



This care and maintenance guide should be read alongside your warranty document and installation guidelines. To maintain your warranty coverage, all recommended cleaning and maintenance procedures must be followed for the lifetime of the product. Following these guidelines will help maintain your warranty coverage and keep your floor performing at its best.

Please review this guide carefully and ensure you understand the recommendations provided. If anything is unclear, seek advice from your flooring specialist or a qualified installer.

Following these guidelines will help preserve the appearance and performance of your floor for years to come.

Environmental Conditions

To protect your flooring, maintaining a stable indoor environment is essential:

- Minimise exposure to direct sunlight. Use window coverings such as blinds, curtains, or tinting to reduce UV impact.
- Avoid prolonged exposure to excessive heat. Use air conditioning or humidity control where required.
- Maintain indoor temperatures between 15°C and 25°C.
- Keep relative humidity within a range of approximately 35% to 50%.
- Retain any spare boards where possible for future repairs or replacements.

Routine Cleaning

Keeping your floor clean will help extend its lifespan:

- Clean regularly to prevent build-up of dirt and debris.
- Wipe up spills immediately using an absorbent cloth.
- Remove dust and loose dirt with a soft-bristle broom or a vacuum fitted with a suitable floor head.
- Use a lightly damp (not wet) mop for general cleaning.
- Do not use excessive water when cleaning.
- Steam mops must not be used.
- Use only low-alkaline cleaning solutions. Products specifically designed for timber or hard flooring, such as BONA, are recommended.
- Avoid harsh chemicals including ammonia and bleach.
- Do not use abrasive materials (e.g. steel wool) or products that may scratch or dull the surface.
- For marks or stubborn spots, gently rub with a soft cloth.
- Avoid contact with harsh substances such as paint, solvents, nail polish, lacquer, wood stains, or varnish, as these may permanently damage the surface.

Care & Protection

Simple precautions will help prevent unnecessary wear and damage:

- Avoid dragging furniture or heavy items across the floor — always lift when moving.
- Fit protective pads to all furniture legs and bases.
- Ensure castors and rubber feet are also protected.
- Check and replace protective pads regularly, ensuring they are clean and free from grit.
- Do not apply wax or polish to the flooring.
- Keep pets' claws trimmed to minimise scratching.
- Be mindful that rugs and mats may cause uneven ageing or colour variation due to differences in light exposure.
- Ensure rugs and mats are clean and suitable for use on hard flooring to avoid scratching or staining.
- Use rugs in high-traffic areas to reduce wear.
- Dirt or debris on footwear can scratch the surface — placing mats at entry points is recommended.
- Encourage removal or cleaning of shoes before walking on the floor.
- Take care with high heels and heavy work boots, as these can cause damage.

Disclaimer

This guide provides general advice only. While every effort has been made to ensure the information is accurate and helpful, responsibility is not accepted for:

- Errors or omissions within this document
- Misinterpretation of the information provided
- Outcomes resulting from advice given by third parties, including sellers or installers

For specific concerns or conditions, always seek professional advice.