



VidaSpace[®]

VidaCare Guide Commercial Timber Floors

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VidaCare Lifetime Support

At VidaSpace, we are committed to ensuring your timber flooring performs beautifully and lasts a lifetime. Our VidaCare Lifetime Support guarantees expert advice and care recommendations tailored to your flooring's specific needs. With the right maintenance routine, you can keep your floors in pristine condition, preserving their natural beauty while protecting them against everyday wear and tear.

This guide offers a comprehensive approach to maintaining your timber flooring, covering essential care practices for both lacquered and oiled finishes. From everyday cleaning to deep conditioning and long-term protection, following the right maintenance routine will help safeguard your floor's beauty and durability. With the right care, your timber flooring will retain its appearance and strength for years to come.

Contact us or visit a VidaSpace Showroom:

VidaSpace Auckland Showroom
105 St Georges Bay Road, Parnell
Auckland, New Zealand

VidaSpace Christchurch Showroom
143 Victoria Street,
Christchurch, New Zealand

VidaSpace Wellington Showroom
Upstairs in Wellington Design Library
282 Thorndon Quay, Pipitea, Wellington,
New Zealand

VidaSpace HQ + Distribution
20 Roe Street
Levin, New Zealand

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If you're unsure whether your timber floor is lacquered or UV oiled, contact us for guidance.

Creating the Right Environment for your Timber Floor

Timber flooring is a natural product that responds to its environment, making it essential to manage factors like humidity, temperature, and sunlight exposure. By maintaining stable indoor conditions and following best practices, you can preserve the beauty and longevity of your floor while minimising movement, fading, and surface damage.

Temperature

New Zealand's strong UV conditions combined with floor to ceiling window joinery can create high indoor temperatures leading to surface cracking or splits. It's ideal to maintain a 16-24°C ambient temperature in your home. Keeping rooms well-ventilated prevents excessive heat build-up, which can contribute to drying out and surface damage.

Underfloor Heating

When turning on underfloor heating, start at 15°C and slowly raise the temperature by 1-2°C each day for a week. This gradual increase helps prevent stress on the timber. Use the same approach whenever adjusting the heating. The maximum surface temperature should not exceed 27°C. Additionally, avoid non-breathable mats/rugs as they can trap heat underneath.

UV Light & Oxidisation

Timber flooring will age with direct and indirect sunlight; this is a natural process and can cause the timber to fade or change colour. Prolonged exposure to UV light can also reduce the lifespan of its coating. To help your floor age gracefully, it's recommended to avoid placing mats/rugs in the first six months to allow natural aging and avoid harsh lines. Use window coverings, move furniture and rugs periodically, and consider applying UV treatments to windows.

Humidity Levels

Timber is hygroscopic, meaning it absorbs and releases moisture based on the surrounding environment. Too much or too little humidity can cause your floor to move, warp, or crack. To keep your timber floor stable and looking its best, aim for humidity levels between 40% - 60% in your home. A ventilation system with humidity control is highly recommended to maintain these optimal conditions and protect your floor from unwanted damage.



Timber flooring is not recommended for use in bathrooms with a shower or bath.





Everyday Protection for your Timber Floor

Your timber floor is an investment that requires protection from everyday wear and tear. By taking simple precautions, such as managing pet activity, using furniture pads, and preventing moisture exposure, you can maintain its condition and extend the lifespan of your floor.

Mat Wells & Rugs

- Place mat wells at entrances to minimise the amount of dirt and moisture tracked inside. Ensure these mats are kept clean and free from dirt, grit, and other abrasives. It is also recommended to place mats outside entrances for added protection. If using rugs, choose breathable materials and avoid those with solid rubber or vinyl backings, as they can trap moisture underneath.

Debris

- Stones, sand, and other dust particles can scratch and wear on your floor. It's recommended to regularly sweep/vacuum your floor to ensure it's free of any debris.

Shoes

- Stiletto or sharp-heeled shoes can cause dents, scratches, and excessive wear on timber floors especially in high traffic areas. To minimise damage, encourage the removal or substitution of sharp-heeled footwear.

Indoor Pot Plants

- Indoor pot plants can sometimes leak and cause moisture damage to your floor. Always use saucers or stands under your pots to catch any water and prevent it from touching the floor.

Rain

- Rain can damage your flooring if it's left for too long. When it's raining, make sure your windows and doors are closed to prevent moisture from getting onto the floor.

Furniture

- Furniture can damage your floor if it's rolled, dragged, or pushed across it. To prevent this, it is recommended to lift furniture into place. Once in position, it's important to apply felt pads to the underside to protect your floor from dents and scratches. For furniture with castor wheels, use chair mats to prevent indentations.

