



## Product Guidelines

### Care & Maintenance

#### 1. Preventative Maintenance

Preventing a floor from becoming dirty or damaged is as important as cleaning it. If the level of soiling can be reduced then so can the level of cleaning and similarly, if a floor is not physically damaged it will remain in good condition for longer thus reducing costs for repairs etc. Initially, the matting available should be examined. Ideally, matting should be as large as possible and consist of two separate areas. The first area removes and allows the grit etc. to drop away from the surface whilst the second area absorbs and removes any moisture and fine dust that remains. Research has shown that between 70 – 90% of dirt, dust and moisture enter a building via foot or wheeled traffic.

In addition to matting protective feet on furniture should be in place on all stools, chairs, tables, etc.

Scratches and marks from patrons moving furniture are often an issue as these are dragged rather than being lifted. Similarly, if other items, such as PA equipment, are being used regularly then it is beneficial to try to introduce measures to reduce any physical damage which may occur.

#### 2. Cleaning

The following points should be considered about the ongoing maintenance process. It should be noted that a good standard of cleaning must be maintained to preserve the required slip resistance characteristics of the plank floor finish:

- All spillage etc. should be cleaned up as soon as possible and the floor surface left as dry as possible. A Bona Spray mop is a suitable convenient method for spot cleaning and the surface can then be dried with paper towels, etc. if required.
- Dust and grit should be removed from all floors daily. On larger floors, this may be achieved using a scissor mop or vacuum cleaner. Dirt and grit will potentially cause scratches if trafficked across a floor and surface dust can significantly affect the slip resistance of a floor, particularly when the floor is new or has been recently finished.
- All finishes will cut and scratch if a sharp object comes in contact with the floor. The presence on the floor of glass from broken bottles or glasses will both cut the finish / the wood and often 'plane' the finish from the surface. Where possible this should be reduced by the introduction of different types of glasses and the removal of glass bottles.
- Cleaning should be carried out wherever possible using a machine-based system i.e. buffing machine, scrubber drier, etc. with a tan pad.
- It is difficult to clean effectively in high-use areas with a mop. If this method is used the cleaning water should be changed very frequently and the mop kept as dry as possible. It is possible to use this method after low traffic periods or where 'spot' cleaning is required.
- On heavily used floors where normal cleaning seems unable to remove all of the dirt or marks it is possible to clean using a more aggressive pad i.e. a red pad or equivalent. Excessive continuous use of aggressive pads may dull or physically damage the surface of the floor.
- Day-to-day cleaning should be carried out using a low-solids neutral detergent, such as Bona Cleaner, to prevent cleaner residues from remaining on the floor.
- Regular maintenance should include cleaning the feet of furniture, wheeled trolleys, etc. to ensure that glass, grit, etc. are not trapped beneath them which could damage the floor.
- Floors where spillage of food, etc, may need to be cleaned occasionally using Bona Deep Clean to remove stubborn deposits and the build-up of grease and other deposits. Deposition of such materials may cause the surface of the floor to become slippery. The removal process usually would only be required infrequently, perhaps at 3 – 6 month intervals, dependent upon the use of the floor and the efficiency of the cleaning/maintenance process.

#### 3. Deep Cleaning

- Vacuum the floor using a soft brush head a couple of times to remove as much dust & grit as possible.
- Use a micro dusting pad to remove any residual dust or grit.



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- Spot cleans any over-spray in the isolated areas to avoid it being spread over the whole floor.
- Intensive Deep Clean - For a deep clean of flooring with residue smeared over the surface with Woca Intensive Wood Cleaner.  
[https://drive.google.com/file/d/1LewLGYmiixR6u5wOO35KLqw00XI6iLYE/view?usp=share\\_link](https://drive.google.com/file/d/1LewLGYmiixR6u5wOO35KLqw00XI6iLYE/view?usp=share_link)
- Final Clean - we recommend mopping the floors with a PH-neutral floor cleaner such as Bona. Attached is their "Maintenance of domestic timber floors" link which goes through the steps of best cleaning the floors. <https://www.bona.com.au/products/floor-care-residential> - also, see the link attached.  
<https://youtu.be/VM9Jb9LAdLU>  
<https://youtu.be/cQ-jLfLu5QM>  
<https://youtu.be/O9cAcODb1HM>

