



Floorcoverings



Tru-Timbers

Engineered Timber Flooring

Warranty, Installation and Maintenance Guidelines

Smoked Oak - Natural Oil

Mode - Natural Oil

Reclaim - Natural Oil

**Referenced from / in conjunction with
ATFA Engineered Industry Recommendations**

IMPORTANT

PRE-INSTALLATION CHECKLIST

Before you install this material, check the:

1. Quality
2. Appearance
3. Dimensions

Does this stock match the customer's expectations?

Are you using the recommended adhesives and following the installation guidelines found within every carton of stock?

It is important that you check each board for visible manufacturing defects prior to installation. Faults must be reported back to the store of purchase for an immediate refund or replacement as no claims relating to surface defects can be accepted after installation.

Contact your retailer if you have any concerns.

MJS products come with a guarantee that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have these goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to ensure that proper installation and maintenance is carried out, and also that specific relative humidity conditions within your home are well maintained, otherwise your warranty might not apply (see conditions below).

Engineered timber flooring is a natural product, and as such, exposure to excessive heat, dryness or moisture may cause damage to your engineered timber flooring. It is natural that some minor contraction and expansion will occur during heating and non-heating seasons. Due to the wood's inherent properties, properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If shrinkage gaps do occur, they are not covered by this warranty. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained.

Over time, natural colour change may also occur on your hardwood flooring, especially when exposed to direct sunlight, which is not considered a defect.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below and are effective for flooring products purchased after 1 March 2016. All warranties run from the date of retail purchase for the applicable period described below.

The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods. For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

WHO IS COVERED?

This defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferrable.

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions.

If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must properly care for your new MJS Tru-Timber product using

our easy to follow maintenance instructions in the Product Care & Maintenance Guidelines. We recommend that you use only specially formulated wood cleaning products as detailed to preserve your flooring. The use of wood cleaning products other than those we have nominated for use on our flooring products may damage your floor.

DEFECTS WARRANTY

Subject to the conditions stated below and elsewhere in this Warranty, including correct installation and maintenance in accordance with our recommended guidelines, and under normal household use, we warrant that:

1. Pre-Installation Defects Warranty

We warrant that our MJS Tru-Timber product will not have any obvious milling, dimension or visual defects. You or your installer should carefully inspect the products before installation for such defects. Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced. Since wood is a natural product, there will be natural variations in colour, tone and grain that are not covered by this warranty. This pre-installation defects warranty expires on installation.

2. Defects Warranty for as long as you own the floor

For as long as you own the MJS Tru-Timber product we warrant to you that:

- (1) the MJS Tru Timber product in their original manufactured condition, will be free from manufacturing defects in lamination, assembly, milling, dimension and trading;
- (2) The UV matt wear layer will not wear through under normal household use;
- (3) The MJS Tru Timber products may be professionally sanded and refinished at least 2 times if proper sanding and refinishing procedures are followed;
- (4) Each MJS recommended adhesive will maintain its bond when properly installed with engineered timber flooring products.

3. Wood Wear Layer Warranty

We warrant to you that the MJS Tru Timber product, the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as you own the floor under normal household use.

4. Surface Finish Warranty

We warrant to you that the MJS Tru Timber product will not wear through or separate from the wood as follows (this does not include 'surface 'checking' or fine surface splits):

- For all MJS Tru Timber products, for the lesser of 25 full years or as long as you own the floor;

With the exclusions mentioned below ('What is not covered by these Warranties') including in particular:

- Indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, excessive water/moisture, erosion, pebbles, sand, other abrasives
- Insufficient protection of furniture
- Wet mopping or failure to follow all of our written maintenance instructions. Use of floor care products other than those specially formulated for use on MJS Tru Timber product may damage your floor and may void the warranty.
- Cleaning of MJS Tru Timber product with steam mops.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

At MJS Floorcoverings we want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

MJS Floorcoverings

35 Dividend Street, Mansfield 4122 Queensland Australia

Phone: 07 3347 7300

PLEASE KEEP YOUR SALES RECEIPT, INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including to establish whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expenses of any inspection and of processing your claim.

WHAT WILL WE DO IF ANY OF THE COVERED EVENTS OCCUR?

If we honour a claim under this warranty, we will - at our sole discretion - repair, refinish or replace the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to perform the repair, refinish or replacement.

This repair, refinish, replacement or refund will be a pro-rated percentage of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of warranty. For example if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime limited warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, refinish, replacement or refund will be maximum 5% of the original flooring purchase amount. This does not include labour involved in removal or replacement of cabinets and other fixtures.

