

# Care & Maintenance Guide

## Preventative Maintenance

- Installing good quality mats inside and outside of external doors to trap grit and remove moisture from shoes is a sensible precaution and will reduce the possibility of scratches.
- In high traffic areas, or areas where spillages may occur, the use of mats is recommended for added protection.
- All furniture should have felt pads fitted to the base of legs, or any other areas that come in to contact with the floor, to prevent scratches. On heavy furniture, felt backed castors can be used if required.
- Avoid using wheeled chairs (i.e. office furniture), or ensure that a large, good quality office mat is used to prevent indentations in the timber.
- Rubber-based items (e.g. the underside of some mats, castors under furniture, and rubber-tipped furniture feet) should not come into direct contact with the floor.
- Keep pet's nails trimmed to protect the floor from scratches.
- All timber reacts when exposed to direct sunlight, and this oxidation may cause colour changes or fading. Curtains, blinds, or UV-resistant films on windows must be used. Such precautions will help reduce exposure to direct sunlight and will protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- Any liquids spilt on the floor must be wiped up immediately.
- Oils and fats can be highly penetrative to the surface of your floor causing irreversible staining in some instances. Spills of this nature must be carefully cleaned up immediately. The use of a small amount of non-citrus pH neutral mild dishwashing liquid in this circumstance is acceptable (DO NOT APPLY THIS CLEANING METHOD TO ANY WAX OIL FINISH FLOORS). Ensure the area is cleaned and dried immediately to prevent staining of the floor.
- Maintaining the temperature and humidity within a reasonably consistent range will keep the floor stable. As Regency Hardwood is a natural product, the humidity level in the home must be maintained at 45%-60% (relative humidity) year round, using humidifiers or dehumidifiers as necessary. Weather strips on all external doors can be installed to help maintain the environment within the building. They will also reduce extreme swings in temperature and moisture within the building.

## General Cleaning

- NEVER USE STEAM MOPS TO CLEAN YOUR REGENCY HARDWOOD FLOORS.
- NEVER USE WET & DRY ELECTRIC VACUUM CLEANERS TO CLEAN YOUR REGENCY HARDWOOD FLOORS.

### Daily Cleaning for Regency Hardwood floors - Imperial & Herringbone range only (UV LACQUER FINISH):

- Use our SelectCare+ Spray Mop and SelectCare+ Hard Floor Cleaner kit to clean the floor surface when required. This will remove stains, dirt, footprints, and any other marks that may be present.
- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit, and dust. Use our SelectCare+ Dust Cleaning Pad or a soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- After dry cleaning the floor, spray the surface sparingly with our SelectCare+ Hard Floor Cleaner and clean using the microfiber cleaning pad. Rinse the mop regularly in clean water and replace when dirty.
- If spills occur, they must be wiped up as quickly as possible. The use of a lightly damp or 'well wrung out' mop is appropriate for larger spills.
- DO NOT 'WET' mop the floor at any time, as excessive amounts of water may cause damage.
- Pull the mop back towards you and wipe lengthways across the floor, making zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- DO NOT USE scouring products and/or any wax or varnish coating on the floor.

#### **Daily Cleaning for Regency Hardwood floors - Infinite and Hinterland only (HARD WAX OIL FINISH):**

- Use our SelectCare+ Dust Cleaning Pad to clean the surface. Surface must be dust-free before applying SelectCare+ Wax Oil Floor Cleaner.
- Pour the solution into our SelectCare+ Spray Mop. Spray solution across the floor with our SelectCare+ Spray Mop.
- Allow the solution to penetrate for a few minutes and proceed to clean by wiping dry immediately using the SelectCare+ Microfiber Mop Cleaning Pad. When applied regularly, the surface becomes resistant to dirt and signs of wear.
- To avoid any water damage to your timber floors, excessive water should not be used. Always use a lightly damp 'wring out well' mop to clean your installed floors.

#### **Periodic Maintenance for Regency Hardwood - Imperial and Herringbone only (UV LACQUER FINISH):**

Our SelectCare+ Rejuvenator and RejuvenatorPlus can be used for periodic maintenance (approx. 6-12 months) of your Regency Hardwood Flooring (only for the UV Lacquer finish floorboards – Imperial and Herringbone range). Please refer to our SelectCare+ product technical sheets for more information and user instructions.

