

maintenance brochure

Dear Valued Customer,

As an additional service, Town and Country Timber Flooring offers information sheets on Care and Maintenance of Timber, Cork & Laminate floors, and a range of Floor Care and maintenance products to keep your floor looking great.

In most cases, the life of the coating on your floor will depend on how well the floor is maintained. A well maintained floor not only looks great, it will save you money in the long run and avoids the need for premature recoating.

We have enclosed a Care and Maintenance sheet and a Floor Care & Maintenance Products sheet for you to refer to. Should you have any enquiries regarding maintenance care or care products, please do not hesitate to contact us.

We hope you enjoy living on you new floor and trust that we can be of service to you in the future with our comprehensive range of quality maintenance products.

Yours Sincerely,

TOWN & COUNTRY TIMBER FLOORING

Important Note for using Floors with Hydronic or Electric Underfloor Heating.

If the flooring we have provided you with is warranted over a heated sub-floor, when turning on your floor heating, it is imperative to increase the temperature in increments of 2 degrees per day until your desired temperature is achieved. Remember that the floor surface must not exceed 25 degrees. If the thermostat is around 1.5Lm above the floor & you have the thermostat set at 21 degrees, this could mean that the floor temperature is close to the limit of 25 degrees. Pistol thermometers can be purchased for around \$50-\$80 which will allow you to find the balance of floor & room temperature for your individual home environment.

CARE AND MAINTENANCE OF TIMBER , LAMINATE & CORK FLOORING

FURNITURE

DO NOT drag furniture across your floor, always lift it. After your floor has been sanded & coated, you can walk in socks on the floor the day after, then heavy furniture items can be *PLACED* back in their desired areas about four days after the floor has had the final coat applied. Dining chairs, high chairs, bar stools etc should not be moved onto the floor until a week after, as it takes around seven days (sometimes more in winter) for the coating to be hard enough to move furniture around on. As to how to move your larger items of furniture, such as refrigerators, couches, pianos and entertainment units, have two sheets of 6mm masonite or thick cardboard ready and roll the item of furniture on those. Even thick blankets or carpet don't seem to stop marking of the floor, so make sure you have thick covering underneath the item. Every foot or base of furniture in contact with the floor must have floor protectors affixed. They come in a variety of sizes and are great under chairs, tables, pot plants, beds, pool tables, couches, baby high chairs etc. With out floor protectors, the bottoms of chair legs/high chairs etc act as sandpaper on the floor and will dull and scratch your floor prematurely.

CLEANING YOU FLOOR

NEVER USE METHYLATED SPIRITS to wash your floor as it will soften the coating, reducing the life of the floor. **AVOID SUPERMARKET CLEANERS** as they contain waxes, stripping agents, solvents, silicones and heavy detergents, producing a chemical attack on the floor, leaving a residue build up on the surface, causing the floor to look dull and cause delamination problems when future recoating is needed. See over page for cleaning instructions. **Avoid oil & STEAM mops** also. Glue Laminate & pre-finished flooring should not be washed until 72 hours after being installed, as this is when the glue is fully cured. Polished boards should not be washed for 2 weeks to allow for the coating to harden. Even though the coating is dry after a week, it usually takes about a month for the coating to fully harden, depending on the time of year.

ON GOING CARE

Dirt, sand and grit are abrasive materials which can easily damage floors that are either pre-finished or coated with polyurethane. Grit on the soles of shoes can have the same effect as sandpaper on the polyurethane surface, so simply taking your shoes off when entering the house will reduce the amount of micro-scratches on you floor. **Mats placed at entry doors and in heavy traffic areas will both reduce abrasion through dirt and grit removal and protect the coating.** Vacuuming of coated floors is OK as long as the bristles are down on the head. The use of a Static mop is great quick cleaner for laminate, timber and cork flooring for picking up fluff and dust in-between washes.

RECOATING

It is important to ensure that a floor is recoated before it has worn excessively to avoid the additional expense of totally re-sanding the floor with a number of coats. We call it a Maintenance Coat, and it requires a light sand prior to the recoating process. As floors are subject to different wear patterns they can be recoated anywhere from approx. 4-6 years apart.

