Care and Maintenance Guidelines

Timber and Colour Change

Real timber is “photosensitive” meaning it will change colour over time due to exposure to sunlight. Generally, it can develop a faded appearance and can form darker and lighter areas that follow the shape of objects such as rugs and furniture. This is a natural feature of real timber and can be alleviated by window coverings and moving objects regularly, and is not considered a material defect.

During and After Installation

For a floating installation, you can walk on the floor during and immediately after installation. For a fixed adhesive installation, it is advised to keep off the floor for up to 24 hours until the adhesive cures.

Whilst not compulsory, it is recommended that rugs and mats are not placed on the floor for the first 2 months to allow for an even adjustment in colour. This allows for exposure of the timber to natural and internal lightning, giving the floor’s surface an opportunity to evenly adapt to UV exposure.

Lifestyle and Usage

- Window and large door openings require UV protection with sun blinds, drapes or similar. These types of window & door treatments should be in place prior to or immediately after occupancy.
- Your floor may change colour when exposed to excessive UV conditions for long durations. Shifting and alternating rugs over time is also a good idea.
- Window coverings also help prevent the temperature of the floor increasing above liveable temperature. The surface of the floor should be kept in a liveable temperature, recommended as between 10 - 27 degrees Celsius. The temperature should never exceed 50° celsius.
- When moving furniture, please lift it and never drag it over the floor. Use a dolly when moving heavy furniture or appliances. However, first use floor protectors or masonite to protect the floor. Do not slide or roll heavy objects across the floor.
- Use door mats and rugs at entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor.
- Don’t walk on the floor with stiletto-style heels, spiked golf shoes, rugby boots or cleats.
- Prevent rubber based items e.g. backing of matting and rubber tipped furniture feet from long-term contact with the floor.
- Protect furniture and chair legs with felt caps (these can be stuck to the bottom of furniture legs. On heavy furniture, felt backed castors can be used if required.
- Remove any water and spillages as soon as possible. Timber is particularly sensitive to moisture changes and can expand from prolonged exposure to moisture, and cause it to buckle at the joints.
- Trim pet claws. Large pets running through the house may scratch any finish. For pet rugs, ensure the backings are PH neutral or place a rug lining underneath to avoid bleaching the floor surface.

- Place drip pans or protective matting under pot plants, animal feeding or rest areas to avoid moisture or stain ingress on the surface of the floor.
- Above floor heating and cooling systems must be used inline with maintaining humidity between 35 - 50% in the room and temperatures between 10 - 27 degrees Celsius. Extended exposure outside this range may cause changes in the floor surface, such as splitting, cracking, cupping or gapping.

Cleaning Guidelines

- Always dry clean the floor first before damp or spray mopping the floor. We recommend a spray mop where the floor dries within a few minutes.
- If vacuum cleaning, make sure the head of the vacuum has a soft brush and no protruding metal that could damage the floor. Make sure the vacuum doesn't drag sand, stones or grit across the surface of the floor.
- The recommended way of cleaning is lightly misting an area of the floor with water or a PH Neutral cleaning solution and wipe over with a microfiber Mop. PH neutral cleaning solutions or plain water are recommended, however, please observe, and follow manufacturer's instructions.
- Never clean a floor with common household detergents, polishes, steel wool pads, wax or similar products, as they are abrasive and will damage the clear surface coating. Never use traditional wax or steel-wool on your timber floor. Spray mops are a worthwhile investment.
- Remove spills as soon as identified with an absorbent cloth.
- Do not steam clean the floor or use a wet and dry electric vacuum cleaner.

TO AVOID (IMPORTANT SUMMARY)

- Dragging furniture and heavy objects across the floor.
- Prolonged exposure to direct sunlight and heat. Use window coverings where possible when the floor is exposed to direct sunlight.
- Steam mopping, wet mopping, wet & dry electronic vacuum cleaners, abrasive cleaning materials, harsh detergents, solvents.
- Polishing, waxing, oiling and sanding the floor.
- Dirt, sand or other grit build up on the surface of the floor that can cause the lacquer to wear away.
- Walking around in high heel or stiletto shoes, as they may damage the surface of the floor.
- Leaving pet or animal urine on the floor.
- Underfloor heating systems can cause Australian eucalyptus timbers to change on the surface, and hence are not suitable with the WoodVeneer timber range.