WHAT IS NOT COVERED BY THESE WARRANTIES?

Without limiting or restricting the other rights and remedies that may be available to you under the Australian Consumer Law or any other law in relation to the flooring product, these warranties do not cover:

- Any other person (the warranties are not transferrable).
- Wood flooring installed in designated wet areas.
- Damage caused by fire, flooding or other natural disaster and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Product Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and castors (see Product Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Product Care and Maintenance Guidelines)
- Damage caused by steam mops.

- Reduction in gloss, scratches or indentation due to sand, pebbles, or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Product Care and Maintenance Guidelines).
- Minor colour, shade or texture variations between samples or replacement flooring and the actual material in place.
- Minor colour variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.)
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks etc.) associated with anything other than the incorrect manufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, colour, knots and fine checking.
- Changes in colour due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards.
- Surface 'checking' (fine surface split) as a result of the wood losing moisture.
- Products designated as "seconds", "economy grade", "closeout", "off-goods" or "non-standard". Such products are sold "AS IS".
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products unsuitable for commercial traffic.
- Delivery, construction or installation-related damage including installations made: (i) in breach of applicable local housing or building codes or standards, or (ii) contrary to written instructions furnished with the product.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes or gutters, flooding, water spills or weather conditions.

False or exaggerated claims

We may refuse to action a claim in relation to these Warranties, or reduce the benefits available to you in respect of the claim, if, in our reasonable opinion, you make any misrepresentation or commit any fraudulent or dishonest act or omission in connection with the claim. Nothing in this paragraph limits our consumer guarantee obligations to you.

THESE WARRANTIES CANNOT BE VARIED

None of our installers, retailers or MJS employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of these warranties.

PRIVACY

We may use and disclose your contact and related warranty information to our insurers, claims managers, repairers and suppliers (including to any person situated outside Australia) for the purpose of:

- Processing claims in relation to your Warranty
- Repairing or replacing the flooring product under your Warranty

You consent to these parties contacting you, including sending email, mail or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide the information and to give these consents.

All of this information is available on the MJS Floorcoverings website - www.mjsfloorcoverings.com.au

Installation Guides for MJS Tru Timber Product

Engineered timber flooring is suitable for all rooms other than those that are subject to excessive moisture and high levels of humidity, i.e. designated wet areas

Important notice

All wood is a hygroscopic and it will shrink or swell with changes to air humidity. Wood will also absorb unwanted moisture from water leaks or high humidity environments that can occur during the building process. It is important to guard against such moisture sources as they can damage the flooring.

I. BEFORE YOU START

- Calculate the total square metres of the room(s) and add 10% for cutting and waste.
- It is important that you check each board for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed.
- Claims regarding visible defective floor panels must be made prior to installation. Each board should be inspected to ensure that the quality is acceptable. No claims relating to surface defects can be accepted after installation.
- The boxes of flooring should be stored in the room that it is to be laid in for a period of 24 hours so that the flooring is close to the installation temperature. The boards should be stored and laid in a relative humidity between 35% -65% and at room temperature between 18°C and 29°C.
- There are two most common causes of failure with floating floors, being uneven sub floors or inadequate expansion left around the perimeter of the floor.
- All substrates must be structurally sound, flat and dry. The surface should be free of all contaminants and loose material. All potential sources of moisture e.g. drains, damp proof courses, plumbing, fridges, washing machines etc. MUST be thoroughly checked and rectified if found to be an issue.
- All sub floors need to be sufficiently flat to accept the flooring system. With floating floors, the first thing you require is that the sub floor or surface flatness should not exceed 3mm beneath a one meter long straight edge.
- The boards should be fitted lengthways down main hallways where possible.

If installing onto concrete

Concrete sub floors regardless of their age should always be tested prior to the installation of wood flooring. Concrete should be dry to less than 75% RH tested as per ASTM 2170. For relative humidity higher than this please contact your local State Sales Manager for technical information..

If installing onto a wood sub floor

If installing onto a wood sub floor that isn't sufficiently flat for the product the use of a universal self levelling smoothing compound is recommended.

Sub floors with radiant heating

Please contact your local State Sales Manager for technical information.