FLOOR CARE MAINTENANCE PRODUCTS

FELT FLOOR PROTECTORS

We stock Black felt for chairs, couches, tables, pot plants, beds etc. These are really great to protect your new floor from micro-scratching and premature dulling.

SLIPSTICK FOOT FLOOR PROTECTORS

Includes castor cups, risers, rubber castor wheels and leg coasters ideal for heavy furniture with rollers.

ELECTROSTATIC MOPS – available from Riverina Cleaning or hardware stores

A DRY acrylic fibre mop, which when mopped across the surface of the floor creates static electricity, trapping dust particles. These can be easily removed from the mop by a quick shake. Static mops **reduce abrasion** on the surface coating and aid in prevention of slipping, as fine dust particles cause a floor to be slippery. With its unique swivel head it makes cleaning under low furniture a breeze. The mop head is also machine washable.

Enjo mops are also suitable to clean your floor, (except for oiled floors) just ask your consultant which product is best for you. We recommend that if you're using Enjo products, to perhaps once a month use a little of our floor cleaner to prevent residue build up on your floor.

If you find that your floor has a bad scratch on it, we have a wide range of colours in **Waxtix, Scratch Fix Pens, Tibet Almond sticks & Wax Repair Kits** that will make them go away! If the damage in the floor is excessive, we can simply replace or fix the affected board/boards for you.

Remember though, that Timber Flooring is a natural product, so, over time, it will age and oxidise in colour, and you will find small dints and scratches on your floor. However, you want to live on you floor, not around it, so take care of your floor with good maintenance products, take your shoes off at the door and have protectors on all your furniture and the chance of damage over time will be far less.

WARNING: Please consult with us before using a different cleaner that you're not sure about so it does not damage your floor, void your warranty or build up with residue!

**REMEMBER
A WELL MAINTAINED FLOOR
WILL SAVE YOU MONEY IN THE LONG RUN.**

All these products and more are available from our showroom at 59 Wigg Street, Wodonga, or call us on **(02) 6056 2178** or email timberflooring@bigpond.com for any inquiries.

PREMIUM CORK & TIMBER CLEANER is recommended by coating manufacturers for polyurethane and water based coatings and tiles as it is a mild, non-abrasive cleaner and will not leave a residue build up that can cause rejection when it comes time for recoating. This recommended product leaves your floor looking great and will also extend the life of your floor. (Dries streak free).

HOW TO USE: CORK & TIMBER FLOOR CLEANER

A specially formulated mild cleaner designed to clean polyurethane or oil finished floors and water based finishes leaving no streaks or slippery chemical residues. Simply pour 1 capful into a bucket ½ full of hot tap water, wet the mop & then wring out. **MAKE SURE YOUR COTTON MOP IS DAMP, NOT DRIPPING. (this means, if you flick the mop & only a small amount of water drops on the floor – that it's damp.)** Used once a fortnight this one litre bottle of cleaner should last about twelve months.

QUICK-STEP FLOOR CLEANER is recommended to clean all Quick-Step Laminate products (and even tiles!) The manufacturers have especially developed this product for Laminate, having a water thickening agent to stop the chance of water damage on your floor. It brings the look of your floor up really well & has a mild fragrance.

HOW TO USE: QUICK-STEP FLOOR CLEANER

A specially formulated mild cleaner designed to clean Laminate, leaving no streaks or slippery chemical residues. **Only use up to ½ capful** of product in a bucket of hot tap water. Wring out your mop really well so it's just damp, not dripping wet, **(this means, if you flick the mop & only a small amount of water drops on the floor – that it's damp.)** to avoid any moisture problems. (If you leave your floor soaking wet with a pool of water for a long time, it's just like water damage!) Used once a fortnight this one litre bottle of cleaner should last about twelve months.

PLEASE NOTE: The use of solutions other than genuine Quick-Step CLEAN can damage your Quick-Step floor. In this case the warranty offered by Quick-Step is no longer valid!

LOBACARE Parkett Soap is essential to clean all **natural-oiled floors**. (Ask us if you're not sure what you have!)

