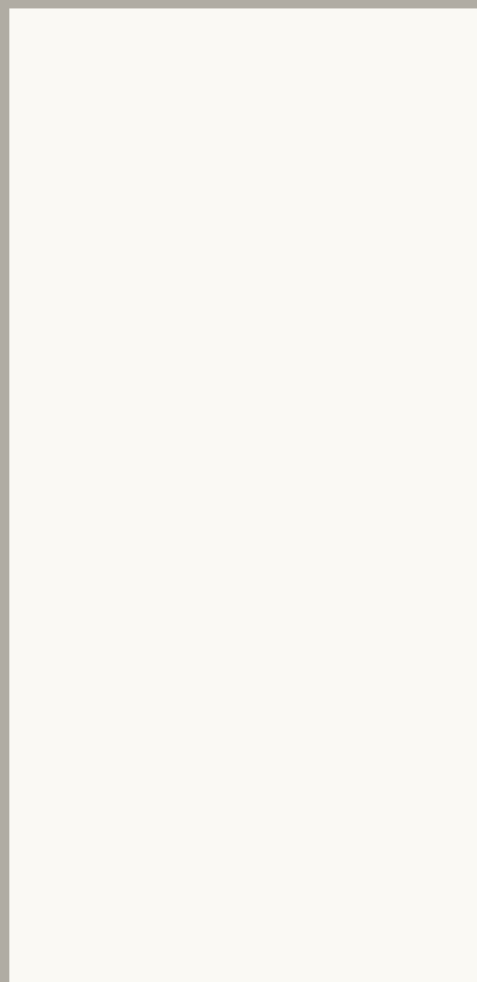
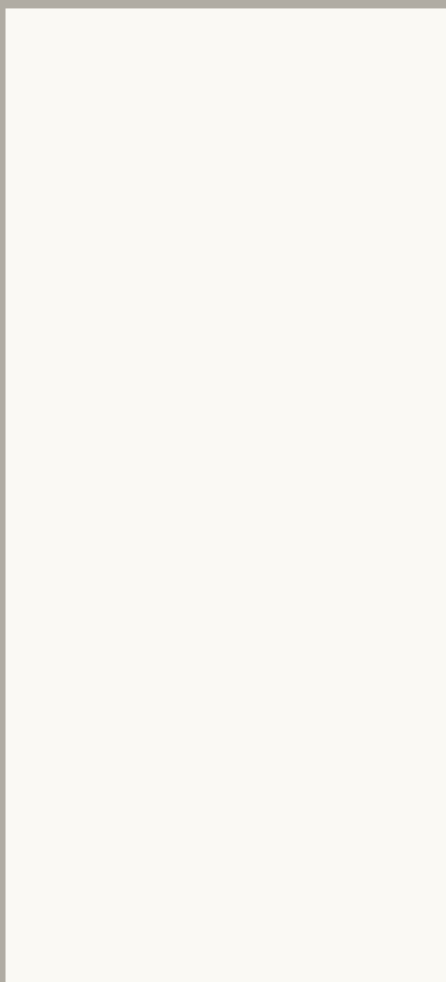


## Alor Cabinetry & Panelling

FOR USE WITH ALOR PRODUCTS ONLY



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# CARING FOR YOUR TIMBER





Timber is a natural product that is affected by its surrounding conditions. It is important you read and understand the section below to maximise the lifespan of your new timber veneer products.

1.1	Maintaining a Stable Climate	07
1.2	Protecting Against Excessive Sun/UV Exposure	08
1.3	Simple Ways to Protect Your Timber	08

## 1 . 1

# MAINTAINING A STABLE CLIMATE

**Timber is hygroscopic and reacts to the conditions it is placed in.**

Hygroscopic means that a material (i.e. timber) absorbs or releases water from/to the surrounding environment. Therefore, it is important that conditions are controlled to prevent excessive movement in the product. The below are two factors that need to be maintained to control indoor conditions. Read our guidance on the recommended temperature and humidity levels for areas where timber is installed.

---

### Ambient Temperature

It is recommended to maintain an average internal ambient temperature between 16 °C and 27 °C, as temperatures outside this range can increase the risk of product movement and the formation of hairline cracks in the veneer. The Ministry of Social Development further advises keeping the internal temperature within 18 °C to 21 °C for optimal conditions. Additionally, Alor must not be positioned near heat sources that could cause the surface temperature to exceed 70 °C, as this may compromise the integrity of the material.