INSTALLING THE FLOOR

I. GENERAL INSTALLATION TIPS

For all types of installation

- Engineered timber flooring unless specifically noted should not be fixed directly to joists to form the floor structure.
- The engineered timber floor should be installed from several cartons at the same time to ensure good colour and shade mixture.
- Visually check the boards for grade, manufacture and factory finish. If there is a potential fault, the installer should not use the piece. "Checking" (fine surface split) is not regarded as a manufacturing fault.
- When possible, pre select and set aside boards that blend best with all horizontally mounted mouldings to assure a uniform final appearance. Install these boards adjoining the mouldings.
- Be attentive to staggering the ends of boards in adjacent rows at least 15cms when possible (figure #2). This will help ensure a more favourable overall appearance of the floor.
- When installing engineered products of uniform length begin the rows with starter boards cut to various lengths. Avoid staggering the rows uniformly to prevent stair-stepping. Boards cut from the opposite end of the row may be used for the next starter boards.
- Where Relative Humidity is between 35% to 65% allow a minimum 10mm - 15mm expansion gap around all vertical obstructions.
- Where the room is longer than 10 metres in board length or wider than 8 metres across the width of boards MJS Floorcoverings recommends that the appropriate expansion joints be installed.

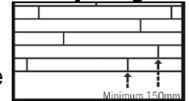


Figure #2
Preferred alignment

Doorway and Wall Preparation (all installations)

- Undercut door casings and jambs. Remove shoe mould or doorway thresholds. These items can be replaced after installation. All door casings and jambs should be undercut to avoid difficult scribe cuts (figure #3).

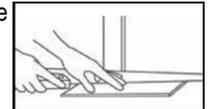


Figure #3

Establish a Starting Point (all installations)

- Installation parallel to the longest wall is recommended for best visual effects; however the floor should be installed perpendicular to the flooring joists unless subfloor has been reinforced to reduced subfloor sagging.
- When possible, always begin layout or installation from the straightest wall, generally an outside wall.
- In at least two places at least 45cm from the corner, measure out equal distance from the starting wall (figure #4) and snap a chalk line. The measurement must be a multiple of the width of the flooring plus an additional 10mm to allow for 6mm expansion space and the width of the tongue.



II. 'FLOATING' FLOOR INSTALLATION

Important - please also ensure you have read 'General Information' and 'General Installation Tips' (over page).

MJS Tru Timber is intended for indoor use only and can be installed over most existing floor structures. Since these floors are composed of natural cellulose fibres, they will expand and contract with changes in relative humidity.

- Do not attach to the subfloor at any point.
- Do not fit flush against any fixed vertical surfaces like walls, permanent fixtures, doorframes, pipes, staircases and where the floor meets other floor coverings.
- For most installations, where the relative humidity is between 35% and 65%, a minimum of 10-15mm expansion gap is required around the perimeter of the room as well as against any fixed objects. This gap accounts for the normal movement of the floor system.
- Where the room is longer than 10 metres in board length or wider than 8 metres across the width of boards, expansion joints must be provided.
- When installing the floor into several adjoining rooms, expansion joints must be provided at every doorway.
- Any expansion joint in the sub-floor must be provided with a matching expansion joint directly above in the MJS Tru Timber flooring.
- Temperature changes will have little effect on the movement of these floors.
- Do not install MJS Tru Timber Floors in areas such as bathrooms, showers and wash rooms, steam rooms or saunas where the floor is normally/frequently wet.
- The boxes of flooring should be stored in a room that it is to be laid in for a period of 24 hours so that the flooring is close to the installation temperature. The room temperature should be at a minimum of 18°C for 48 hours prior to, during and 48 hours after installation.

Layout

The boards should preferably be installed in the direction of incoming light. Always, when installing over boards, the MJS Tru Timber flooring should be laid at 90° to the floorboards.

Avoid narrow pieces at the finish wall. Measure the distance between the starting wall and finish wall. Divide this measurement by the width of the board. If the remainder is less than 60mm, cut off 60mm from the width of the first row.

Any wall irregularities will require the first row of boards to be cut to fit the contour of the wall.

Installation

- Install underlay and moisture barrier (if required)
- Always work out at least several cartons of flooring alternatively.

DRY LAY THE FIRST ROW - DO NOT APPLY GLUE

- Begin installing on the left hand of the starting wall, working to the right.
- Lay out the first row, always install with the (female) groove side facing the wall.
- Use spacers/wedges along all sides that butt up against walls to maintain a 10-15mm expansion gap. Wedges should be used in pairs horizontally.
- Cut last board of first row, allowing for the expansion gap.

CUTTING

- A good quality carbide-tipped cutting blade that has been designed for composition and laminate materials such as melamine, laminex or other hard, dense, man-made materials is recommended.
- When using a hand saw, cut with the decorative side of the board facing up.
- When using a power saw, the direction of the blade must cut into

the decorative side of the board to minimise chipping.

- Cut the marked board in another area to keep sawdust from the installation site.

