



MAINTENANCE BROCHURE FOR OILED/WAXED FLOORING

To our valued client,

As an additional service, Town and Country Timber Flooring offers information sheets on the care & maintenance of your flooring with plenty of tips & maintenance products available to keep your floor looking great.

In most cases, the life of your floor will depend on how well the floor is maintained. **A well-maintained floor not only looks great, but it will also save you money in the long run** and avoids the need for unnecessary damage & recoating, early sanding back to raw timber & coating, or replacement.

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

Yours Sincerely,

the team at 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 1.5m 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. We do not recommend installing a heat-treated timber floor over floor heating as the dry nature of the flooring is susceptible to checking with further heating/drying occurring from an underfloor heating system.

HOW TO PROTECT YOUR FLOOR

We stock Black felt for chairs, couches, tables, pot plants, beds etc. We stock a large range of SLIPSTICK castor cups, risers, rollerblade wheels for your office/gaming chairs, leg coasters & gorilla felt products which work so well to reduce unnecessary micro/scratching & premature dulling from movable furniture use on your floor.

FURNITURE & DECOR

DO NOT drag furniture across your floor, always lift it. After your floor has been sanded & oiled/waxed, 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 been oiled/waxed. 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 oil to settle in 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. Without floor protectors, the bottoms of chair legs/high chairs etc act as sandpaper on the floor and will dull and scratch your floor prematurely. **Pot plants require 100% appropriate water containment** to avoid soiled water pooling & drying on the floor, leaking through the joins to the sub-floor, leading to eventual buildup & severe water stain & mould damage to an oiled/waxed timber surface.

BEFORE CLEANING OR SPOT CLEANING

Oiled/Waxed flooring should not be washed until 2 weeks after the oil/wax has been applied. It usually takes about a month for it to properly settle in, depending on the time of year. Be prepared for any dust particles/dirt/concrete dust to stick to that floor for the first few months. It's not a fault, just while it's settling in it's like sticky tape!

Wipe up spills promptly with a dry cloth or paper towel. For sticky substances, use a moist cloth and avoid leaving any spills and food remnants on the floor for long periods of time so they don't form dirty sticky spots or damage to a non-waterproof surface.

Do not use antibacterial spray/wipes when spot cleaning. Use a paper towel wetted with hot water & then dried to remove the residue to reduce buildup of dirt sticking to it. After your next wash, apply a little Parkett oil to the area if there has been a mark left from hot oil/acidic substances/unseen water marks. If the stain cannot be removed, you may need to sand that area back a little & then apply the Parkett Oil.

Never use methyated 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 feel tacky & look grimy, or even worse delamination problems when future recoating is required.

Steam mops are not recommended as they are designed to essentially clean your floor with high pressure hot water, which is not a timber floor's friend, especially if you have a non-waterproof surface.

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 create a residue buildup on the floor! All our maintenance products are available for purchase from our showroom at 59 Wigg Street Wodonga Victoria. You can contact us on **(02) 6056 2178** or email sales@tcf.com.au for any enquiries.

UH-OH! MOMENTS

Remember that Timber Flooring is a natural product, so, over time, it will age and oxidise in colour (depending on the amount of natural light hitting the floor (UV light will affect all timber flooring, both the timber & the surface oil/wax, so window coverings are required to adhere to all warranty specifications. As for floor rugs which block access of air & light to the floor surface, those covered areas will remain darker – so we suggest taking them up for a few weeks over summer to even out the colour a little. You will find small dents and scratches appear over time on your floor from just living on it. But that's ok, it's a timber floor that you chose & love for all its natural features & once you have a few of your own marks on it – it's just a map of your life on your floor. However, if you find that your floor has a really bad scratch on it that is affecting its performance (or you just can't take it), we have a wide range of colours in **Scratch Fix Pens & also Tibet Almond sticks** that will make them much less noticeable – if at all! If the damage to the floor is excessive, or there is an area where your floor isn't looking or performing as it should – there is always a reason why – so email us a picture to help us identify the issue & give you a solution, or to determine whether an on site visit is required to replace or fix the affected board/boards for you.

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 and aid in preventing 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 not suitable to clean your floor** as the fibres will remove the oil/wax on the surface.

ON GOING CARE

You want to live on your floor, not around it, so take good care of your floor with good maintenance products. Dirt, sand and grit are abrasive materials which can easily damage floors. Grit on the soles of shoes can have the same effect as sandpaper on floor surface, so simply taking your shoes off when entering the house will reduce the amount of micro-scratches on the 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 is OK if the hard floor specific bristles are down on the head. The use of a Static mop is great quick cleaner to pick up fluff and dust in-between vacuuming & washes.



CLEANING INSTRUCTIONS FOR OILED/WAXED FLOORING

WHAT YOU NEED TO KNOW FIRST

Natural Oiled floors perform different to prefinished/polyurethane finished floors. With Oil/Wax products, the aim is to refresh worn or high traffic areas yourself (without the need to employ a floor sander) as they appear with oil/wax, & it will only hydrate where it is needed. Areas of flooring in the home that are exposed to high traffic, direct sunlight, direct hot air from heater fans, sub-floor heating etc, need regular maintenance to enhance its performance, or the floor will dry out & checking may occur. Oiled/Waxed flooring needs to be maintained by regular cleaning with the Loba Wax Clean to hydrate the floor. We suggest putting a reminder in place to monitor the floor every few months & apply provided Loba Parkett Oil (apply with a soft cloth, sit for half an hour, then buff in) to maintain an even finish of oil to prevent stains & spills etc from damaging the timber in your high traffic/cooking & dishwashing areas. This should also be used to repair any scratches & dents. We recommend A heavy clean with the Parkett Soap, then applying 1 coat of oil to your entire area (no need to remove static furniture) & buffing it in with the Floorboy machine once a year for the best long term performance. You can do this yourself or employ our floor sanding team to take care of that for you. This is the most cost effective way of maintaining your floor. If these instructions are not followed & your flooring is left for a long period of time without the recommended cleaning & maintenance regime, wear & tear/water/high traffic/heating damage caused to the floor will require more labour costs to bring back to the desired surface. In the future, if you find you would prefer less maintenance, the timber can be sanded back to raw timber & polyurethane applied to change the floor surface coating if the oil finish is no longer suitable for your environment/cleaning routine.

HOW TO USE LOBA WAX CLEANER

Add around 3 capfuls (or more if needed if the floor surface appears dry – a dry floor will look dull/dusty & possibly show 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 spin mop & then spin 4-5 times – If you are using a cotton string mop, wring/squeeze the mop out 3-4 times. This needs to be done at least once a fortnight to clean the surface of dirt etc & condition the oiled surface to protect it against staining, water damage & dryness etc. A shampoo & conditioner (co-wash) for your floor!



Oats 9L Bucket & Cotton String Mop



White Magic Spin Mop

Loba Wax Cleaner, Parkett Soap, Parkett Oil

MAKE SURE YOUR MOP IS DAMP, NOT DRIPPING. If water & cleaning solution stay pooled on the floor for a long period of time, it will cause dry marks & water damage for timber floors.

This means, if you flick the mop & only a small amount of water drops on the floor – that it is damp. The *White Magic Spin Mops* are available for sale that many of our clients have found works well for them ergonomically rather than a traditional cotton string mop.

Used once a fortnight this one litre bottle of cleaner should last about twelve months. Please contact us if you have any questions or concerns regarding the cleaning & appearance of your flooring.

FOR A HEAVY CLEAN BEFORE RE-OIL

Add 300ml of Loba Parkett Soap 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.