---

### Ambient Relative Humidity

An internal relative humidity of 40% to 60% is ideal for timber, as deviations outside this range increase the risk of product movement and hairline cracks in the veneer. Humidity levels below 35% or above 70% can accelerate veneer degradation. To maintain stable conditions, the use of a humidification or dehumidification system is strongly recommended. BRANZ also advises maintaining relative humidity within this range for optimal occupant comfort. While Alor features a durable, easy-to-clean UV lacquer, it is not recommended for general use, it should be avoided in environments where relative humidity is expected to exceed 70%, such as saunas, pool rooms, or unventilated laundries.

---

## 1 . 2

# PROTECTING YOUR TIMBER AGAINST EXCESSIVE SUN/UV EXPOSURE

**Protect timber surfaces from excessive sunlight and UV exposure to preserve colour, finish, and long-term integrity.**

Thoughtful care ensures your timber surfaces retain their natural warmth and beauty for years to come. Prolonged exposure to direct sunlight or strong UV light can cause gradual colour changes or fading.

By managing light exposure, you safeguard both the aesthetic and structural integrity of your timber surfaces, keeping them looking as refined as the day they were installed.

---

## Surface Temperature

It is important to protect the timber from extreme temperatures. Floor-to-ceiling windows coupled with the New Zealand sun have been known to create surface temperatures of over 70 degrees Celsius. It is recommended for homeowners to keep the surface temperature below 45 degrees Celsius when exposed to direct sunlight as there is a higher likelihood of cupping and warping, rapid deterioration of the product coating, and excessive fading if temperatures exceed this 45 degrees regularly.

---

## Protecting Against Surface Fading

While timber is a natural product and some colour change is inevitable over time, failure to protect your timber surfaces against the effects of UV will result in extreme colour change and shorten the lifespan of its coating.

- Timber is affected by UV light; a process known as oxidation. Timber left exposed to direct, unfiltered UV rays will noticeably change in colour in the first 1-3 months. Changes in appearance may include darkening, lightening, or yellowing of the timber.
- To prevent oxidation, ensure coating longevity and structural integrity, we recommend UV-protected windows (at a minimum) and drapes or blinds.

Note: If you have any areas of timber which are exposed to direct UV exposure, we recommend taking practical measures such as using blinds and/or sheer curtains during daylight hours to prevent the surface temperature from exceeding recommended temperatures.

---

## 1 . 3

# SIMPLE WAYS TO PROTECT YOUR TIMBER

**Simple, consistent care helps protect your timber surfaces, preserving their natural beauty and performance over time.**

Here are some common scenarios and recommendations on what you can do to keep your timber looking as good as new for years to come:

---

### Furniture & Shelving

Alor is not recommended for use as high use horizontal surfaces.

We recommend placing a barrier between the item and the veneer, such as a coaster, felt pad or placemat.

Lift and place items in a new location. Do not drag, drop, haul or push homewares and furniture appliances, utensils or decorative homewares against the surface of your Alor Cabinetry.

Keep an eye on debris and dirt that could hide on surfaces. If this gets caught between the item and the veneer surface, it could produce scratches when moved.

---

### Cabinetry Internals

Alor is not recommended for use as high use horizontal surfaces.

We recommend placing a barrier between the item and the veneer, such as a coaster, felt pad or placemat.

Lift and place items in a new location. Do not drag, drop, haul or push homewares and furniture appliances, utensils or decorative homewares against the surface of your Alor Cabinetry.

Keep an eye on debris and dirt that could hide on surfaces. If this gets caught between the item and the veneer surface, it could produce scratches when moved.

Clean up spills immediately.

---

### Kitchen, Laundry & Bathroom Cabinetry

Alor veneer panels are not suitable for use as horizontal surfaces in wet areas, and care should be taken when installed near sinks, cooktops, or other high-moisture or heat sources. Spills should be wiped up immediately to prevent moisture ingress at panel edges or joints.

To preserve the finish, always use protective barriers such as coasters, placemats, or trivets under hot or wet items. Avoid prolonged contact with standing water, steam, or damp materials such as towels or dishcloths.

In high-humidity environments like kitchens and laundries, ensure effective ventilation to maintain a stable microclimate. Connecting the ventilation fan to the light switch is a simple way to improve air exchange, helping to remove humidity after use and reduce stress on cabinetry materials and finishes.