DRY FIT THE SECOND ROW - DO NOT APPLY GLUE

- Begin the second row of boards with the piece cut from the last board in the first row. If the piece is shorter than 500mm, cut a new board in half and use it to begin the second row. Whenever practical, use the piece cut from the last board of the preceding row to start the next row.
- To help reduce the risk of installing the boards cut of square it is important that piece one from row two is shorter than piece one from rows one and three.
- End joints of first board and all subsequent boards should be staggered by a minimum 500mm.

DRY FIT THE THIRD ROW - DO NOT APPLY GLUE

- Lay the third row of boards in the same manner as the second row.
- Use the string line to ensure the first three rows are straight and true.

IF THE FIRST THREE ROWS AREA INSTALLED STRAIGHT, TRUE AND WELL BONDED, THE REMAINDER OF THE INSTALLATION WILL PROCEED SMOOTHLY

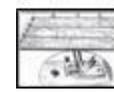
GLUING PROCEDURE

- Place masking tape on the face of each board laid in the first three rows and number in sequence. Do not write directly on boards.
- Number and install in a stair step/pyramid fashion to aid in proper gluing and clamping. This is important for the first three rows only.
- Disassemble the first three rows.
- **Apply a thin continuous bead of PVA cross-linked adhesive 2-2.5mm in diameter, to the top surface of the tongue of the first piece on the floor.**
- **Apply a thin continuous bead of PVA cross-linked adhesive 2-2.5mm in diameter, to the bottom lip on the groove of the first piece from row two onwards.**



APPLY THE CORRECT AMOUNT OF GLUE TO THE BOTTOM OF THE GROOVE. APPLY IN A CONTINUOUS LINE. MORE IS BETTER. LESS WILL RESULT IN AN UNSATISFACTORY JOINT WITHOUT THE CORRECT BOND STRENGTH AND MOISTURE RESISTANCE.

- Fit the groove over the tongue and push together
- Place a tapping block against the board being installed tap the block to tighten the joint.
- Immediately remove any excess glue that oozes to the surface. Use a plastic scraper and a damp cloth. Follow with a dry, clean cotton cloth.
- Continue to glue and re-assemble the boards in a pyramid fashion as you lay the second and third rows.
- Throughout the installation, use clamps as needed. Use adequate, but not excessive pressure to tightly close the joints between the boards.
- Use the pull bar to pull the end piece in each row into place.
- Allow the first three rows to dry for at least one hours before proceeding with all the remaining rows. Do not walk on freshly glued boards.



Be sure to remove all excess glue from surface, and dry the surface well with a clean dry cotton cloth. This allows you to see any glue haze you may have missed. Change your rinse water regularly. If you allow the glue to dry on the surface of the flooring, removing the glue at a later time will be more difficult and time consuming.

Tip! The use of Masonite or ply sheeting while installing the new floor helps to transfer weight evenly until adhesive has set.

REMAINING ROWS

All joints must be properly glued.

INSTALLING THE LAST ROW

- The last row may need to be cut lengthwise to fit.
- Place the row of boards to be installed on top of the last row of installed boards.
- Use a divider of price of the board as a scribe to trace the contour of the wall.
- Use a spacer between the marker and the piece of board. This adds the expansion gap required.
- Glue and install the last row.
- Use the pull bar to tighten the joints.
- Insert spacers to hold the row in place until the glue sets.

FINISHING THE INSTALLATION

- Allow the floor installation to dry overnight before removing the spacers or walking on the floor.
- Cut the excess MJS Underlay even with the top of the floor.
- Remove the spacers and install moulding or finishing trims to cover expansion gap.
- Fix the moulding / finishing trims to the walls, not the floor.
- Always pre-drill the moulding / finishing trim.
- Do not force the moulding / finishing trim against the floor.

REMOVE ANY EXCESS GLUE

- Use Peerless Jal Timber & Laminate cleaner. Scrub with a non-abrasive sponge (such as a blue kitchen sponge). Do not use coarse, abrasive, scrubbing pads, steel wool, abrasive cleaners or scouring powders.
- Wipe with a damp cloth and dry with a clean dry cotton cloth.

III. GLUE-DOWN INSTALLATION

Important - please also ensure you have read 'General Information' and 'General Installation Tips' (opposite page)

- Recommended Adhesive is as per manufacturers recommendations.
- Working times. Refer to Adhesive Manufacturer recommendations.
- Open times and curing times of ALL adhesives vary depending upon subfloor porosity, air movement, humidity and room temperature. Urethane adhesive has a shortened working time in high-humidity environments. In areas of low humidity open time will be longer with urethane adhesives. Adjust the amount of adhesive spread on the subfloor accordingly. The adhesive should not be applied if subfloor or room temperature is below 18°C. WORKING TIME WILL VARY DEPENDING JOB-SITE CONDITIONS.

