

# GRANDE PROVENCE OAK COLLECTION

Euro  
Oak

## Grande Provence Oak Care & Maintenance Guideline

*Grande Provence Oak highlights the versatility and enduring natural beauty of oak by utilising advanced production technology combined with specialised process of handcrafting. Taking care of the installed floors is the key to preserve and prolong the majestic beauty of the boards for years.*

### **Grande Provence Oak Recommends:**

- Vacuum or sweep the floor on a regular basis or as needed to remove dirt, sand or grit.
- For general cleaning, use PH neutral floor cleaner & microfiber mop.
- Fit furniture legs with felt tips/protective caps. Fixing rolling furniture with soft rubber casters. Pick up heavy furniture or appliances; do not slide.
- Keep pet nails trimmed to avoid excess scratching.
- Avoiding exposure to excessive natural and artificial UV light through the use of curtains and blinds.
- Never use steam mop to clean your engineered timber.
- Never wet-mop an engineered timber. Standing water may cause permanent damage.
- Never use any of the following products on your floor: 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 apply wax treatments to your floor.
- Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor. Area rugs are also recommended in front of kitchen sinks and in high traffic areas.
- Rugs made of a breathable material will best prevent moisture entrapment. Mesh or grid patterns are best.

### **What is the best way to mop my Engineered Timber?**

**Never wet (or damp)/Steam mop** your floor. Standing water can damage the floor. You may periodically use a very slight dampened (near dry) mop to spot-clean; however excessive moisture will dull the finish. We recommend using BONA or LOBA timber floor care solutions; these are available from reputable flooring retailers. Consult instructions before use.

### **How can I protect the finish of my Engineered Timber from wear over time?**

Sweep and vacuum your floor regularly using a broom or dust mop. Brushes or felt vacuum heads are recommended as opposed to vacuums with beater bars or hard heads. Use throw rugs both inside and outside doorways to prevent debris from being tracked onto floors. Keep pet's claws trimmed to avoid excess scratches. Avoid contact with excess moisture. Avoid walking on your floors with cleats, sports shoes and high heels. Do not slide heavy furniture or appliances across the floor.

### **What are the best environmental conditions for my Engineered Timber?**

As a general rule, with geographic exceptions, flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 35% to 65% and a temperature range of 18° to 26° Celsius. (In some climates, the ideal humidity range might be higher or lower) It is the owner's responsibility to maintain appropriate conditions via the use of humidifier and/or dehumidifier. In homes in which occupants are there for a short period of time (weekend home or vacation cabin), or in rooms that are closed off (not heated or air conditioned) to save energy, Ventilation is a must even when the home is not occupied.

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### ***How do I fix a scratch on my finish?***

If the scratch is white, the top coat has not been compromised and is repairable. Simply using a flooring cleaner, should eliminate these blemishes. If the scratch is deeper but was not exposed the timber veneer, light buffing with a white polishing pad can shine up the dull area, often the damage becomes less obvious. When removing stains from any laminate floor, always begin at the outer edge of the stain and work toward the middle.

### ***My Floor was damaged through the finish, can it still be repaired?***

If you have a minor chips or slight damage, this may be minimized with a colour wax stick. If the damage is severe enough, board replacement is typically the best option. In most cases, more than one shade of colour wax stick be appropriate.

### ***Can I refinish my Engineered Timber?***

Yes, you can. Please seek professional advice from sanding & polish expert.

### ***Can I put heavy furniture on trowel glued flooring?***

Yes, by applying Trowel Glue Down method, the risk of engineered timber's shrinkage and movement will be greatly reduced by creating a strong bond between timber and subfloor. Hence, heavy furniture will generally have little or no impact on the trowel glued boards.

### ***What changes can I expect in my flooring from season to season?***

Grande Provence Oak, like all species of hardwood flooring, are subject to changes in temperature and humidity. Seasonal fluctuations in relative humidity may cause the wood flooring to gain moisture with periods of high humidity, and lose moisture during low periods of humidity. These changes may be noticeable. During Warm, humid weather, laminate expands. During dry weather, laminate contracts. This seasonal movement is a normal characteristic of laminate flooring, and can be minimized by using a HVAC system (heating, ventilation, and air conditioning) to maintain indoor relative humidity between 35% to 65%.

### ***Occasional Flooring Noise?***

Floor noise is normal and will vary from one installation type to another. Occasional noise is due to structural movement and may relate to subfloor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect when the floor experiences natural expansion and/or contraction.