Spills & Leaks

- Be sure to wipe up any spills immediately to avoid permanent damage. Don't leave moisture or soaked objects sitting on the floor for extended periods.



Cleaning and Maintenance

Lacquer Finishes

Regular cleaning and maintenance is essential to preserving the beauty and endurance of your timber floor. Protecting it from dirt buildup, wear, and moisture damage will keep it looking its best for years to come.

For commercial spaces, we recommend working with a flooring maintenance specialist to develop a tailored cleaning plan. A site visit within 6 months of use will help determine the best approach for ongoing care. The frequency of maintenance activities should be based on the level of traffic, whether the area experiences high or low foot traffic. Use the suggested timings below as a guide.

Dry Cleaning | Daily

- Remove dust and debris using a soft-bristle broom, electrostatic mop, or vacuum with a soft brush attachment.

Damp Cleaning | 2-3 times per week (traffic dependent)

- Clean the floor using a **WoodClinic Spray Mop** and a pH-neutral cleaner such as **WoodClinic Lacquer Soap**. Avoid using excessive moisture - the floor should be dry within a few minutes of cleaning. Make sure to clean the mop head when it becomes soiled. We recommend the Kärcher range of heavy-duty mops for more intensive cleaning.

Conditioning | 1-2 times per year (traffic dependent)

- Use **WoodClinic Wood Floor Conditioner** to restore sheen and protect against wear.

Deep Cleaning | 1-2 times per year (traffic dependent)

- Mechanically clean the floor with a vertically rotating brush machine like a Kärcher BR 30/4 Scrubber to remove dirt and grime that regular cleaning may leave behind. For the best results, we recommend the floor is cleaned by a professional using a Bona Power Scrubber.



Do not use steam mops or wet mops as these can damage your floor.

It is recommended that a coat of lacquer is applied after a deep clean.

Do not use highly alkaline or acidic cleaning products, as they can damage the coating system.



Cleaning and Maintenance

UV Oiled Finishes

Regular cleaning and maintenance is essential to preserving the beauty and endurance of your timber floor. Protecting it from dirt buildup, wear, and moisture damage will keep it looking its best for years to come.

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Dry Cleaning | Daily

- Remove dust and debris using a soft-bristle broom, electrostatic mop, or vacuum with a soft brush attachment.

Damp Cleaning | 2-3 times per week (traffic dependent)

- Clean the floor using a **WoodClinic Spray Mop** and **WoodClinic Oil Soap**. Avoid using excessive moisture - the floor should be dry within a few minutes of cleaning and make sure to clean the mop head when it becomes soiled. We recommend the Kärcher range of heavy-duty mops for more intensive cleaning.

Conditioning | 1-2 times per year (traffic dependent)

- Use **WoodClinic Wood Floor Conditioner** to restore sheen and protect against wear. For best results, apply directly after installation.

Deep Cleaning | 1-2 times per year (traffic dependent)

- Mechanically clean the floor with a vertically rotating brush machine like a Kärcher BR 30/4 Scrubber to remove dirt and grime that regular cleaning may leave behind. For the best results, we recommend the floor is cleaned by a professional using a Bona Power Scrubber.



- Do not use steam mops or wet mops as these can damage your floor.
- It is recommended that a coat of maintenance oil is applied after a deep clean.
- Do not use highly alkaline or acidic cleaning products, as they can damage the coating system.
- For natural oil finishes, please contact us for a project specific cleaning and maintenance programme.



Restoring your Timber Floor

Lacquer Finishes

Over time, timber floors can show signs of wear, but restoration can bring them back to life. Whether through deep cleaning, recoating, or full sanding, the right approach will help in restoring their appearance and durability.

Disc & Recoat

- If your lacquered floor is starting to show signs of slight wear, lightly sanding the coating, followed by two coats of Bona Traffic HD (or a similar water-based lacquer), can refresh your floor's appearance and provide a new protective layer.

Sand & Recoat

- If your lacquered floor is starting to show signs of heavy wear, fully sanding the surface back to raw timber and recoating with your choice of coating system is the most effective way to restore your floor's appearance and provide a new protective layer. With this method, you can also completely change the colour and look of your floor if desired for redecorating.



We recommend that a professional refinishing specialist is engaged to carry out any renewal work. Please contact the VidaSpace team at hello@vidaspace.co.nz for refinishing specialists in your area. It is important that a test area is always completed first to ensure adhesion.



Restoring your Timber Floor

UV Oiled Finishes

Over time, timber floors can show signs of wear, but restoration can bring them back to life. Whether through deep cleaning, recoating, or full sanding, the right approach will help in restoring their appearance and durability.

