

## CUSTOMER MAINTENANCE GUIDE

Proper maintenance is the key to insuring the everlasting beauty of your flooring investment. A properly maintained floor significantly increases the likelihood of a satisfied customer and the floors continuing beauty.

Regardless of how the floor has been finished, there are certain steps that must be taken to maintain the beauty of all types of floors. The following are some excellent guidelines for protecting and maintaining your timber or bamboo flooring investment:

### General Maintenance

- Damp mop well squeezed only, never use a wet mop as excess water can seep between the boards causing a variety of problems not covered by warranty
- Blot up spills and spots on your bamboo or timber floor and dry it up immediately by using damp mop then dry with a clean soft cloth or towel.
- Maintain your Bamboo floor as you would any hardwood floor. The key to your floors long life and good looks is periodic cleaning and refinishing when necessary.
- Every floor must be dust mopped, with a cleaning vacuum brush head or swept with a soft bristle broom, as often as necessary to remove grit and dust from the surface. Walking on sandy or dirty floors is the fastest way to damage the finish and this applies to either hardwood timber or bamboo flooring.
- Regularly clean the floor with a dust mop, soft bristled broom soft bristled vacuum cleaner, or a wood floor mop kit.
- Restore shine, if required, with an electric buffer and soft, dry pad but do seek professional advice with this type of equipment
- Hardwood flooring whether timber or bamboo is living and breathing long after it has come from the source, therefore controlling the humidity level in your home is very important regardless of the type of flooring. Hardwood floors remain stable between 35% and 55% humidity. Less than 35% such as in drier climates could cause the product to contract and shrink. This could cause gaps between boards, and in more severe circumstances can cause cracking. Alternatively floors living in relative humidity over 55% will take on moisture and expand causing cupping. Climatic changes occur naturally and the company is not liable for any change in the nature of the goods as a result of such changes.
- It is very important that the flooring remains within the allowable humidity level. Controlling this level can be by the use of a humidifier available from all good hardware stores.
- Good ventilation is also important. Don't leave your building locked up tight without any ventilation particularly during the hot summer months as this causes a build up of heat that cannot escape.

### Protection Maintenance

- To help guard against scratches and dents, place protective pads under furniture legs and chairs. Make sure the protective pads are large enough to distribute the weight evenly. Use at least 25mm wide soft vinyl or rubber roller when necessary.
- Floor mats must be placed at the entrance to the outdoors to collect dirt or sand that can damage your floors. Check that the backing is non-rubber, non-abrasive and will not chemically react with the floor's finish.

- Oil from asphalt driveways or roads will tend to leave a stain, be sure to clean shoes and entry mats well.
- No hardwood flooring is completely dent or scratch proof, ideally enact the 'no-shoes' policy as much as reasonably possible to maintain the life of your flooring.
- Keep any pets' claws closely trimmed to avoid scratching the surface coating
- Place a drip pan under potted plants, but allow airflow underneath it

### Prevention Maintenance

- **Do Not** use scouring powder or pads, wax, oil soap, common household or abrasive cleaners on timber or bamboo flooring.
- **Do Not** use a steam mop to clean the floor
- **Do Not** use a vacuum with a beater bar.
- **Do Not** walk on the floor with spiked heels, shoes that need repair or athletic cleats
- **Do Not** drop heavy objects on to the floor as all hardwood flooring will dent.
- Lift, **Do Not** drag or roll heavy furniture particularly those on small rimmed casters as all hardwood flooring will dent. Ideally casters should sit on a protective furniture cups.
- Re-arrange rugs and furniture periodically to ensure your floor ages evenly. The sun's ultra-violet rays can age and oxidize most flooring causing a darkening effect, or if subjected to strong sunlight the colour could fade. This applies to all floorcoverings, timber, bamboo, carpet and vinyl.
- Extended exposure of timber or bamboo flooring to open or combustible fires, bar radiators or direct sunlight can cause structural and/or surface damage to the flooring and it is recommended that (a) flooring within a 450mm radius of any fireplace be protected by non-combustible materials and (b) direct sunlight should be filtered by sheer curtains or verandahs. **Do not** leave your flooring exposed to direct sunlight for extended periods as this could cause the boards to be structurally unstable over time.

### Please Remember ...

Generally, any damage caused to flooring over time is in the finish. Scratches and dulling are natural and should be expected. Bona 'Freshen Up' is a ready to use waterborne polyurethane based product designed for the on-going maintenance of finished timber floors that revives a newly finished look and continued protection against wear should your floors require it later.

In the future you may wish to re-polish your floor to bring it back the brand new look you once had. There are many new dustless systems available that allow this to be done without turning your home and lives upside down. You will need to check with a professional for this application.