PREVENTATIVE MAINTENANCE

Installer Responsibility

It is only natural that hardwood floors will show signs of wear over time. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines. Engineered wood flooring is a natural product which will mature with age. The boards will change shade over time through exposure to sunlight.

- Keep dirt, sand, grit and water off the floor by placing outside mats in front of all entrances to your home.
- **Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.**
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- **Keep pets claws trimmed, paws clean and free of dirt or soil.**
- Always apply felt pads under any furniture or chair legs to prevent scratches and to ease movement. Keep pads clean at all times and regularly check and replace as necessary.
- **Protect the floor when moving heavy furniture or large appliances. Place on mat or slide protector and slide smoothly over floor.**
- Use non-slip plugs in high wear areas, i.e. in heavily travelled spots and pivot points such as room entries and stair landings.
- **Never flood or wet mop the floor with water or any other liquid products. Severe damage may occur that voids the warranty.**
- Wipe up spills immediately with damp cloth within 15 minutes.
- **Exposure to sunlight with its UV rays accelerates oxidation and aging of materials. This may change the colour of the floor. Periodically rearrange the furniture to allow they floor to age evenly.**

INITIAL CARE

Following installation, clean with specially formulated cleaners. If the floor was glued down, remove any residual adhesive with the appropriate adhesive remover.

ONGOING ROUTINE CARE & MAINTENANCE

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A hardwood floor swivel-mop with terry cloth cover is also highly recommended to eliminate finer particles of grit or dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply hardwood spray cleaner onto clean cloth and rub into the spot. Never apply wax treatments to your urethane-coated floor.
3. Periodically, as necessary, thoroughly clean the floor with hardwood spray cleaner using a hardwood swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess hardwood spray cleaner to remain on the floor's surface. Excess liquid may damage the fibre of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.

6. Never clean or wet mop with water, it may permanently damage the floor.
7. Never use any of the following products (or products similar in nature) on your floor; ammonia-based cleaners, acrylic finishes, wax-based products, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products pit or etch the finish of your flooring to prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimise finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
10. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Keep the relative humidity in your home between 35% and 65%.
15. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Colour shade variation can occur if the floor is exposed to direct sunlight.

QUICK FIX TIPS

Spots caused by food, water or animals

- Apply hardwood spray cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply hardwood spray cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on the deposit.
- Wait until the deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with hardwood spray cleaner.

Deep Scratches/Gouges

- Individual boards or strips that are heavily gouged or damaged can be replaced.

RESANDING

- Once the lacquer has been damaged it is advisable to sand and re-coat the entire floor to maintain an even finish rather than spot lacquering. This is a procedure which is best carried out by a professional. Please note that repeated sanding will remove some of the textured finish.



Floorcoverings

ENGINEERED TIMBER FLOORING CLEAN & MAINTENANCE GUIDE



For weekly maintenance

Woca Natural Soap - How to do: Ideal cleaning and maintenance of all oiled, waxed or soaped wood surfaces. Especially suitable for floors, furniture, panels and worktops. Due to the nourishing properties of the Natural Soap the surface is given optimum protection. Natural Soap white is recommended for light wood species, while Natural Sao natural is ideal for dark wood. May be used for the cleaning and maintenance of all known oil systems.

1. Sweep / Vacuum floor to remove dirt / dust / grit
2. Before you start ensure you shake Natural / Master Soap container. Have two buckets handy.
3. In one bucket mix 1 part soap to 40 parts lukewarm water = 125mls of Natural Soap (1/2 cup) into 5 litres of lukewarm water - this makes the Soap Solution.
4. Fill the remaining bucket with clean rinsing water. It is recommended always to work with 2 buckets (1 x soap solution and 1 x clean rinsing water). Using 2 buckets avoids contaminating the soap solution with the dirt from the floor.
5. Clean floor with soap solution with a soft wrung mop - leave soap solution on floor briefly in order to dissolve dirt. Work in manageable sections. Rinse mop in clean water and wring hard.
6. Then place mop in soap solution and wring hard. Use mop to remove dirty soap water off floor. Rinse mop in clean water and wring hard. Repeat steps 4-5.

At the same time as cleaning your floor this process re-establishes the protective Natural Soap film.

For 6-12 month maintenance:

- WOCA Oil Refresher



For spot cleaning:

- WOCA Spot Remover



Please refer to www.wocadenmark.com for further information & instructions.

All of these WOCA products are available from MJS Floorcoverings. Please visit our website for all location details.

www.mjsfloorcoverings.com.au