Deep Clean & Maintenance Oil

— If your UV oiled floor is starting to show signs of slight wear and dirt build-up, deep cleaning and applying a maintenance oil, such as Rubio or Osmo, can refresh your floor's appearance and provide a new protective layer.

Disc & Recoat

— If your UV oiled floor is starting to show signs of slight wear, lightly sanding the coating, followed by an application of hardwax oil, such as Rubio or Osmo, can refresh your floor's appearance and provide a new protective layer.

Sand & Recoat

— If your UV oiled floor is starting to show signs of heavy wear, fully sanding the surface back to raw timber and recoating with your choice of coating system is the most effective way to restore your floor's appearance and provide a new protective layer. With this method, you can also completely change the colour and look of your floor if desired for redecorating.



We recommend that a professional refinishing specialist is engaged to carry out any renewal work. Please contact the VidaSpace team at hello@vidaspace.co.nz for refinishing specialists in your area. It is important that a test area is always completed first to ensure adhesion.

Repairing your Timber Floor

Timber floors can experience occasional damage from dents, scratches, paint spills, or moisture over time. With the right repair methods, minor issues can be fixed, and more significant damage can be professionally restored to maintain the floor's condition.

Dents

- Small dents in your floor can be repaired using a wax kit to fill the dent. DIY kits are available online but depending on the damage, to ensure the best results, we recommend hiring a professional to carry out these types of repairs.

Scratches

- Light surface scratches on your floor could be improved by applying **WoodClinic Conditioner** to affected areas. Alternatively, you can reseal them using a clear lacquer pen (for lacquered floors) or an artist's brush and maintenance oil (for UV oiled floors). For deeper scratches, we recommend hiring a remedial specialist to carry out the repairs.

Removing Paint

- Removing paint can be difficult, and care is required to avoid damaging the coating. Start by gently rubbing the stain using a rag dampened with a 1:20 dilution of **WoodClinic Soap** in warm water. If this doesn't work, consider using a tiny amount of methylated spirits, but exercise caution to avoid damaging the coating. If the paint remains, a sharp blade can be used to try remove the build-up, taking care to avoid compromising the finish. Repeat the process as needed. A small toothpick can be used to dislodge paint stuck in recessed grain.



Test an inconspicuous area first when using methylated spirits on your flooring to ensure it doesn't break down the coating. If the paint is too difficult to remove, planks may need to be replaced.

Moisture Damage

- Moisture damage can result in a tannin reaction which causes the timber to darken. Try cleaning the area with a 1:20 dilution of **WoodClinic Soap** in warm water. If this doesn't lift the stain, a remedial specialist can be engaged to either repair or replace the affected planks.

Flood Damage

- Allow the floor to dry completely, then consult a professional installer to assess the damage and determine the best course of action. Depending on the severity, the floor may need a sand and coat, partial replacement, full replacement, or no repairs at all.



Please contact the VidaSpace team at hello@vidaspace.co.nz for remedial specialists in your area.





WoodClinic™

WoodClinic is a premium floor care range designed to nourish, protect, and extend the life of your timber floors. Carefully formulated for both lacquered and oiled finishes, our products provide gentle yet effective cleaning solutions that preserve the natural beauty of your flooring.

With easy-to-use cleaning solutions and protective care kits, WoodClinic makes floor maintenance simple, helping your timber floors stay in great shape for years to come.



Care Kits

These care kits have been carefully curated to provide everything you need to clean, nurture, and protect your new lacquered or oiled wood floor. The replenishment kits ensure you have the essentials for continuous upkeep and long-term care.

All WoodClinic products can be purchased online at vidaspace.co.nz

Wood Floor Lacquer Care Kit

WC61

- WC71 - Wood Floor Lacquer Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC51 - Spray Mop Kit
- WC50 - Microfibre Mop Heads - 2 Pack
- WC52 - Felt Protective Pads - 133 Piece Set

Wood Floor Clear Oil Kit

WC62

- WC72 - Wood Floor Clear Oil Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC51 - Spray Mop Kit
- WC50 - Microfibre Mop Heads - 2 Pack
- WC52 - Felt Protective Pads - 133 Piece Set

Wood Floor White Oil Care Kit

WC63

- WC73 - Wood Floor White Oil Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC51 - Spray Mop Kit
- WC50 - Microfibre Mop Heads - 2 Pack
- WC52 - Felt Protective Pads - 133 Piece Set



White Oil Soap can help enhance certain pale colors that use white in their coating. Contact the VidaSpace team at hello@vidaspace.co.nz if you're unsure if your oiled floor requires clear or white oil products.