## 4. Maintenance / Refurbishment

Over time the nature and level of traffic may cause deterioration in the appearance of the floor. The floor should be examined frequently initially to determine whether maintenance levels are sufficiently high and keeping the floor in good condition with refurbishment planned as required dependent upon traffic levels. The frequency of the addition of applications of finish is directly related to the traffic levels and the efficacy of the maintenance procedures in place. Products such as Bona Timber refresher, Howards Restor A Finish, and Gillys -Australian orange oil can be applied to the floor to rejuvenate the flooring's natural beauty.

## 5. Spray Mop or Slightly Damp Mop ONLY

Spray mops are recommended. However, if you choose to use a traditional mop & bucket, ensure the mop is only slightly damp to provide an effective deep clean. After wetting the mop, wring it out and gently mop the floor. Wipe any excess moisture off the floor immediately after cleaning, using a dry mop or clean towel.

**CAUTION:** Never use steam mops or abrasive cleaners, steel wool, scouring powder, wax or polish on your floor. Steam mops are not recommended as they can cause damage to the coating and boards.

## 6. Cleaning Up After Your Pets

A small part of owning a pet is coming to grips with the messes they make. It's quite likely that you'll have to deal with urine on the floor at some point. Because pet urine can quickly damage your floors, cleaning the floor immediately and properly can assist in preventing permanent stains, and getting to the mess your pet has created very quickly. You wouldn't want their urine to soak in and dry out on the floor. Aside from cleaning, you may need to try deodorising the spot thoroughly. Make sure your pet can't smell their urine in that same area, as they may return to it again.

Because ammonia tends to smell like pet urine, avoid using it or any product that contains it. The use of vinegar/water solution is also not a good cleaning agent, as it encourages re-marking among pets. Because liquids tend to seep down and outward, clean a few more inches around the stain to ensure that you have deodorised the spot thoroughly. Keeping your pets' claws trimmed will assist in preventing scratches to your coating. Vigorous scratching to the coating or wear layer surface can result in damage & failure.

## 7. Replacing Furniture & Appliances

When replacing appliances or moving heavy furniture over the flooring, place our Maxsen Guard Floor Protection or underlay & cover with a wood panel under the object. Without moving the panel, slide or roll the object over it. Follow with additional panels as needed as this prevents scratches and dents. Ensure appliances are properly & professionally re-installed. Weight Restriction over a properly installed floor up to 200kg/m<sup>2</sup> is the maximum recommended weight capacity for all Maxsen flooring products. When positioning furniture or heavy objects, ensure the base or feet are placed and positioned in the centre of the boards and not directly over the joins to prevent damage from occurring. Keep in mind that heavy objects over a large area can restrict the natural movement of your flooring resulting in squeaking, gapping, cupping and board failure.

## 8. Use of Rugs & Furniture Protectors

Correctly fit appropriate felt pad protectors on the feet of chairs, loungers, tables and other furniture to avoid damaging your floor. Ensure that castors are felt-based and not plastic-based to prevent scratching and



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staining. Protective pads on furniture legs should be checked periodically to ensure that they are clean of grit and/or not in need of replacement. Failing to do this could result in scratches or damage to your new floor. In areas of excessive traffic and wear, make use of runners or area rugs. The use of protective mats at all exterior entrances will help stop sand and grit from coming onto your floor. Rubber-based furniture or rugs should not be used, as these may leach into the floor and stain the coatings. Move your rugs and mats regularly, to clean under them and allow the boards to be evenly exposed to UV light to naturally age evenly. Any areas of the flooring covered for extended periods will change colour.

