02 · Engineered timber

PROVENANCE CARE

The surface a solid floor presents, engineered to hold flat.



COVERS

Engineered timber — plank & herringbone

EDITION

02 · 2026

DAILY CARE

Maintained by habit, not by intervention

Care for the installed floor is what keeps its timeless character, board by board, for years.

- Vacuum or sweep regularly to lift dirt, sand and grit — a soft brush or felt head, never a beater bar or hard head
- For general cleaning, a pH-neutral floor cleaner and a microfibre mop
- Felt tips or protective caps on furniture legs; soft rubber casters on anything that rolls. Lift heavy furniture and appliances — never slide them
- Pets' claws kept trimmed
- Curtains or blinds where the floor takes direct sun and high UV
- Doormats inside and outside every entrance; rugs in front of the kitchen sink and in high-traffic areas
- Rugs of a breathable material — mesh or grid backings are best — so moisture is not trapped beneath
- No cleats, sports shoes or high heels on the floor

MOPPING

Never wet-mop, damp-mop or steam-mop — standing water damages the floor. To spot-clean, a very slightly dampened, near-dry mop; excess moisture dulls the finish. Topdeck recommends Bona or Loba timber floor care products, from reputable flooring retailers — read the instructions before use.

THE CLIMATE THE FLOOR NEEDS

Relative humidity at 45–60% year-round — the condition of the Topdeck warranty — and 18–26°C. Holding it is the owner's responsibility: a humidifier or dehumidifier as the season needs. Weekend homes and closed-off rooms need ventilation even when empty. In some climates the right range sits higher or lower.

CLIMATE, SPILLS & REPAIR

Water is the enemy. Air is a friend.

> **NEVER**
> Never wet-mop or steam-mop. Never use ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never wax the floor.

SEASONS	Timber gains moisture and expands in warm, humid weather, and contracts in dry weather. The movement is natural and can show; an HVAC system holding the humidity range keeps it small.
SCRATCHES	A white scratch means the topcoat is intact — a floor cleaner usually clears it. Deeper, but not through to the timber veneer: buff lightly with a white polishing pad. Work any stain on a timber floor from the outer edge in.
CHIPS	Minor chips through the finish can be disguised with a colour wax stick — often more than one shade. Serious damage is resolved by board replacement, from the spares kept at installation.
REFINISHING	Yes — by a professional sanding and polishing contractor.
HEAVY FURNITURE · FLOATING PLANK	Ultra-heavy pieces (800kg+) restrict a floating floor's natural movement where they stand — the engineered timber performs, but buckling or separation between boards can follow.
HEAVY FURNITURE · GLUED PATTERN	Little or no impact — a trowel-glued bond to the subfloor greatly reduces shrinkage and movement.
NOISE	Occasional noise is normal. It comes from structural movement — subfloor type, flatness, deflection, fasteners, humidity and the load on the floor — and is not a product defect.

THE WARRANTY

The Topdeck Limited Warranty requires the floor to be cared for as set out here. It does not cover damage from steam mops, wet mopping, wax-based products or harsh and abrasive chemicals; standing water or pet accidents; adhesive tape on the surface; heavy or rolling furniture without protection; or a house closed up for more than 60 days in extreme heat or humidity without ventilation.

FOR TRADE

START A PROJECT

Specifier requests, project pricing and technical documentation.

Trade enquiry

FOR HOMEOWNERS

FIND A STOCKIST

Visit a Topdeck retailer to view boards and take samples.

Find a stockist

ADDRESS	16 Salisbury Street, Silverwater NSW 2128
TELEPHONE	(02) 9748 2288
EMAIL	info@topdeckflooring.com.au
WEB	topdeckflooring.com.au

As timber is a natural product, colour, pattern and texture vary between boards. Variation is character, not defect. For the owner — keep this leaflet. Provenance Care & Maintenance · Edition 02 · 2026.

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