

## CARE & MAINTENANCE

Tough Core is a durable waterproof product designed to encapsulate the natural colour and feel of real timber. The expectations of floors have grown over time and with that the quality of manufacturing and construction has significantly improved.

We will always strive to improve the processes from design to floor. Then once installed you have the opportunity to take over and look after your floor to ensure the longest lifespan. Whether you're happy for it to age and develop more character to tell a story of your home, or you want to keep it as close as possible to a fresh floor, there's some guidance to keep in mind:

### Move in day:

The most dangerous time for a floor is move in day.

Keep the floor clean as you move in.

Take care when moving particularly when using trolleys, only ever use a trolley with inflatable tyres and use floor protection to avoid direct contact with the floor.

Never drag heavy furnishings or appliances, take extra care when moving the fridge and other appliances in, the edges are sharp and even the wheels can cause damage if they're not clean or in good condition.

### Plan how to manage your new and existing furniture:

Tables, chairs, and sofas are often moved back and forth with extreme point loads that can lead to accelerated wear and tear of the coatings or scratching in localized areas. Under legs use felt pads, rugs can also be used in some locations where style can meet practicality, making sure to avoid rugs with rubber backings as these can cause staining.

Even furnishings that aren't moved often should have a suitable no scratch surface in contact with the flooring.

Under desk chairs or other wheeled furnishings use a non-staining mat and rubber casters. Although be aware rubber will cause staining to the surface of the floor over time, so again select mats without rubber backing.

### Protect your floor:

Be aware like your skin some sun is fine, but prolonged exposure to direct sun can accelerate ageing process of the flooring too. This will result in lightening of the floor colours. Window protection such as blinds, window tinting or external shading to limit direct sunlight is recommended to ensure the floor is protected from prolonged direct sun exposure.

The floors are designed as an indoor surface and need to be kept in comfortable living temperatures. The floor materials will expand and contract naturally in varying temperatures. Using heating and cooling to keep the ambient temperature between 10-30°C will help moderate the natural movement of the product ensuring a longer life.

The natural movement of the flooring in changing temperatures should be allowed for by the installer with small expansion gaps to the perimeter of the floor hidden under skirting boards or trims. Care after install should also be taken not to compromise that natural movement, never fix the flooring in place using adhesives such as caulking.

(For use bathrooms additional steps must be taken to allow for this please speak to the supplier prior to doing this).

Also, never drill fixtures through the floor without allowing for floor movement.

If you have excessively heavy furniture like pianos or fish tanks, please contact the supplier for further advice.

### Ongoing cleaning:

It's always important to keep a floor clean, minor dirt and grit can accelerate the wear of coatings.

Use mats both inside and outside of doors leading outside to clean shoes and remove debris before it ends up on the floor. Mats should be kept clean. (Where installed in commercial premises it's recommended foot traffic passes over a 3.0metre mat).

Recommend you take your shoes off and enjoy the floor under your feet, this will help keep the surface clean. (Always remove shoes with spikes and sharp heels)

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While Tough Core is a waterproof product care should be taken to clean up household spills such as oil, food, drinks, or pet accidents to prevent staining. And care should be taken to avoid larger spills where moisture can flood over the edges of the floor as this can lead to damage or mold within the building.

Regular (aim for daily) sweeping with a soft broom and vacuuming will keep the floor free of debris preventing build up in the joins and grain where exposed. When vacuuming ensuring the head of the vacuum has felt on the underside, let's not scratch a floor while aiming to look after it.

As required the floors are suitable for mopping to ensure they remain clean and fresh, but again remember excessive water can drain into areas of the house it shouldn't go including under kitchen cabinets or skirting boards. The moisture is only to soften and loosen the dirt, let the mop do the work.

**Never use a steam mop, or caustic cleaning agents.**

### Recommended cleaning products:

Bona Wood Floor Cleaner  
Peerless JAL Versadet

When using other cleaning products ensure they are neutral, non-abrasive and don't use oil-based soaps, or polishes as these will create a residue which can be difficult to remove.

Multi-purpose cleaners should not be used on floors.

### Repairs & Maintenance:

In the event of minor damage there's a few steps that you can take.

1. Stains and marks  
Stubborn stains can be removed with care using methylated spirits on a damp cloth. After removing clean all the methylated spirits from the surface using a fresh damp cloth.
2. Fine minor white surface scratches  
*Tibet Almond Stick* a very simple cheap method to hide minor scratches. This product is available online for purchase.
3. Minor indents or scratches causing indentation of the surface  
Timbermate wax sticks are available from hardware stores and online, numerous tutorials are also available online.

Other coatings and more invasive steps are available and should be discussed with your flooring professional.

For questions or further information on your floor feel free to contact the manufacturer



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