## 9. Acids, Bleach and oils.

Items like Red wines and Tomato sauce are a problem for hardwood floors as they are acidic based. Acid can ruin the finish and cause an even bigger stain. Lighter floors can be a bigger problem than darker floors, as the darker wood is better at hiding the stain. If you spill wine or anything with a tomato base on your floors, the more quickly you wipe up the spill, the less damage is done. Use a dry, soft towel and pat the floor dry. Do not wipe, as this can cause the spill and stain to grow bigger, and may even push the stain deeper into your floors. A dry cloth is always better, but if the stain has already dried, you may need to use a little water to lift the spill. We do NOT recommend using any acidic cleaning products, like vinegar or hydrogen peroxide, no matter how natural, to lift stains. This will only end up ruining the finish even further. Plus if you end up damaging the floor surface, your floors will be even more vulnerable to further spills.

Avoid using chemicals like bleach, while bleach will likely disinfect porous surfaces, and may remove stains, it's possible that you could damage the wood or the finish, discolouring it or getting into the actual wood and damaging it. Cooking oils and greasy or oily foods can damage your wooden flooring. Oily body lotions and other beauty products can cause problems too by absorbing into the wood.

## How to remove oil stains from timber flooring

All our Australian Timber and oak flooring is coated at the factory with UV-cured coating to seal the surface. Unfortunately, certain chemicals and oils can penetrate the surface and absorb into timber flooring. I have attached a copy of our maintenance guidelines and also some links from a couple of websites showing that oils can be absorbed into coated timber products and different ways to remove oil stains from timber and timber floors.

<https://www.maid2cleanpa.com/get-oil-stains-out-of-wood>

<https://www.wikihow.com/Clean-Oil-Off-a-Wood-Floor>

<https://floorcritics.com/how-to-clean-oil-off-floors/>

### Steps to tackle the stain:

Pour a layer of baking soda that's ¼ inches thick on the affected area

Leave the powder on the oil stain overnight to absorb it

Then vacuum up the powder

Next, mix a drop of dish liquid in a bowl of water

Dip a soft scrub brush into the solution and scrub the stain

Use a dry cloth to dry the area

Don't use a hard-bristled brush on the oil stain, because you don't want to scratch your floors.

## 10. Climate Control - Heating & Cooling

When possible, optimum performance is recommended to set the indoor temperature consistently between 18°C to 27°C with a relative humidity of 40% to 60%. Maxsen Floors recommends purchasing a thermometer and hydrometer to monitor the temperature and humidity in your home. The use of internal cooling & heating systems such as air-conditioning, ducted heating, heaters and fireplaces, etc. must be monitored & regulated to prevent an excessively dry environment, and ensure the direct heat on the floor does not exceed 35°C This will affect the performance of your floor if not controlled. Always good to open up your house during the day, even if it is just for a short period to let the natural airflow through.

The use of permanently fitted air purifiers, humidifiers & dehumidifiers can create more comfortable and controlled living conditions.



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**HOT DRY TIMES** - There are a few simple things that can be done, can reduce your floor losing moisture during hot dry times: bowls of water, water left in the sinks, fish tanks and/or pot plants will all add moisture to the air, keep blinds and curtains closed, where possible and use a humidifier or atomizer (mist spray). If boards lose too much moisture some gaps may appear from under the skirtings or in doorways during natural movement.

**WET MOIST TIMES: A few simple things** can be done, which can reduce your floor gaining moisture during wet and humid times: use of evaporative air-conditioning, heating systems, and dehumidifiers can all be used to control temperature and humidity. If an excessive amount of moisture gets into the boards, they will start showing signs of knots getting darker, rippling in the coating and cupping in the boards.

**EXTREME WEATHER CHANGES** Changes in seasons, bushfires, floods and droughts all cause a change to the installed environment and flooring will be influenced by these changing conditions, as above.

**LOCKING UP YOUR HOUSE FOR LONG PERIODS** If your house is locked up over Christmas or hot months for extended periods, ensure there are some coverings on the windows and that the house is ventilated during this time. Oven-like conditions can be created when houses are closed up for extended periods in warm weather and your floor will react to this changing environment.

## 11. Removing Paint or Adhesive from the surface

1. Use a paper towel, You can put a drop of dishwashing soap on damp paper and wet every part of the stain. Consider rubbing back and forth for a couple of minutes and wipe out the stain using a dry and absorbent rag. The paint should now be easy to lift off the floor due to softening by the soapy water.

