



## MAINTENANCE BROCHURE FOR PREFINISHED & POLYURETHANE COATED 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.

### 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 & 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. 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 a prefinished/coated timber surface.

## BEFORE CLEANING OR SPOT CLEANING

**Pre-finished flooring should not be washed until 72 hours after being installed**, as this is when the glue is fully cured. **On-site coated 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.

**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.

**If using antibacterial spray/wipes when spot cleaning**, make sure you wipe over after with a paper towel wetted with hot water & then dried to remove the residue to reduce buildup of dirt sticking to it.

**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@tclf.com.au](mailto:sales@tclf.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 coating, 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 it's 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 also suitable to clean your floor, just ask your consultant which product is best for you. We recommend that if you're using Enjo products, perhaps once a month use a little of our floor cleaner to prevent residue build up on your floor.

## 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.

## 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 required. This is a Maintenance Coat, and it requires a light sand prior to the recoating process, which is generally 2 coats of polyurethane. As floors are subject to different wear patterns, they can be recoated anywhere from approximately 5-10 years apart. It's a good idea to set a reminder for an evaluation in 5 years time to assess the coating performance. If it's looking great, pop another reminder in for a another year or so. If it's needing some love, give us a call & we'll have a look for you & suggest what road to take.



## CLEANING INSTRUCTIONS FOR PREFINISHED & POLYURETHANE COATED FLOORING

We choose to use the Loba Floor Cleaner+ on our timber & cork flooring & if these instructions are followed your floor will continue to look & perform as it is warranted to.

**LOBA FLOOR CLEANER+** is a highly concentrated, environmentally friendly, biodegradable pH neutral cleaner recommended for all water-resistant surfaces. It dries quickly in an environment with good airflow without streaks. This products' surface-protecting and extremely intensive cleaning performance with dirt-dissolving powers makes it a universal product which is also suitable for cleaning other water-resistant surfaces in your home like laminate, linoleum, vinyl & tiles.

### **HOW TO USE**

After filling a bucket ½ full of hot tap water (not from the kettle), simply pour 1-2 capfuls of chosen cleaning solution\* in, 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. For the Loba Spray Mop, ensure you have sprayed enough of the solution to wet the mop head & wash it after each use.



Oats 9L Bucket & Cotton String Mop



White Magic Spin Mop



Loba Spray Mop

**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. We also have *White Magic Spin Mops* 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.