the floor **SHOULD NEVER** exceed 55°C at any time.
- **EXCESSIVE WATER SHOULD NOT BE USED.**
- **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED** for Engineered timber flooring under any circumstances.