

Maintenance and Care Guide



Cleaning Your Lacquered Floor

- Use a damp cloth to blot spills as soon as they happen. Never allow liquids to stand on your floor. For tough spots, such as oil, paint, markers, lipstick, ink, tar, or cigarette marks, use acetone-based nail polish remover, and then wipe with a damp cloth.

- Always vacuum with the hard floor attachment, not the beater bar. You can also use a dust mop or broom to sweep the floor and minimise abrasive grit, debris, and dirt.

- Do not damp mop. Rather, periodically clean the floor with a engineered timber flooring cleaner specially formulated for the finish.

- Do not use wax or polish. Also, avoid oil-based, ammoniated, or abrasive cleaners, such as steel wool or scouring powder.

- Do not wash or wet-mop the floor with soap, water, oil soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, which would void the warranty.

- Never use any type of buffing machine for cleaning.

Protecting Your Floor

- Use area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit, and other undesirable outdoor substances from being tracked onto your floor. The rugs must be made of a breathable material to prevent moisture entrapment.

- Do not use rubber- or foam-backed plastic mats or area rugs, as they may discolour the floor or leave an imprint. To prevent slippage, use an approved vinyl rug underlayment.

- Sweep, dust, or vacuum the floor regularly to prevent the accumulation of dirt or grit that can scratch or dull the finish.

- Use protective caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Use wide-bearing leg bases, barrel-type caster wheels, or rubber rollers to minimise indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be.

- Use a dolly when moving large furniture, appliances, and other heavy objects. First, put down a sheet of plywood or Masonite to protect the floor and help prevent denting. Carpet or cardboard is not adequate to prevent surface compression scratches. Never try to slide or roll heavy objects to avoid denting or scratching the floor.

- Avoid gouges or cuts in your floor from sharp objects. While your floor is very wear-resistant, sharp or pointed objects can damage it. Don't walk on your floor with stiletto-style heels, spiked shoes, or cleats as they may cause indentations or punctures in your floor. Keep pets' nails trimmed to minimise finish scratches.

- Rearrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will naturally soften the tone of different species of engineered timber to varying degrees.

- Protect your floor from direct sunlight as much as possible. Use curtains and UV-resistant film on large glass doors and windows. Over time, natural and artificial light could discolour the floor.

Maintaining the Proper Interior Environment

- Maintain a normal indoor relative humidity level between 35% and 55% and a temperature of 15-27 °C throughout the year to minimise the natural expansion and contraction of wood.

- During heating season (dry indoor conditions), a humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions. Minor gapping between wood planks during the heating season is a normal occurrence with engineered timber flooring installed over radiant heat.

- During non-heating season (more humid indoor conditions), an air conditioner, dehumidifier, or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather.

Repairing Your Floor

- Minor damage can be easily repaired with finishing putty available in blending colours.

- Retain several planks during installation and set them aside in a safe, environmentally controlled place for future repairs.

- Major damage will require board replacement. If using the floating installation, your floor can easily be disassembled to allow for replacement.

Cleaning Your oiled Floor

WOCA products that can be used on these floors:

- **Natural Soap** – Natural – Regular cleaner for oil coated floors.
- **Natural Soap Spray** – Natural – A ready-to-use spot cleaner that is already mixed. Good to have on hand (eg. in the kitchen).
- **Wood Cleaner** – An intensive floor cleaner – good for builder's clean or a very dirty floor that needs a thorough clean. Also can be used before applying Oil Refresher - Natural.
- **Oil Refresher** – Natural – A more intensive oil replenisher used quarterly or 6 monthly, depending upon traffic, etc.
- **Spot Remover** – Dissolves grease, blood, coffee, tea, etc. An intensive spot remove

Regular Cleaning Instructions

Natural soap – natural

- Shake bottle well before use and have two buckets ready.
- In one bucket mix 125ml (1/2 cup) Natural Soap into 5 litres of lukewarm water – this makes the soap solution.
- Fill the remaining bucket with clean rinsing water.
- Clean the floor with the soap solution using a cotton mop wrung out softly (working the mop along the length of the boards) - leave soap solution on the floor briefly (usually a minute or two depending on how dirty the floor is) in order to dissolve dirt. Work in small manageable sections. Rinse mop in clean water and wring it out hard.
- Then place mop in soap solution and wring hard. Use mop to remove dirty soap water off floor, leaving the floor as dry as possible (again working the mop along the length of the boards). Rinse mop again in clean water and wring it out hard. Repeat steps 4 and 5 until the entire floor has been cleaned.
- Note: Clean tools with water and soap.

