Caring for your Engineered Floors

It is important that your floor is appropriately cared for and generally this just means some common sense precautions and using the right products and practices.

Cleaning your floor: Antistatic mops provide an effective means of collecting dust and grit for your daily cleaning. For a deeper clean, use a microfiber spray mop that is compatible and safe for timber floors. Steam mops must not be used. Never use excess amounts of water, oil, soap, wax or other household products to clean your floor, only use neutral pH cleaners. Loba is a company that provides suitable floor care products. Vacuum cleaners can also be used but with a need to ensure that the bristles are not worn to avoid scratches. If a spill or leak occurs, soak up the bulk of the liquid quickly so as to reduce the risk of staining.

Preventing scratches and indentations: To prevent dirt, sand, grit and other substances from being tracked onto your floor, use doormats outside each entrance to your home. As added protection floor mats can be placed inside at external doorways. However, ensure that these are not rubber-backed, latex-backed or coco fibre, which can stain the floor beneath.

Felt protectors are to be used under furniture legs and in particular moveable furniture that more easily cause scratches. In offices, casters (type W) and floor protection mats under chairs can be used to prevent the castors from marking the floor. Support larger furniture with wide-bearing, furniture floor protectors. Ideally, these protectors should be at least 25mm in diameter, made of non-pigmented hard plastic, and are to rest flat on the floor.

High heels and shoes with gravel and grit stuck on them can damage any floor. We suggest using rugs and runners in high traffic areas. Remember to shake out rugs and vacuum regularly. Your furry friends can also scratch your floors, so be sure to have your dog and cat toenails regularly clipped.

If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard ‘runways’ to protect the floor. Use the ‘runways’, even if you have an appliance dolly or with heavy items that have their own wheels or rollers.

Care with substances: Some household substances can be very aggressive and damage the board coating. While damage from some products would seem more obvious, there are others that are much less obvious. Applied flea treatments for pets, drips from wall mounted air fresheners, insect repellents or concentrated insect sprays and ironing sprays, along with others can all damage the coating. Cleaning products must also be neutral pH and free of the likes of eucalyptus oil, which acts as a slow solvent. It is therefore important that correct cleaning products are used and that consideration is given to other products that may contact the floor.

If a substance contacts the floor which may be of concern it is important to attend to it as soon as possible, as with time greater damage often occurs. Dab the substance with an absorbent tissue or paper towel. Do not wipe it up, as this will spread it. Once absorbed wipe over with a wet paper towel containing a diluted mild detergent.

The internal environment: Changes in humidity cause floors to expand and contract. While floors can be expected to perform well in temperatures from 10°C to 32°C, and relative humidity levels between 40% and 70%, prolonged very dry or very humid weather can cause changes in the board's appearance (e.g. a crowned appearance, minor splits in the surface layer, end or edge joints becoming raised). When possible, during those times of more extreme weather conditions, protect your floor by controlling the heating and cooling, to create a comfortable living environment, maintained within the bounds outlined above

Intense sun exposure: Having your curtains and blinds closed during periods when floor areas would be subject to intense sunlight is also prudent to lessen the rate of colour change in the floor and to limit the development of minor surface splits (or checks). Window tinting and sun filter curtains are also good alternatives that help maintain an acceptable internal climate for your floor.

Note that both the timber and coatings change colour with time. We often see fading in fabrics with sun exposure and with timber floors there can be a similar effect. The change in colour is often not noticeable but when floor rugs are lifted there can be distinct colour tone differences. With new floors, the colour change is more rapid and the changes then slow with time. To lessen the effect, floor rugs should not be placed until three months after installation.

Repairs to damaged floors: Depending on the damage, there are options for repair and it is always beneficial to have a spare box of boards available in case there is a need for board replacement. Minor damage such as chips out of a board or larger indentation can often be repaired with a wax stick of a similar colour tone to your floor. Some companies also specialise in surface repairs and use a number of different wax colours to blend the repair in. If damage is more extensive then boards can be replaced. The possibility of a recoat can also be considered which range from sacrificial polishes to two component water based polyurethane finishes. The preparation needed and process used will differ depending on the coating system and the engineered product, so it is necessary to discuss options with your flooring professional.

Warranties: Complete Floors Australia and quality go hand-in-hand. All of our engineered floorings come with a 25 year structural integrity warranty, as well as a 15 year domestic or 5 year commercial surface warranty. Full warranty details for your product can be accessed from Complete Floors Australia website. It is also important to remember, timber is a natural product with its own story. Individual boards will vary in colour, tone and features. This variation is what gives timber flooring it's natural beauty and appeal.

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