Lacquer Replenishment Kit

WC61R

- WC71 - Wood Floor Lacquer Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC50 - Free Microfibre Mop Heads - 2 Pack

Clear Oil Replenishment Kit

WC62R

- WC72 - Wood Floor Clear Oil Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC50 - Free Microfibre Mop Heads - 2 Pack

White Oil Replenishment Kit

WC63R

- WC73 - Wood Floor White Oil Soap 1L
- WC74 - Wood Floor Conditioner 1L
- WC50 - Free Microfibre Mop Heads - 2 Pack



Care Products

All WoodClinic products can be purchased online at vidaspace.co.nz

WoodClinic Wood Floor Spray Mop Kit

WC51

- Designed to effortlessly protect your timber floor. A lightweight spray mop with a built-in spray function for convenient application of our WoodClinic Soap and Conditioner cleaning solutions. This kit includes two microfibre mop heads that gently lift dirt and grime without scratching the surface.

Wood Floor Lacquer Soap | 1L Concentrate

WC71

- A natural soap carefully crafted to nurture and preserve the natural beauty of your lacquered wood floor. With its gentle, neutral-pH formula, it cleans and refreshes the surface. Simply mix this concentrate with warm water.

Wood Floor Oil Soap | Clear 1L Concentrate

WC72

- A natural soap carefully crafted to nurture and preserve the natural beauty of your oiled wood floor. With its gentle formula, it cleans and refreshes the surface. Simply mix this concentrate with warm water.

Wood Floor Oil Soap | White 1L Concentrate

WC73

- A natural soap carefully crafted to nurture and preserve the natural beauty of your oiled wood floor. With its gentle formula, it cleans and refreshes the surface. Simply mix this concentrate with warm water.



White Oil Soap can help enhance certain pale colors that use white in their coating. Contact the VidaSpace team at hello@vidaspace.co.nz if you're unsure if your oiled floor requires clear or white oil products.

Wood Floor Conditioner | Clear 1L Concentrate

WC74

- A natural conditioner carefully crafted to nurture and preserve the natural beauty of your wood floor. With its gentle formula, it rejuvenates and protects the surface.

WoodClinic Microfibre Mop Heads | 2 Pack

WC50

- These microfibre mop heads gently lift dirt and grime without scratching the floor surface, ensuring a thorough yet delicate clean that helps maintain your timber floors. This set includes 2 replacement Microfibre Mop Heads that are suitable for the WoodClinic Spray Mop.

WoodClinic Felt Protective Pads | 133 Piece Set

WC52

- Preserve the beauty of your timber floor with felt protective pads underneath all furniture. With a strong adhesive and durable felt, these floor protectors adhere effortlessly to your furniture and provide long-lasting protection.

Fastfill DIY Repair Kits – Light | Medium | Dark

HW750022 | HW750023 | HW750024

- The Fastfill DIY Repair Kit is an all-in-one repair kit for wood flooring. The kit is ideal for repairing scratches, dents, and small holes in flooring. It contains 4 wax sticks in different shades to help you achieve the right colour to match your floor surface.



Frequently Asked Questions

Can our cleaners use a steam mop or wet mop?

- No, excessive moisture and heat can damage engineered timber. Use only a lightly damp mop and never allow water to pool on the surface.

Can our cleaners use their standard generic all-purpose floor cleaner?

- No, we recommend a timber and coating specific cleaner. Some all-purpose cleaners have an incorrect pH level, which can damage the coating.

Do we need a professional cleaning programme if we have a UV oiled or traditional oiled floor?

- Yes, this is ideal to ensure the floors performance for years to come. UV oils and oils require specific maintenance and products to rejuvenate and replenish the coating system over time.

What's the best way to protect the floor from chairs and barstools in dining areas?

- Fit all chair and stool legs with felt pads to prevent scratches and dents. Regularly check and replace worn protectors. Consider using rugs or runners under movable seating in high-traffic sections.

What can we do to protect the floor from heavy foot traffic and moisture?

- Use matwells in entrance ways to remove moisture, dirt and debris from shoes. Matwells are preferred over loose mats in commercial settings because they sit flush with the floor surface,

Is my timber floor waterproof?

- Timber flooring is water-resistant, but not fully waterproof. It's important to wipe up spills immediately to prevent moisture from penetrating the wood. We recommend minimising exposure to moisture as much as possible. In commercial or high-moisture areas, applying a maintenance product after installation can help protect the finish.

Can my timber flooring be sanded and refinished?

- Most VidaSpace timber floors can be sanded and refinished multiple times over their lifespan. The number of times a floor can be refinished depends on the thickness of the wear layer. Sanding allows for a fresh finish and can adapt to new design preferences.

What is the warranty on my timber floor?

- All VidaSpace timber floors have a lifetime structural warranty, 25-year finish warranty for residential use, and 5-year finish warranty for commercial use.





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