

A modern dining room featuring a long, light-colored wooden table and dark wood chairs with black leather seats. The room has a brick wall on the left with a large framed abstract painting. The background shows a kitchen area with a wooden wall and a black faucet. The floor is made of wide, light-colored wooden planks. A pair of brown leather shoes is on the floor near the table.

Godfrey Hirst

Timber Floors

Care and Maintenance

Australian
Edition

Congratulations on selecting a quality floor designed with easy care and maintenance in mind. To help enjoy the longevity of your floor for many years to come, follow these simple steps:

Cleaning & Care

- **Immediately** - clean up any liquid or water-based spills or any other potentially staining marks using a dry, clean cloth. While Godfrey Hirst floors are resistant to most spots and stains, some materials or colourants (such as tar, grease, oil, dyes, waxes, ballpoint, marker pens, pet mishaps or foods/beverages containing strong dyes such as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
- **Daily, or as required** - remove any loose dirt or grit that could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces and turning off the power head, if installed).
- **Weekly** - clean using a premixed cleaner such as Peerless JAL Hardwood & Laminate Cleaner or Bona Stone, Tile & Laminate Cleaner, and a micro fibre mop, otherwise mop the floor using a well-rung-out damp mop (the floor should be dry 15 seconds after mopping) and a non-abrasive soap-free cleaner suitable for timber floors to remove any footprints, dirt and other stains or marks.
- **As required** - stubborn scuffs and stains can also easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits are completely rinsed from the floor.

When cleaning the floor:

- **Never** use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- **Never** use oil, soap, wax, or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
- **Never** use a steam-mop or steam-cleaner.

You should also never flood the floor with water. Excessive water can damage your floor. Promptly soak up bulk liquid spills.

Protect Your Floor

Follow these simple steps to achieve many years of enjoyment from your Godfrey Hirst timber floor:

- Place entrance mats (it is recommended to avoid using mats with a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes. Double mats (a coarse exterior mat and medium interior mat) are recommended for residential installations and triple commercial mats with a minimum walk off zone of 3.5 metres for commercial installations. Clean mats regularly.
- Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and furniture, with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture (200kg or greater) such as large bookcases, full sized billiard tables or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.

- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.
- Pet claws can scratch your floor. Keep nails trimmed.
- Floor to ceiling windows coupled with the harsh Australian sun can create floor temperatures of over 70°C. Your floor should be protected from extreme temperatures and strong, direct sunlight by the use of interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity between 30% and 70%), window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and possible surface checking. Prolonged direct sunlight will cause fading.
- Never install fixings through the flooring, such as floor-mounted door stoppers, sliding door runners, wardrobe tracks, bi-fold door rails, etc. These will pin the flooring in place, preventing expansion and leading to floor failure.

Common Characteristics of Timber Floors

- As a natural product, timber floors will oxidise during the first few months due to UV light exposure, typically leading to a darker, fuller appearance. As a result, timber floors may display some change in colour between exposed areas and areas covered by rugs or furniture. Your floor should be protected from prolonged periods of direct sunlight with curtains, blinds, shades or awnings and rugs/furniture moved periodically to expose all areas evenly.
- Timber flooring products can display discolouration caused by contact with rubber products such as rug/mat backings, furniture feet, rubber soled shoes/slippers, wheels for trolleys and wheelchairs etc. which are likely to leave permanent marks. Only non-staining vinyl backed mats or woven rugs identified as colourfast should be used on timber floors. If the floor is to be subjected to any of these applications, darker colours are recommended which will hide any discolouration, should it occur.
- The appearance of minor nicks and scratch marks can be reduced using repair accessories such as colour matched filler sticks. Products such as Tibetan Almond Stick or Gilly's Scratch Cover oil will successfully cover/disguise most minor scratches and blemishes
- While the factory finish of Godfrey Hirst timber floors may be refinished, doing so will void the Finish/Abrasive Wear Warranty. If your lacquer finished timber floor starts to show dull spots or signs of wear, then periodic maintenance can be considered, consisting of a thorough clean and application of a topical water based polyurethane maintenance coating, such as Bona Timber Refresher (always following the manufacturer's instructions). This will typically satisfy most light scratching and dullness issues and reduce that need for a full refurbishment. Where refurbishment (sanding and recoating) is required, it is essential that a professional flooring contractor is engaged prior to commencement of any works.
- Timber flooring is a living product that is constantly moving and changing. This is the inherent beauty of timber flooring. It will expand and contract in accordance with your internal environment. As such it cannot be completely sealed. Keeping the environment stable as per recommendations in the installation instructions and maintenance care instructions is the key to longer lasting and great performing floors.

Commercial Installations - Additional maintenance may be required for commercial installations. Please contact your Godfrey Hirst Account manager or visit www.ghcommercial.com.