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**Living Room, Home Office, Bedroom & Wardrobe Cabinetry**

Alor veneer panels perform best in dry, stable environments such as bedrooms and wardrobes, where consistent temperature and humidity help maintain surface integrity. Avoid placing panels in direct sunlight for prolonged periods, as UV exposure can alter colour tone over time.

Use soft, dry cloths for regular dusting and a slightly damp, non-abrasive cloth for cleaning if needed. Avoid harsh chemicals, polishes, or silicone-based products that may dull the finish.

Protect veneered surfaces from sharp objects, jewellery, or metal fittings that may cause scratches, particularly on headboards, shelving, and wardrobe organisers.

Ensure adequate airflow around enclosed cabinetry to prevent trapped humidity and allow materials to acclimatise naturally.

---

**Feature Panelling**

Alor veneer panels bring warmth and visual texture to wall and ceiling applications.

To maintain their natural beauty, ensure panels are installed in stable environments away from persistent moisture, direct sunlight, or excessive heat sources, which can cause fading, warping, or delamination over time.

Regular light dusting with a soft, dry cloth helps preserve the finish. If needed, use a slightly damp, well-wrung cloth for cleaning — avoid solvents, ammonia, or silicone-based products.

Avoid other hard furniture items sitting hard against the wall or ceiling, to reduce the risk of scuffing and scraping. Use care when moving hard furnishings around the panelling. Consider using bumper pads where required.

For ceiling applications, ensure adequate ventilation and consider thermal movement in design detailing. In feature wall installations, avoid blocking ventilation behind panels and allow for minor expansion gaps where panels meet other materials. These small details help maintain stability and alignment, ensuring the surface remains refined and true to its intended appearance.

---

# CABINETS AND PANELLING CLEANING & MAINTENANCE





Regular care keeps timber surfaces looking their best and performing beautifully over time. Gentle, consistent cleaning helps preserve the natural texture and finish of the veneer while preventing the buildup of dust or surface wear. Using appropriate products and soft materials ensures the surface remains smooth and lustrous without damage. With mindful maintenance, your veneer retains its warmth, character, and timeless appeal for years to come.

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## 2 . 1

# EVERYDAY CLEANING & CARE

### **Routine care preserves the appearance, performance, and longevity of your timber surfaces**

Over time timber cabinetry may accumulate finger marks, grime and smears, etc. It is best to treat these as they appear, to avoid a build-up over time which could be harder to remove.

#### **Daily**

Timber cabinetry should be cleaned as often as it appears dirty. It is recommended to dust the product prior to cleaning (especially if the surface of the product is textured) using a microfiber dusting cloth.

Wipe Spills & Splashes immediately.

#### **As Required:**

Generally a dry microfibre cloth can be used to dust and wipe down the area.

Where more attention is required, a mild pH neutral multi-purpose cleaner, such as Eco Store Multi-purpose cleaner, is suitable for most wood cabinetry with a polyurethane lacquer. When cleaning, ensure your cloth or cleaning pad is damp to the touch (not dripping wet), as excess water can lead to coating issues as well as swelling of the product.

If using a spray cleaner, spray it onto the cloth, not the timber veneer.

Always use a cleaning product that is non-abrasive and approved for the type of finish on your cabinetry and test the product in an inconspicuous area first.

Forte do not take responsibility for the maintenance regime for Alor unfinished as there are different cleaning and maintenance requirements for certain lacquers and finishes. Please refer to the coating supplier for information on the best products to use.

Please note: for commercial projects we can supply personalised cleaning programmes as part of the Forte Aftercare Service. Enquire with our team for more information

Refer to section 3.1 for recommended cleaning products

#### **Avoid Using:**

- Ammonia-based cleaners (e.g., glass cleaners like Windex) – these can dull or damage the coating.
- Abrasive cleaners or scouring pads – they can scratch the veneer surface.
- Solvent-based products (like turpentine, acetone, or mineral spirits) – these can soften or strip the finish.
- Bleach or harsh disinfectants – can discolor or degrade the coating.
- Steam cleaners – the high heat and moisture can damage veneer and cause delamination.

## 2 . 2

# MAINTAINING YOUR TIMBER VENEER SURFACES

Thoughtful maintenance ensures your timber veneer continues to enrich spaces with warmth and character.

### Repairs and Touch Ups

Our colour-matched and clear lacquer touch-up accessories are designed to for use with our veneer panels. They make minor marks, edges, or installation imperfections easier to repair. These accessories ensure long-term durability while maintaining the panel's premium, consistent appearance.

