



Care & Maintenance of Factory-Finished Timber Sports Flooring

Objective: To establish proper care and maintenance procedures for KTL factory-finished timber sports flooring, ensuring long-term performance, safety, and compliance with warranty requirements.

Scope: This SOP applies to all UAC facilities in Australia that use KTL Sports Flooring in gyms, courts, and multipurpose areas.

Responsibilities

- Club Manager / Facility Manager – Oversees maintenance, ensures compliance with guidelines, and arranges repairs when needed.
- Cleaning & Maintenance Team – Conducts daily, weekly, and periodic cleaning as per procedure.
- All Staff & Members – Expected to follow use rules (e.g., no dragging furniture, proper footwear, spill management).
- Approved Contractor / Installer – Handles major repairs, coating, and warranty claims.

Procedure

1. Indoor Climate Control

- Maintain relative humidity between 45–55% and temperature around 20°C.
- In low humidity (e.g., winter heating), use a humidifier to prevent shrinkage.
- In high humidity (e.g., evaporative cooling), ensure adequate ventilation to prevent swelling or cupping.

2. Daily Cleaning

- Use a vacuum cleaner with a soft head (no screws/sharp edges) or a static mop / smooth broom.
- Remove sand, grit, and dirt immediately to avoid scratches.
- Spot clean with a well-wrung damp mop only when required.
- Use pH-neutral gym floor cleaning solutions (e.g., Peerless Gym Clean).
- Do not use harsh household cleaners or leave water on the floor.

3. Periodic & Deep Cleaning

- Auto-scrubbing machines may be used only if water is removed immediately.
- Mats should be placed at entry points and high-traffic areas to reduce grit.
- No additional coatings are required—the floor is prefinished and game-ready.

4. Furniture & Equipment Protection

- Affix felt strips or protective caps under furniture legs, chairs, and movable equipment.
- Avoid dragging heavy items across the floor.
- Use floor mats under high-use equipment where appropriate.

CLUB OPERATIONS STANDARDS

5. UV & Colour Management

- Timber will naturally change colour with UV exposure.
- Avoid placing rugs/mats immediately after installation—allow the floor to stabilize for a few weeks.

6. Damage & Repairs

- For scratches or coating damage:
 - Preferred: Contact a qualified installer or timber flooring specialist.
 - DIY (not covered by warranty): Lightly sand with 120–150 grit sandpaper and apply compatible coating (test on leftover plank first).
- Major defects, cupping, crowning, or delamination must be referred to the contractor or point of purchase.

7. Moisture & Spill Management

- Flooring is for indoor use only—not suitable for bathrooms, wet areas, or outdoors.
- Immediately wipe dry any liquid spills to avoid moisture damage.
- Substrate/floor base must remain flat and dry; issues from site conditions are not covered under manufacturer's warranty.

8. Normal Timber Characteristics

- Variations such as knots, blemishes, gloss differences, or seasonal gaps are considered normal and not product failures.
- Slight movement of planks due to climate change is expected.

Compliance & Warranty Notes

- Flooring must be installed per manufacturer's installation guidelines.
- Warranty does not cover:
 - Improper cleaning or use of harsh chemicals
 - Incorrect installation or unsuitable substrates
 - DIY repairs without approval
 - Humidity/temperature mismanagement
- Always keep records of cleaning and maintenance for warranty validation.

Records & Documentation

- Maintain a Floor Maintenance Logbook for daily, weekly, and periodic cleaning.
- File all installer warranties and manufacturer documentation with club compliance records.