2. If soap and water aren't doing the trick, try rubbing alcohol instead. Rubbing alcohol can help break down even stubbornly dried bits of paint without damaging your floors (just make sure not to use too much, to avoid damage or dulling the surface).

## 12. Repairing Scratches

Your flooring is coated with a strong protective wear Layer. The sliding or movement of unprotected furniture, grit or sharp objects across the surface could cause scratches. When scratched, this hardness layer reflects light and appears white. Contact your retailer or visit our website [www.Maxsenfloors.com.au](http://www.Maxsenfloors.com.au) for recommended products for surface repairs that help to prevent the light from reflecting off the coating scratches.

## 13. Replacing Boards

If any major damage occurs, boards can be replaced subject to availability. Boards can be unclicked or cut out, and new boards can be re-laid. Modification of boards and adhesive may be used during the repair of your flooring. Please note that some colour variation can be expected due to the natural aging process and natural variation in replacement boards.

## 14. Re-Coating or Extra Protective layer

European Oak, Australian timber and Bamboo flooring have the option to be professionally or DIY recoated or additional coatings applied to either restore or protect its original finish with many available coatings on the market. Bona as supplies a range of refresher coatings suitable for Vinyl, Laminate, Hydro and hybrid.

[www.bona.com.au](http://www.bona.com.au) Alternatively, you can contact Electrodry

<https://www.electrodry.com.au/services/wood-floor-refinishing/> or similar professionals to manage your requirements.

## 15. Aging Process

Your flooring is a natural product and the board colour becomes richer and darker as the board age. Your flooring that arrives in cartons may be lighter or darker than the sample in-store, depending on the age and position of the display sample.

## 16. Leaks or Moist Areas

Any leaks must be attended to and rectified immediately. Failure to attend to leaking pipes or moisture entering from outside your house could result in problems with your floor.



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## 17. Sunlight & UV Protection

Despite its health benefits, sunlight can also cause damage to both skin and materials. Constant and direct sunlight (especially on Northern facing windows in Australia) is an undeniable force. It can fade almost any product in your home, including furniture, carpets, paint, electronics, plastics, and more.

## 18. Does Sunlight Cause Changes in Wood Floors?

Maxsen Floors flooring can fade when exposed to direct sunlight for long periods. Even if you're purchasing a floor with the UV protection layers included in our Accuseal Ultra Finish System, you still need to take steps to protect your beautiful new floor from potentially damaging sunlight. Direct sunlight can slightly fade or darken your floors over time due to the UV radiation in the sun's rays. The extent of damage that will appear depends on several factors. One of those is the amount of sunlight that hits the floor. In sunnier states, particularly in summer, the effects will be stronger than during the winter of cooler states.