HOW TO USE: LOBA Parkett Soap

Add around 3 capfuls (or more if needed if the floor surface appears dry – a dry floor can cause surface checking) of product into 5 Litres of hot tap water in a proper mop bucket with pedal wring out (approx 60 degrees). Wet your cotton string mop & give a good wring out so the mop is damp, not dripping **(this means, if you flick the mop & only a small amount of water drops on the floor – that it's damp.)** & mop over floor.

NOTE: Natural Oiled floors perform different to polyurethane finished floors. With Natural Oiled, the aim is to refresh worn or high traffic areas as they appear with oil, it will only hydrate where it is needed. Areas of flooring in the home that are exposed to sunlight, direct hot air from heater fans, sub-floor heating etc, need more regular maintenance to enhance it's performance. This is achieved by regular application of the Loba Wax Clean with your damp mopping during the times when this extra stress will be happening to the floor, eg. sun exposure in warmer months & a drier environment in colder months created by heating. This is the most cost effective way of maintaining your floor.

FOR A HEAVY CLEAN Before Re-Oil: Loba Parkett Soap

Add 300ml to 10Litres of hot water. Use mop as above & give floor a thorough wash. Let the floor dry completely, then apply oil & buff to finish.

pre-finished & water/solvent based coated floors

PREMIUM CORK & TIMBER CLEANER is recommended by coating manufacturers for polyurethane and water based coatings and tiles as it is a mild, non-abrasive cleaner and will not leave a residue build up that can cause rejection when it comes time for recoating. This recommended product leaves your floor looking great and will also extend the life of your floor. (Dries streak free).

HOW TO USE: CORK & TIMBER FLOOR CLEANER

A specially formulated mild cleaner designed to clean polyurethane or oil finished floors and water based finishes leaving no streaks or slippery chemical residues. Simply pour 1 capful into a bucket ½ full of hot tap water, wet the mop & then wring out. **MAKE SURE YOUR COTTON MOP IS DAMP, NOT DRIPPING.** Used once a fortnight this one litre bottle of cleaner should last about twelve months.

laminated floors

QUICK-STEP FLOOR CLEANER is recommended to clean all Quick-Step Laminated products (and even tiles!) The manufacturers have especially developed this product for Laminated, having a water thickening agent to stop the chance of water damage on your floor. It brings the look of your floor up really well & has a mild fragrance & is designed to be used no more than once a fortnight.

HOW TO USE: QUICK-STEP FLOOR CLEANER

A specially formulated mild cleaner designed to clean Laminated, leaving no streaks or slippery chemical residues. **Only use 1/4 capful** of product in a bucket of warm water. *Wring out your mop really well so it's **just damp**, not dripping wet, to avoid any moisture problems.* (If you leave your floor soaking wet with a pool of water for a long time, it's just like water damage **PLEASE NOTE: The use of solutions other than genuine Quick-Step CLEAN can damage your Quick-Step floor. In this case the warranty offered by Quick-Step is no longer valid!**

oiled floors

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HOW TO USE: LOBA Parkett Soap

Add around 3 capfuls (*or more if needed if the floor surface appears dry – a dry floor can cause surface checking*) of product into 5 Litres of hot tap water in a proper mop bucket with pedal wring out (approx 60 degrees). Wet your cotton string mop & give a good wring out so the mop is damp, *not dripping* (**this means, if you flick the mop & only a small amount of water drops on the floor – that it's damp.**) & mop over floor.

NOTE: Natural Oiled floors perform different to polyurethane finished floors. With Natural Oiled, the aim is to refresh worn or high traffic areas as they appear with oil, it will only hydrate where it is needed. Areas of flooring in the home that are exposed to sunlight, direct hot air from heater fans, sub-floor heating etc, need more regular maintenance to enhance it's performance. This is achieved by regular application of the Loba Parkett Soap with your damp mopping during the times when this extra stress will be happening to the floor, eg. sun exposure in warmer months & a drier environment in colder months created by heating. This is the most cost effective way of maintaining your floor.

FOR A HEAVY CLEAN Before Re-Oil: Loba Parkett Soap

Add 300ml to 10Litres of hot water. Use mop as above & give floor a thorough wash. Let the floor dry completely, then apply oil & buff to finish.