



## Care & Maintenance Instructions for Flooring at Maple House

Flooring installed Walnut 21mm engineered floor with a matt lacquered finish.

Wood flooring will give years of excellent service provided a few basic rules are observed.

### General Notes

- Wood flooring is affected by changes in humidity/moisture so avoid excessive amounts of water coming in contact with your flooring. **(Please advise any cleaning staff that excessive water should not be applied when cleaning a wooden floor).**
- Barrier matting at any external entrance doors is required to ensure water dirt and particularly grit is removed from footwear when entering the building.
- Protective felt pads should be fitted to all furniture to avoid scratching of the lacquered finished.
- When under-floor heating is being used **the surface temperature of the floor should not exceed 27 degrees Celsius.** Pay specific attention to any areas where rugs are used as this will increase the surface temperature of the floor underneath the rug.

### Under-floor Heating

It is important that the surface temperature of the flooring does not exceed 27 degrees Celsius. This is not to be confused with ambient room temperature set by a room thermostat as this only measures air temperature. On heated water systems the temperature of the water flowing to the pipes (boiler output temperature) is typically in the range of 35 to 45 degrees Celsius to achieve a floor surface temperature of 27 degrees Celsius.

When running the heating, after initial installation of the wood flooring, the output temperature should be set low and the temperature increased by 3 degrees Celsius per week until the required floor surface temperature is achieved but not exceeding 27 degrees.

### Daily Maintenance

Wood is a natural product and it will change in appearance and colour over time as it matures. Follow these guidelines to maintain the natural beauty of your floor.

- Prevent accumulation of grit and abrasive dust which can scratch and dull the lacquered surface. Do this by regular sweeping and vacuuming and by installing barrier mats such as coir matting or a small rug inside and outside all external door ways.
- Protect all furniture with felt pads to avoid any scratching with movement.
- Wipe up any spilled liquids and avoid any standing water or liquid as wood will absorb liquid and expand which could affect the stability of the floor. Any stains should be removed while wet with a clean damp cloth.
- Avoid use of a wax or oil based detergent or household cleaners, these can be abrasive and damage or dull the surface and can leave a dangerous slippery film.
- We strongly recommend you only use a specific wood floor cleaner (like the Bona cleaner supplied). If using a mop and bucket with a suitable soap solution to clean the floor, avoid using too much water insuring the mop is almost dry before application.

### Lacquered floors – Cleaning

Vacuum, dry mop or sweep to remove any loose dirt or grit. If you vacuum use a soft brush on a suction only vacuum cleaner (do not use a vacuum cleaner with a carpet beater bar on wood flooring) If you use the wood floor cleaning pad to dry mop the floor remember to remove any loose dirt or grit afterwards. Rinse with water and wring out the pad thoroughly before cleaning with the wood floor cleaner. Lightly mist a workable area of your floor with the wood floor cleaner spray or spray the cleaning pad directly with wood floor cleaner. Thoroughly clean the area sprayed before moving on to the next area. When your cleaning pad becomes soiled, rinse it in water and wring out thoroughly before continuing cleaning. If the pad becomes excessively soiled, launder and replace it with a clean pad to avoid streaking.

**Remember: Always keep the amount of water used to clean the floor to a minimum.**