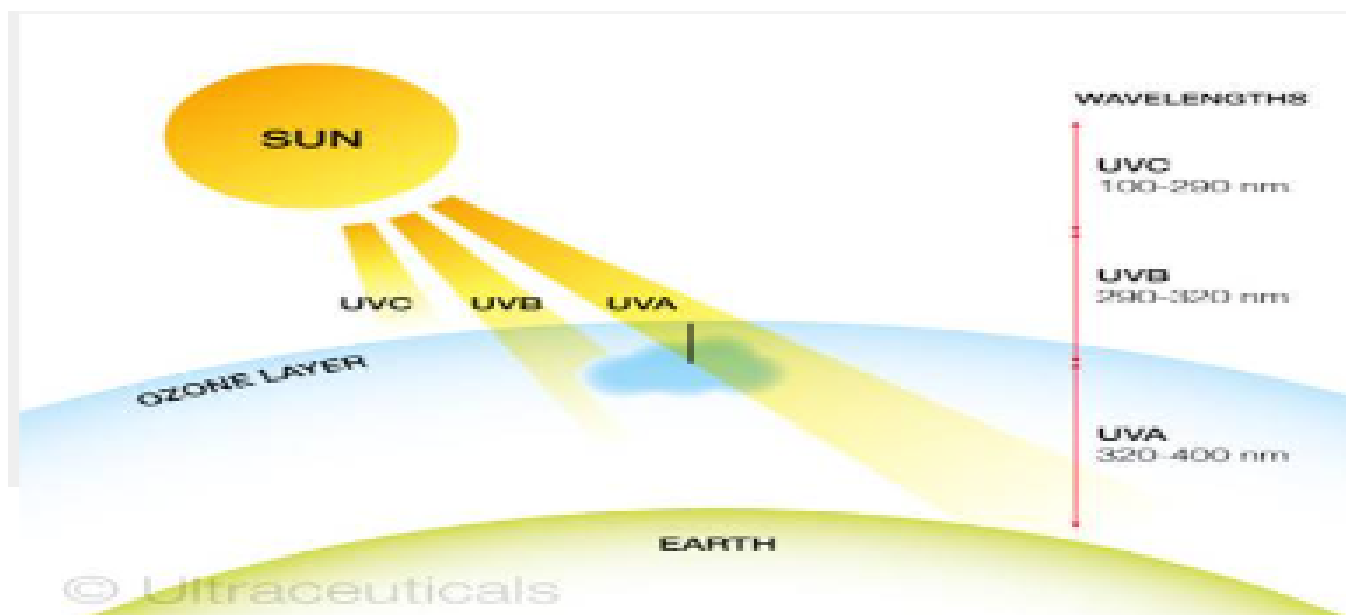
Another factor is the type of wood your floors are made of. Oak tends to get darker with aging as the UV light burns the wood. Other woods will lighten after extensive sunlight exposure. UV rays can also have a yellowing effect on hardwood and any protective film or finish added to it.

## 19. Sunlight, UV Rays, and Plank Floors

The sun emits radiation. Photons stream from the Sun to our Earth in the form of ultraviolet light. These waves of energy are measured by the length of the distance between the wave peaks. There are three different lengths of ultraviolet light:

UVA, UVB, UVC & UVA have the longest length of waves and then comes UVB and UVC. All UVC and most UVB waves are absorbed by the Earth's atmosphere. Thanks for the assistant atmosphere! But the UVA and some of those UVB waves get through the atmosphere. These are the troublemakers that affect the chemical structure of the wood and change the wood's colour.

All hardwoods are made up of carbon, hydrogen, and oxygen to create lignin and cellulose. Lignin makes plants rigid and woody. Cellulose is what makes plants stiff and upright. Researchers have discovered that ultraviolet light causes lignin to turn yellow, and the more exposure the wood gets, the more the lignin is affected. Simultaneously, the UV radiation increases the amount of cellulose in the wood and creates free radicals. So, if you start with lots of lignin, the wood gets lighter. Otherwise, it gets darker.





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## When the Risk is Highest

The risk of sunlight damage to Plank floors is highest when the UVA and UVB waves are the strongest. In Australia, this is:

Between 10:00 a.m. and 4:00 p.m.

Spring and summer months

Latitudes are closer to the equator.

Higher altitudes

Sunny days

But that doesn't mean the UV light coming through windows in a beach house on a cloudy day can't damage the floors. It can.

Windows that face north get more light exposure than windows that face south. Any window shaded by a porch or an awning decreases UV exposure as the light is deflected. So, what can you do?

## How To Prevent Fading From Sunlight On Plank Flooring

### Tip #1: Purchase Plank Flooring with UV Protection

The best offence is a good defence. That works in more than sports. A multi-layered system will give you water and scratch resistance protection and some UV light protection. It's like a layer of SPF 10 on the wood. But you can't stay in the sun all day with SPF 10 and not get burned. Likewise, you can't expect the manufacturer's flooring finish to provide all the UV light protection you need, no matter how awesome it is. So, you've got to do a few other things.

