



## Care and Maintenance Guidelines

18mm solid timber flooring products bring the natural beauty of timber into your room. Solid timber is a natural material that has a greater reaction to environmental changes compared to engineered or manufactured counterparts. Hence, particular care needs to be given to maintaining solid timber floors.

Solid Timber flooring is designed for internal use only in environmentally regulated areas (moisture and temperature) and the product will not be covered by warranty provisions for use in unsuitable areas

### Environment Control

Timber is hygroscopic and moisture-content adapts to the environmental conditions, causing changes in dimension. In a dry environment, moisture will be drawn out of the board and solid timber will shrink, and vice versa in a higher humidity environment. Hence, factors such as moisture ingress, relative humidity, air conditioning, sunlight and room ventilation can cause timber to expand or contract.

The interior environment should aim to be controlled:

- ✦ Relative Humidity (RH): Between 35 - 65%
- ✦ Temperature : Between 18°C and 26°C

If the environment varies outside these conditions, some changes in the floorboard may become slightly noticeable i.e. expansion and contraction. It is the owner's responsibility to maintain appropriate humidity levels i.e. with the use of a humidifier and / or dehumidifier. Adequate ventilation is important at all times i.e. airflow is important, even when the property is unoccupied (weekend homes or vacation cabins).

### General Cleaning

- ✦ Vacuum or sweep regularly using a soft-bristled broom or vacuum with a soft brush head. Ensure the vacuum head is suitable and does not scratch the lacquer.
- ✦ Dry clean before wet cleaning. Remove dust, sand, and grit to prevent surface abrasion.
- ✦ For routine cleaning, lightly mist water or use a pH-neutral floor cleaner with a microfiber mop. You can periodically use a slightly damp (near dry) mop to spot-clean.
- ✦ Do not wet mop or allow water to pool. Standing water can damage solid timber.
- ✦ Avoid steam mops or wet-and-dry vacuum cleaners.
- ✦ Remove spills immediately using a dry towel or cloth.

### Protection Measures

- ✦ Use felt pads or protective caps under all furniture legs.
- ✦ Do not drag or roll heavy furniture—lift or use a dolly with floor protection.
- ✦ Place doormats at all entry points to reduce tracked-in debris and moisture.
- ✦ Avoid rubber-backed mats, which can trap moisture or stain the surface.
- ✦ Keep pet nails trimmed to reduce the risk of scratching.



## Sunlight & UX Exposure

- ✦ Timber is photosensitive and will naturally change colour over time.
- ✦ Use curtains or blinds to minimise direct UV exposure
- ✦ Rotate rugs and furniture periodically to allow for even aging
- ✦ Avoid placing rugs on new floors for the first 2 months post-installation to allow even light exposure.

## What to Avoid

- ✦ Steam mops or wet mops (allowing water to sit on the floor for an extended period of timber).
- ✦ Ammonia-based cleaners, bleach, detergents, acidic substances (like vinegar)
- ✦ Waxes, polishes, oil soap, or acrylic finishes
- ✦ Steel wool or abrasive pads
- ✦ Rubber-tipped furniture or mats with non-breathable backings
- ✦ High heels, spiked shoes, cleats, or similar footwear
- ✦ Limit direct sunlight on the floor

## What to Avoid

- ✦ Place protective mats under plant pots, pet beds, and water bowls.
- ✦ Do not apply wax treatments. Prefinished timber flooring has a sealed surface that should not be waxed, oiled, or sanded.

## Repairing Scratches

### Light Surface Scratches

If the scratch is light in colour, the top coat has not been compromised and is repairable. Often it can be lightly cleaned with a floor cleaning and the light scratch will vanish. You may also be able to use some wood oil to lightly cover the scratch and make it less visible.

### Deep Scratches & Chips

You may be able to use some wood filler or putty that generally matches the timber's colour onto the area. This will make the scratch, dent or chip not very noticeable. The floor can also be resanded and polished if it is beyond repair, or requires a complete refresh.