

URBAN
COLLECTION

Timber Care and Maintenance



Congratulations on your Urban Collection purchase! At Urban Collection, we understand how important it is for you to have confidence in your new flooring.

This document is designed to provide you with the guidance and knowledge needed to care for and maintain the performance of your Urban Timber flooring.

Immediate Spot Protection & Removal

Immediately attend to any liquid or water-based spills, as well as other potential staining substances, by blotting them with a dry, clean cloth. While Urban Timber surfaces are typically resistant to most stains, certain materials or colourants—such as tar, grease, oil, dyes, waxes, ballpoint or marker ink, pet accidents, and foods or beverages with strong dyes like mustard, curry, cordial, coffee, and tea—can, under specific conditions, penetrate the wear layer and cause permanent staining.



Regular Maintenance (weekly)

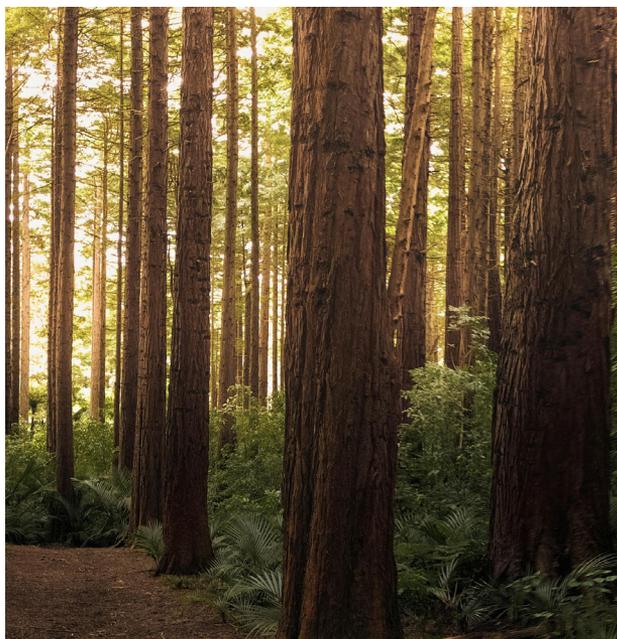
Vacuum (without beater bars or brushes) and sweep (with a soft bristle broom) to remove any dirt or debris. To avoid damage to the lacquer finish of your floor, ensure that the vacuum's wheels are clean and able to move freely.

Urban Timber can be damp mopped using a microfiber mop and a pH-neutral timber floor cleaning fluid, diluted according to the instructions on the bottle. It is best to use a thoroughly drained damp mop, as using excess water and/or cleaner can cause streaking and/or soap residue build up. Only clean your microfibre mop pad in clean water, do not clean with any detergents or fabric softeners as these can contaminate and clog microfiber mops, making foot and paw prints more visible on your floors. Alternatively, consider using a Kärcher FC5 Floor Cleaner for added convenience.

Do not use the following on your flooring:

- Strong detergents or chemicals (bleach).
- Scouring pads with wire or nylon wool.
- Oil, soap, wax or polishes.
- Steam mop or steam cleaner.
- Avoid over-wetting the floors, the floor should be dry within 1 – 2 minutes after cleaning.

Minor nicks and scratch marks can be reduced using repair accessories like colour-matched filler sticks. Additionally, products such as Gilly's Scratch Cover oil effectively conceal most minor scratches and blemishes.



Protection For Your Timber Floor

Wood is a naturally hygroscopic material, meaning that it absorbs and releases moisture as it adapts to the environment of the room. A timber-friendly climate-controlled environment should always be maintained. A timber-friendly environment is generally considered to be between 16 – 27°C in temperature, and 40 – 60% relative humidity (RH). In some regions of New Zealand, it may be necessary to use a dehumidifier for damper conditions or a humidifier for drier conditions.

Rapid temperature shifts, excessive surface temperature in front of floor-to-ceiling windows or high humidity levels can lead to issues such as discolouration, joint separation, cupping & excessive fading. We strongly recommend the use of window tinting, awnings, or curtains/blinds to mitigate direct sunlight exposure.

Timber floors will change colour under the effect of direct-unfiltered UV light through oxidation. Changes may include darkening, lightening or yellowing. The most noticeable change will be in the first 3 months, it's advisable to refrain from placing mats and rugs on your timber for the initial three months after floor installation to avoid uneven colour variation.

We recommend entrance mats to reduce the dirt and debris coming indoors. These mats effectively prevent dirt and any abrasive substances from your footwear and act as a barrier for protection. Your mats should be regularly maintained and cleaned to continue to remove any debris in your setting.

Do not allow rubber-based materials like rubber or vinyl backed mats or rubber wheels to be left standing on the floor as all lacquered Timber floors can get permanent staining from the rubber known as tattooing. Use mats and rugs crafted from "breathable" materials like woven fabric. Periodically rearranging or moving mats and rugs will promote even aging of the flooring.

Avoid appliances or conditions that could lead to hot spots that exceed heating the floor surface over 27°C. Always refer to specific manufacturer's installation instructions for recommended climatic conditions.

To avoid gouging or severe scratching, never slide heavy appliances and furniture over your floor. Should you need to move appliances or furniture, we suggest a sheet of thin felt or a similar product to be placed on the floor and moved with care.

Ensure your furniture legs have protectors. Flat glides should be equipped with self-adhesive felt pads to avoid scratching on your flooring.

Be cautious when wearing shoes on a timber floor. Uncapped stilettos, cleats and sports shoes, or stones embedded in the sole of a shoe can damage the surface of the floor

We recommend keeping your pet's nails trimmed to reduce the potential for surface scratching to your floor.



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