### Tip #2: Periodically Move Furniture

Once again, the best offence is a good defence. Rearrange the furniture so that different portions of the floor are exposed to UV light, and the shade of the furniture protects different portions. Keep in mind that the light comes in different windows depending on the time of the day. Furniture sliders make this job easier than you think. Keep the sliders under the feet of your heavier pieces of furniture at all times, and when it's time to Feng Shui the furniture, they'll glide much more easily. Sliders make moving furniture so easy you may even do it more often. More than your floors will thank you for this. Upholstered couches and chairs, lamps, and coffee tables will appreciate getting a break from their sunbathing routine. Rugs will also welcome a field trip to another part of the room or house. Speaking of rugs.

### Tip #3: Select Rug Mats that Won't Mark the Floor

Coconut coir and jute are awesome for scraping that dirt and mud off the bottom of your shoes. They are perfect outside the door. But when it comes to inside the house, use rugs and mats with a natural rubber backing. Sure, hardwoods are "hard," but that doesn't mean that the grinding action created when people walk on a rug won't scratch the finish. Protect your floors from your rugs and runners with pads made from rubber. Better yet, get a rug or runner with a natural rubber backing. Rubber grips are better than PVC-based pads and backing, so it puts the brakes on sliding. PVC can also stick to the wood and mark the surface where natural rubber does not. Marking the finish isn't exactly the performance you desire in a product put down for protection.





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#### **Tip #4: Cover Your Windows to Keep UV Out**

For dwellings under construction or where window coverings are not yet fitted, it is recommended to cover the windows with Black Builder's plastic.

The easiest solution is to keep the harmful UV rays out, to begin with. You can do that with

Curtains and draperies

Blinds, shutters, and shades

Window film

Windows with Low-E glass

#### **Curtains and Draperies**

Nothing makes a room look finished like a set of draperies or curtains. They are essential in setting the style and feel of the space. Whether you go with drapes or curtains, you'll get some level of UV protection. From blackouts to sheers, the amount of protection you get depends on the fabric and density. Drapes and draperies are panels of fabric with a lining. They are pleated at the top of the panel and hang to the desired length from a rod. Think of them as black-tie attire for your windows. Curtains are ready-to-wear panels of fabric that don't have a lining. Because they aren't lined, they are thinner and lighter than most drapes. They also hang from rods and can cover the entire window or just a portion. You can even pair curtains with blinds for a double layer of UV protection.

#### **Blinds, Shutters, and Shades**

Good news! The same blinds, shutters, and shades you use for decor also block harmful UV radiation. Blinds have horizontal or vertical slats. Shades are made of fabric or fabric-like material. Blinds and shades are installed at the top of the inside of the window. Shutters are blinds that are installed on the window frame. When it comes to blinds, shutters, and shades, you have almost as many options as drapes and curtains.

This includes:

Vertical blinds

Plantation shutters

Horizontal blinds

Roman shades

Venetian blinds

You can even buy doors with the blinds or shades already installed between the panes of glass.