#### **Periodic Maintenance for Regency Hardwood - Infinite and Hinterland only (HARD WAX OIL FINISH):**

We recommend all Regency Hardwood Infinite and Hinterland products (hard wax oil finish floorboards only) need to be re-oiled and maintained every 12-18 months for residential use and 6 months for commercial use to keep the floor fresh and ensure the warranty won't be compromised.

**IMPORTANT:** We recommend using a certified OSMO floor finisher to professionally re-oil your Regency Hardwood hardwax oil floors. OSMO Australia [www.osmoaustralia.com.au](http://www.osmoaustralia.com.au) for more information.

**NOTE:** Incorrect use of re-oiling methods of application will not be covered by the Regency Hardwood warranty.

Before re-oiling your Regency Hardwood Hard Wax Oil finish floorboards, we recommend using the OSMO Intensive Cleaner to prepare the floorboards. Following this, use the OSMO Maintenance Oil (3079 – clear, matt) for a finish to replicate the original condition of the Regency Hardwood Infinite & Hinterland floorboards.

- a) OSMO Intensive Cleaner (8019 clear) – Highly effective special cleaner, ideal for intensive cleaning prior to refinishing.
- b) OSMO Maintenance Oil (3079 – clear, matt) – Floor finish for the care and maintenance of oiled and wooden flooring.

Please follow up the below instructions carefully and always contact OSMO Australia if unsure and/or for the updated OSMO product information.

1. Use our SelectCare+ Dust Cleaning Pad to clean the surface. Surface must be dust-free before applying OSMO Intensive Cleaner.
2. The hard wax oil finished floor must be cleaned with the recommended OSMO Intensive Cleaner first before re-oiling it with the OSMO Maintenance Oil.

#### **OSMO Intensive Cleaner (8019 – clear) method of application\*:**

*\*Instructions are derived from the manufacturer's (OSMO Australia) product information – Intensive Cleaner sheet. Please refer to the updated OSMO Australia's Intensive Cleaner product information sheet for more information.*

1. Dilute OSMO Intensive Cleaner with water at a ratio of between 1:10 to 1:20.
2. Spot test area prior to application.
3. Apply the cleaning solution to the dirty area, loosen dirt deposits and afterwards remove these with clear water.
4. For machine applications on flooring, we recommend the use of a single disc machine (e.g. OSMO FloorXcentre) with a brush ring, a red or green pad.
5. Remove dirt deposits with OSMO Micro-Mop Plush or a lint-free cotton cloth.
6. After drying (minimum 3-4 hours), recoat the floorboards with OSMO Maintenance Oil.

#### **OSMO Maintenance Oil (3079 – clear, matt) method of application\*:**

*\*Instructions are derived from the manufacturer's (OSMO Australia) product information – Maintenance Oil sheet. Please refer to the updated OSMO Australia's Maintenance Oil product information sheet for more information.*

1. Shake OSMO Maintenance Oil well before and during use. Do not dilute, OSMO Maintenance Oil is ready to use.
2. Clean the surface thoroughly with the OSMO Intensive Cleaner and rinse (damp mop) with clean water.
3. Wood surface must be clean and dry (moisture content max. 20%).
4. The finished surface is, among other things, influenced by the wood's natural characteristics (wood species, sanding grade, etc) and method of application, therefore trial application is always recommended before finishing.
5. For application on most floors, apply the OSMO Maintenance Oil thinly to the floorboards using a microfibre roller. Work the oil into the surface using a single disk machine and white pad.
6. Allow the application to dry completely, for a minimum of 3-4 hours.

## Avoid the following

- Indentation from stilettos or spiked heels.
- Pulling or pushing furniture or other objects across the floor.
- Using abrasive cleaning materials, or harsh detergents/household cleaners on the floor. These cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- Using solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus and/or similar solutions will damage the floor surface.
- Exposure to direct sunlight through sliding doors and/or windows. Engineered timber flooring needs to be protected from direct sunlight by blinds or curtains. The surface temperature of the floor **SHOULD NEVER** exceed 55°C at any time.
- **EXCESSIVE WATER SHOULD NOT BE USED.**
- **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED** for Engineered timber flooring under any circumstances.

Please always visit our website [www.asttimbers.com.au](http://www.asttimbers.com.au) for the most up-to date version of our installation instructions, warranty, technical data sheet and care & maintenance as it may have been revised and updated.