

# CARE AND MAINTENANCE GUIDE

## ENGINEERED TIMBER



*Signature*



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### MAINTENANCE

The following guide should be reviewed prior to commencement of any cleaning and maintenance on Signature Floors Engineered Timber.

This guide has been prepared by Signature Floors technical division to assist you in maintaining and extending the life of your Signature Floors Engineered Timber over many years to come.

It includes information on maintenance, the importance of planning, recommended maintenance frequency, reduction of soiling, removal of dry soil, vacuum cleaner recommendations, cleaning, spot and spill removal and general information.

You can protect your investment and extend the life of your Engineered Timber floor with regular maintenance and care.

For further information, please do not hesitate to contact your local area sales consultant or visit [www.signaturefloors.com.au](http://www.signaturefloors.com.au).

### APPEARANCE MAINTENANCE

There are key factors that will affect the appearance of Signature Floors Engineered Timber products after installation such as:

- Scratching or indentation of the UV Lacquered Finish and Hardwood top layer.
- Soiling
- Change in colour and general appearance of the Engineered Timber.

Maintaining the overall appearance of the Engineered Timber products requires that:

- Products are selected for the correct application and use.
- Regular maintenance is carried out to prevent soiling, which can cause scratches and degradation of the UV Lacquered Finish.

The following recommendations are to be followed to ensure that the overall appearance of the installation is maintained.

We recommend that this product be fully adhered to the subfloor (direct stick method).

We recommend the use of a neutral PH wood floor cleaner such as Bona Wood Floor Cleaner or equivalent.

Always follow instructions of floor cleaner manufacturer.

**Do Not** use a solvent or ammonia-based cleaner, either in liquid or powder form.

- By re-arranging furniture periodically, the Ultraviolet light exposure and traffic pattern is changed and allows the Engineered Timber to wear and age more evenly.
- If possible, Engineered Timber should be protected from intense sunlight and peak periods of sun exposure with blinds, curtains and/or window tints to avoid prolonged exposure to direct sunlight as this will reduce the fading or darkening of the material, and will assist in the management of expansion, contraction, and to maintain a stable moisture content.
- It is recommended that approximately 2% of the Engineered Timber ordered should be allocated as spares for maintenance purposes.
- Avoid contact with dirt, sand, grit and substances such as oil or asphalt by placing carpets and felt back doormats or commercial entry matting at all external entry/exit points.
- Never leave standing water or liquids on the floor.
- Use floor protectors with a large support surface on furniture and legs/wheels to limit the impact of heavy objects.
- Maintain a relative indoor air humidity of between 40 and 60% all year round, in order to limit natural expansion and contraction of the wood.
- Avoid cutting and grooving in your flooring by sharp objects. In desk areas with castor chairs the use of keyhole matting is recommended.
- Keep your pets nails trimmed as they can impact your floor.
- Never wear high heels or stiletto shoes on timber flooring.
- **Do not** use a wet mop or steam apparatus to clean your floor, as this will cause damage to the surface.

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### MAINTENANCE INSTRUCTIONS

Signature Floors Engineered Timber products are quality engineered to provide a long useful life and enhance the living and working environments.

Engineered Timber offers many advantages over other flooring systems; easy to clean/maintain, asthma friendly solution, durable, and are a sustainable solution. From the start, the maintenance program should be considered as part of the buying decision. If proper maintenance is neglected, the Engineered Timber appearance and performance will suffer, shortening the Engineered Timber's useful life and raising long-term costs.

A comprehensive Engineered Timber care program\* consists of the following four elements:

1. Reduction of soil entering the building
2. Removal of dry soil, grit & dirt
3. Removal of spots, liquid spills or standing water in a timely manner
4. Cleaning by regular sweeping or vacuuming (soft bristles down) and use of appropriate wood floor cleaner

Engineered Timber maintenance must be established as a scheduled program, rather than being a random series of reactions to soiling conditions and infrequent cleaning. Virtually every complaint of poor appearance, rapid soiling and many times poor performance has been shown to be related to a lack of planning and control for the maintenance program.

The most important consideration when planning a maintenance program is the budget.

Like other expensive furnishings or equipment, Engineered Timber represent a substantial investment for any facility and deserves adequate care to prolong its effective life. If the maintenance budget is set unrealistically low, the product will need to be replaced prematurely.

Other items to consider are the amount of traffic and type of soiling, which will vary by area.

Due to the higher traffic level, entrance lobbies, and hallways will need more care than offices. Areas following outdoor entrances will require more effort due to the more difficult soiling conditions.

### RECOMMENDED MAINTENANCE FREQUENCY

Light Traffic
Private offices & cubicles, computer rooms, assisted living residences, test areas and residential spaces.
Medium Traffic
Shared offices, consulting rooms, interior hallways, conference rooms, classrooms, breakout spaces, parent rooms (excl. wet areas) and light assembly.
Heavy Traffic
Entrances, elevators, main hallways, break rooms, work copy rooms, mailrooms, light assembly and manufacturing, command centres, data centres and call centres.
Severe Conditions
Entries to main lobbies, areas surrounding surface mount, wave solder or aqueous cleaners.