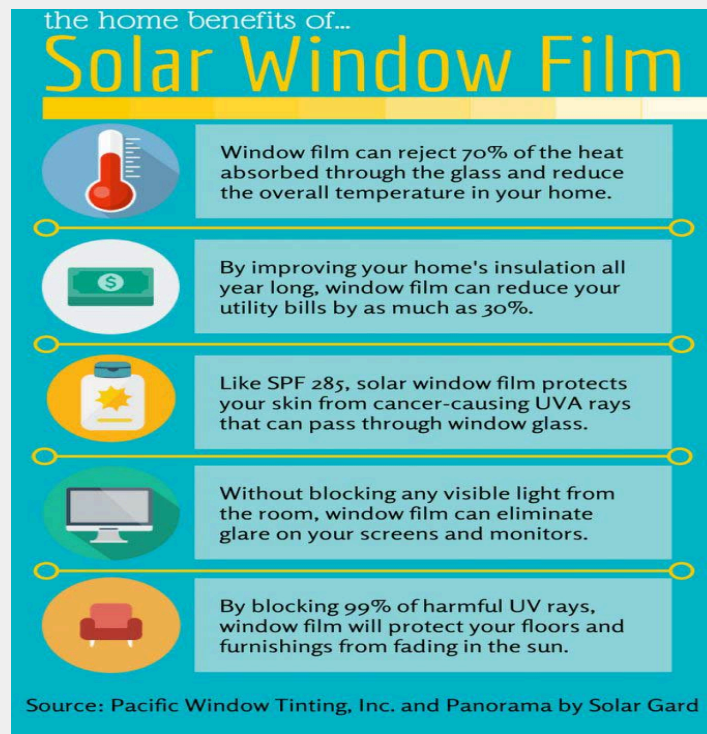
#### **Window Film**

Window film reduces UV light and insulates as well. There's DIY window film, or you can hire a professional. Window film is a thin coating that is applied to the windows. It stops the UV radiation without stopping the light. That makes it a great option if you want to keep using natural sunlight to create an eco-friendly indoor sanctuary without fading your floors or furniture.

Like other window coverings, this can also help keep your room cool in summer. So, not only are you saving your floors and furniture, but you're using less energy and saving the planet too. Go you!



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### Windows with Low-E Glass

If it's time to replace the windows in your home, investigate windows with Low-E glass.

Major window manufacturers create Low-E glass by applying glazing to the inner or outer panes of the glass.

**U-value:** This measures the heat loss from a u-value of a window indicates heat loss. Look for a low number.

**Solar Heat Gain Coefficient:** This tells you how much solar heat is transmitted through the window. This is another number you want to below.

**Visible Light Transmittance:** The measure of the amount of sunlight coming through the window. You must balance this number against the other two numbers. What good is a window if it doesn't allow any light through?

Low-E windows will cost a bit more (10% -15%) upfront. But, over the life of the window, it's going to save you much more. Savings come from

Reduced energy costs for heating

Reduced energy costs for cooling

UV damage to upholstered furniture and other fabric-based décor

UV damage to bamboo flooring, hardwood flooring, or carpet.

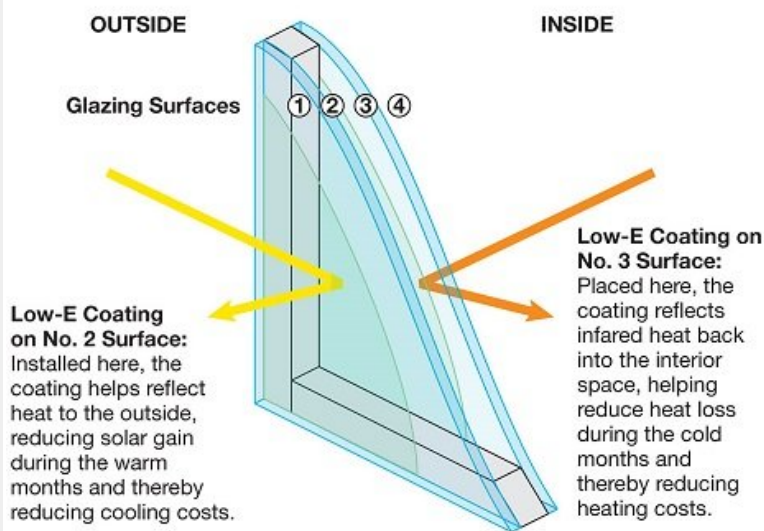
So, keep this option in mind next time you shop for windows.





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## Low-E Coatings & Performance



### Plank Flooring and Sunlight Summary

Sunlight from doors and windows causes Plank flooring to change colour. Depending on the plank, UV light can make the wood lighter or darker. Sunlight also damages wood flooring over time. This discolouration and damage aren't attractive and must be prevented. But you don't want to live in a dark house (unless, of course, you are a vampire)

### Prevent the damage by

Purchasing flooring with UV protection

Periodically moving furniture

Using window coverings like blinds, shades, shutters, drapes, and curtains

Installing window film to reduce UV light

Use windows with Low-E glass to replace existing windows.

Also, keep in mind when the UV light is the strongest, and use your window coverings during these periods.

### Further Information

Further information on any aspect of the guideline can be obtained from;

[www.maxsenfloors.com.au](http://www.maxsenfloors.com.au)

