
REGULAR CLEANING

Depending on the amount of dirt and foot traffic, we recommend cleaning on a frequent, regular schedule. Regular cleaning should not use water and may include any combination of the following:

- › Sweeping the floor with a soft broom.
- › Dry mopping using a non-abrasive microfibre mop.
- › Vacuuming using suction (without beater bars or brushes).

Regular cleaning helps to remove abrasive particles and to discourage build-up of dirt – making it more beneficial to the long term condition of the floor and more cost effective than occasional deep cleaning.

DEEP CLEANING

When deep cleaning is required, Engineered Timber can be damp mopped using a clean Bona microfibre mop (or similar) and Bona Wood Floor Cleaner diluted according to instructions on the bottle. It is important to use a thoroughly-drained damp mop (never use a wet mop) and to avoid letting water pool or sit on the planks or joints during cleaning. Using excess water and/or cleaner can also cause streaking and/or soap residue build up. If soap residue build-up is still a concern, intermittent damp mopping using straight water can help prevent this.

Vacuuming and sweeping as described in the Regular Cleaning section can be helpful for removing dust and dirt prior to damp mopping.

Do NOT steam clean or steam mop your floor, as this will void all warranties.

SPOT PROTECTION AND REMOVAL

Mop up any spills or accidents immediately. Stains from foods or liquids may be treated with a pH-neutral household cleaner* and treat stains immediately according to the below recommendations for each specific product

Boen 'Live Pure' Lacquered Finish – spots and stains that have not responded to deep cleaning can be removed using a very small amount (approx. 0.2mL) of white spirits*.

Boen 'Live Natural' Oil Finish – for spots and stains that have not responded to deep cleaning, use the Bona Wood Floor Cleaner at a higher mix ratio (maximum of 1:1). Clean the floor thoroughly, then clean again with just water to remove any remnants of dirt or cleaner residue.

Bjelin Engineered Plank & Herringbone Parquet Lacquered Finish – spots and stains that have not responded to deep cleaning can be removed using methylated spirits* mixed with water, at a ratio of 1:1.

To remove candle wax or chewing gum from any of the above finishes, put a sealed plastic bag of ice on the substance for 15 – 20 mins and then scrape off with a plastic scraper – do not use a metal object, as this may scratch the surface of your floor. Then use Bona Wood Floor Cleaner to remove any remainder.

The use of doormats at all entrance points is highly recommended to reduce abrasive particles from shoes. The use of felt pads under furniture legs is also highly recommended to prevent scratching and indentations. Never drag or roll furniture or appliances without floor protection.

Regular cleaning and the timely removal of abrasive dirt and stains greatly reduces the amount of cleaning required and prolongs the appearance and life of your engineered timber floor. Never allow pools of water/liquid to sit on the planks for any length of time. Do not allow water/liquid to stand on the joints for extended periods of time either.

*All chemicals or cleaners should be tested in an inconspicuous location to see if they may be suitable. Avoid strong stain removers or abrasive products, as they may affect the finish of the floor. Do not use cleaning agents containing ammonia, citrus or eucalyptus.

ROOM CLIMATE

In general, a timber-friendly climate-controlled environment should always be maintained. Wood is a naturally hygroscopic material, meaning that it absorbs and releases moisture as it adapts to the environment of the room. A timber-friendly environment is generally considered to be between 18 – 24°C in temperature, and 40 – 60% relative humidity (RH). In some regions of New Zealand, it may be necessary to employ a dehumidifier for damper conditions or a humidifier for drier conditions.

Avoid appliances or conditions that could lead to hot spots that exceed heating the floor surface over 27°C. Always refer to specific manufacturer's installation instructions for recommended climatic conditions.

PREVENTIVE MEASURES & TIPS ON CARE

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All wood floors will naturally change colour and darken when exposed to UV light. If part of your floor is covered by rugs, carpet or furniture, you should occasionally move these coverings to promote uniform darkening of the floor. Lighter patches under coverings are not product flaws but inherent characteristics of wood. These lighter areas will darken with time after the covering is removed, leading to a more consistent colour across the floor. To protect your flooring from the damaging effects of UV light, it's highly recommended to apply UV filters, coatings, or treatments to all windows and glass surfaces in your home. This not only dramatically reduces the amount of UV radiation that penetrates your interiors, but also helps prevent fading, discolouration, and wear on flooring materials, fabrics, and other décor items.

KEY POINTS TO NOTE

1. Regular light maintenance is more cost effective than periodic heavy maintenance and more beneficial to the timber flooring.
2. Regularly soft sweep, microfibre mop, or dry vacuum the floor.
3. Always use clean equipment – dirty equipment only redistributes the dirt.
4. Only clean your Bona Microfibre Mop (or similar) in clean water, do not clean with any detergents or fabric softeners.
Note: Fabric softeners can contaminate and clog microfibre mops, making foot and paw prints more visible on your floors. To prevent this, avoid using fabric softener when washing your mops.
5. Do not mix cleaning products from different manufacturers – they may not be compatible.
6. Always clean up any spillage immediately.
7. Always remove excess water.
8. Rubber mats or rubber products should not into contact with your Timber floor for extended periods of time. Rubber mats, in particular, can potentially permanently discolour surface of engineered timber flooring.
9. Never deviate from the manufacturer's recommended dilution rates.
10. Wet floors are slippery; always use warning signs to advise that cleaning is in progress.
11. Do not use Beater brush heads when vacuuming, as they can be abrasive & scratch the surface of your floor.
12. Some cleaning products contain citrus or eucalyptus oil, these should never be used as they left behind a residue that can make the floor look dirty. With prolonged use these residues accumulate.
13. Never use abrasive pads or cleaners.

ENGINEERED TIMBER MAINTENANCE GUIDE

To rejuvenate your Engineered Timber floor, we advise using using Bona Wood Floor Refresher for lacquered floors and Bona Care Oil for Oiled Floors, prior to this, the floor surface must be thoroughly cleaned in line with Bona's guidelines. For stained floors, it's important to refresh the surface before the lacquer wears through from wear and tear. Consult a floor sanding and coating expert for expert advice if your floor requires more substantial treatment. For light scratches and dulling, Bona Wood Floor Refresher may be used. Deeper scratches, indentations or gouges may be filled using speciality wood waxes.