The use of walk-off mats at transition areas from the outside is important. Walk-off mats can greatly reduce the amount of soil entering a facility by normal traffic. There are two types of mats which should be used:

1. Barrier Matting: Good soil removal mats have a coarse texture and are able to brush soil from shoes and hold large amounts in the pile.
2. Water Absorbent Mats: The water absorbent mat must be used inside, either full-time or at least during wet weather.

When both types of mats are used in combination, they should always be placed so that incoming traffic passes over the soil removal mat first, because the absorbent types have very little soil holding ability. For mats to continue to trap soil, they should be cleaned on a regular basis.

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### REMOVAL OF DRY SOIL

Sweeping/Vacuumping is the most significant element in the maintenance of *Engineered Timber* and in the overall appearance of the facility. Research has shown that 85% of the soil tracked into a building is dry, and the other 15% is oily.

Areas with heavy traffic, such as entrances and major corridors, and lift lobbies, should be swept or vacuumed at least once a day. Areas with less traffic, such as offices and guest rooms, should be swept or vacuumed every other day depending upon conditions.

### Vacuum Cleaner Recommendations Engineered Timber Care & Maintenance

Please see below for the recommended vacuum cleaner types:

1. Vacuums should have soft bristles.
2. Vacuums should have dual motors - one to drive the source of agitation or vibration which loosens the soil, and one to drive the vacuum fan which creates the suction that picks up the particles. This prevents the vacuum from losing efficiency as the beater bar/brush becomes slowed by excessive debris or as the bag fills. Dual motor vacuums also survive the demands of a commercial location and last longer than single motor vacuums.
3. Bags that fill from the top are preferred over those that fill from the bottom. As the bag fills, it does not add to the load on the vacuum motor. Bags should be checked frequently and replaced when  $\frac{1}{2}$  to  $\frac{2}{3}$  full. When changing bags, also check the belt and replace if loose or worn.

### CLEANING

Even with thorough vacuuming, cleaning is necessary to remove the 15% of soil which is the oily type material. In order to maintain a good appearance, *Engineered Timber* must be cleaned on a regular basis to prevent it becoming so dirty that it can no longer be cleaned satisfactorily.

The frequency of cleaning must be adjusted to the rate at which soil accumulates; therefore, heavy traffic areas typically require more frequent cleaning, as do areas with less traffic but more soil.

A minimum requirement maintenance program would be as follows:

- **Daily Care**  
Sweep with a broom or vacuum (soft bristles down) the floor to remove any grit or dirt. Stubborn dirt can be removed by wiping the surface with Bona Wood Floor Cleaner.
- **Weekly Care**  
Sweep with a broom or vacuum (soft bristles down) the floor. Mop the entire floor by using a Spray Mop system, using a PH neutral wood floor cleaner. This uses the minimum amount of liquid and prevents standing water from penetrating into joins. Remove any stubborn marks using a damp cloth.
- **NOTE: DO NOT** use a solvent or ammonia-based cleaner, either in liquid or powder form. **NEVER** use abrasive chemical cleaners.
- **DO NOT** use steam apparatus to clean your floor, as this may cause damage to the surface.
- **AVOID:** Paints, bitumen, acids, chemicals, dyes and shoe polish. These can discolour your floor. Don't leave spills on your floor for extended periods of time. Remove stains quickly with a damp cloth.

### SPOT AND SPILL REMOVAL

All maintenance procedures mentioned thus far have been planned; spot and stain removal is the reaction to an unplanned incident. Therefore, it is desirable to have the needed materials handy by planning ahead of time.

For chocolate, grease, juice and wine stains, use lukewarm water and a pH neutral detergent, diluted as per instructions. Nail polish, tar, markers, crayon, lipstick, ink and light surface cigarette burns can be removed using nail polish remover or denatured alcohol. For candle wax and chewing gum, scrape carefully with a blunt plastic scraper. Add Eucalyptus oil to a damp cloth and wipe scuff marks to remove any residue.

Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. When blotting, work from the outer edge in toward the centre of the spot to avoid spreading the spill and enlarging the problem.

### PROTECTION OF SLIDING FURNITURE

Floor protection caps that have a sufficiently large support surface are strongly recommended. Do not use rubber products due to risk of plasticiser migration.

### PLASTICISER MIGRATION

Rubber mats and rubber tips used on furniture and chairs can cause discolouration. Rubber backed mats and shoe polish can permanently stain your floor. Rubber soled shoes left for extended periods of time can also migrate into the surface.

### GOUGING OR SCRATCHING

Ensure furniture with sharp or small feet are fitted with suitable end caps or glides to distribute the weight evenly. Similarly, a protective material such as felt can be fitted to prevent marking from constantly moving furniture. To avoid damage when moving heavy objects such as refrigerators, lift or slide them into position on a sheet of MDF, Masonite or plywood.

### QUESTIONS/ASSISTANCE

Specific questions regarding cleaning and maintenance not covered within this guide should be referred to Signature Floors. Any variance from these procedures will become the responsibility of the customer and not the manufacturer. For further instruction please contact Signature Floors Customer Service Team on 1800 150 554.

\*Signature Floors reserves the right to update this document at any time and without prior notice. This document is current at the time of printing. For the latest version please refer to our website or contact our office on 1800 150 554.

## **Engineered Timber – Care and Maintenance Guide**

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