Builder's clean or cleaning of a very dirty floor

Wood Cleaner

- Sweep or vacuum the floor before using Wood Cleaner.
 - Shake bottle well before use and have two buckets ready.
 - In one bucket mix 125ml (1/2 cup) Wood Cleaner into 5 litres of lukewarm water – this becomes the cleaner solution.
 - Fill the remaining bucket with clean rinse water.
 - Dip mop into the cleaner solution and wring it out softly. Work the mop along the length of the boards. Work in small manageable sections. For very dirty spots let the solution sit for a few minutes and then come back to the spot and scrub with a dish scrubbing brush or pad. Continue mopping until the mop head becomes dirty or is not moist enough to thoroughly clean.
 - Dip mop in rinse water and slosh around very well. Wring the mop head as hard as possible. This will remove dirty water and keep the mop head clean.
 - Dip the cleaned mop into the cleaner solution and wring it out softly. Clean the next section. Repeat steps 5, 6 and 7 until the entire floor has been cleaned.
 - Note: Most floors will dry within two hours with good air circulation, low humidity and warm temperatures. Repeat the above cleaning instructions if the floor is extremely dirty. Allow the floor to thoroughly dry before applying oil or oil paste (minimum 8 hours is required in these circumstances).
- Note: Clean tools with water and soap..

Maintenance Contact

If you have any queries please visit:

www.compassmaterials.com

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Occasional Care & Maintenance instructions

Oil refresher – natural

- Shake bottle well before use and have two buckets ready.
- The floor must be free from dust before treatment (if floor is very dirty it is best to use Wood Cleaner first to clean floor).
- In one bucket mix 250ml (1 cup) Oil Refresher into 5 litres of lukewarm water.
- Fill the remaining bucket with clean rinsing water.
- At first, dip the mop into the Oil Refresher mixture and wring it out softly. Work the mop along the length of the boards. Work in small manageable sections. Rinse mop in clean water and wring it out hard.
- Dip the mop back into the Oil Refresher mixture again, this time the mop needs to be wrung out extremely hard. Work the mop along the length of the boards in order to leave as little moisture on the floor as possible. Repeat steps 5 and 6 until the entire floor has been cleaned.
- Leave the floor to dry for approximately two hours before use.

Note: Clean tools with water and soap

Spot Cleaning

Spot Remover

- Before using Spot Remover it is advisable to make a small test at a non-visible place on the floor to ensure that there will be no undesired reaction.
- Spray Spot Remover evenly on the stain directly from the canister.
- Leave the Spot Remover to dissolve the stain for 10-20 minutes. Scrub with a brush until the stain has been dissolved.
- Wipe with cloth wrung out in lukewarm water.
- Repeat application again if necessary.
- When the floor is completely dry apply WOCA Oil Replenisher or Royal Oak Repair Oil to spot cleaned area to protect the surface again.

Note: Clean tools with water and soap.

IMPORTANT: In food preparation areas do not allow spilled oils or fats to remain on the timber floor surface. Remove spills immediately with Natural Soap – Natural or warm soapy water and a sponge. Compass Materials does not warranty the surface coating if there is the lack of maintenance or inappropriate maintenance, so it is up to the Buyer to ensure due care & maintenance is conducted to ensure longevity of the goods. For more information on Scratching & Denting, Climate Control and other important care information we recommend reading our Installation & Specifications website page - www.compassmaterials.com/technical



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