Medium to major scratches or dents will require removal of the damaged plank and installation of a new one. This should only be carried out by a professional panel installer.

Please contact our aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz) for recommended cabinet makers in your area.

Refer to section 3.2 for recommended Care Products



USING THE TOUCH UP LACQUER PENS

CATEGORY	BEST PRACTICE	RECOMMENDATIONS
TOUCH-UP STEP 2	Shake pen to mix lacquer	Ensures consistent colour
USING TOUCH- UP PEN	Prime nib gently	Press until lacquer flows
	Apply in light, even strokes with the grain	Build up finish gradually
	Dry 10–15 min between coats	Multiple thin coats are better than one thick coat
TOUCH-UP STEP 3	Let final coat dry 30–60 min	Allows proper curing
FINISHING TOUCHES	Level with 2000-grit or polishing pad	Only if needed
	Buff with microfiber cloth	For seamless blend

APPLICATIONS FOR LACQUER TOUCH UP PENS

FINISHING / REPAIR TYPE	SUITABILITY	RECOMMENDED SOLUTION
Minor Chips or scratches to the face of the panel	Yes	–
Wear and tear on the edges	Yes	–
Sealing Wet Area Surfaces	No	Alor is not recommended for Wet Area Surfaces
Blending Gradients or Grain Patterns	No	We recommend a Colour Matched Lacquer/Polyurethane or Hardwax Oil System
Large Damaged Areas	No	Replace the Panel, or seek repair from a surface repair specialist. Contact Forté for more details
Structural Repairs	No	Replace the Panel, or seek repair from a surface repair specialist. Contact Forté for more details

## 2.3

## REMOVING DUST AND SURFACE MARKINGS

**Promptly removing dust and stains preserves the appearance and longevity of your timber surfaces**

Keeping your timber veneer surfaces free from dust and stains is key to maintaining their natural beauty and refined finish. Gentle cleaning prevents surface buildup, while timely attention to spills or marks helps avoid permanent discoloration or damage. Using appropriate, non-abrasive products ensures the surface remains smooth and lustrous, allowing the timber to retain its warmth, character, and elegance over time. By incorporating simple cleaning habits into your routine, your panels stay looking fresh, vibrant, and beautifully cared for.

---

**Gib Dust**

Gib dust can be quite a challenge to remove from your timber.

- Do not wet the timber as this can cause the gib dust to reset and cement onto your timber.
- Use a good vacuum with a soft bristle brush head to remove the dust from the deeper grain.
- With a bucket or container have warm water and wash the timber with a clean rag ensuring you change the bucket solution and the rag every 2-3m<sup>2</sup>.

Please ensure you don't over soak your timber and have a second rag to wipe up the excess. The timber should dry within 2-3 minutes.

Alternatively, for the best results, we suggest touching base with a trained Bona Scrubber Specialist who can professionally deep clean your timber.

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**Paint Spots and Adhesive Marks**

Firstly take as much of the excess off with a sharp blade, then try using a clean rag and methylated spirits and gently rub over the stain. (Too much methylated spirits can weaken the surface, use enough to just break down the adhesive or paint) For anything that is embedded into the grain use a toothpick or needle.

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**Tape Marks**

For tape residue just use a clean rag with a solution of 50/50 methylated spirits and water. Ensure you don't over soak your timber with the 50/50 solution and wipe up any excess.

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**Stubborn Spots, Oil Spots, or Sticky Spills**

Use a mild, neutral based soap with warm water and a soft cloth, working along the grain

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Please feel free to seek further advice and guidance from our aftercare team [support@forte.co.nz](mailto:support@forte.co.nz)

## 2.4

# SHALLOW DENTS AND SCRATCHES

Carefully treat imperfections to restore the smooth, polished appearance of timber surface.

While veneer timber is an excellent option for durability, they can still get scratched. There are several ways to make the damage less noticeable - and less likely to cause further issues. We recommend using a surface repair expert or your cabinet maker to conduct this repair.

### Taking Care of Shallow Dents and Scratches

---

#### Lacquer Finishes

If it's a small surface scratch you could use the Alor Lacquer touch up pen. This should disguise the white mark and seal in any exposed timber.

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#### Alor Scratch Repair Pen

A car scratch repair pen can be used for very shallow scratches - it will not fill the scratch, but can provide a coating like a polyurethane or lacquer. Draw over the scratch with a Mantis scratch repair pen, wipe off any excess liquid from the edges of the scratch if required, and allow to dry.

---

#### Wax or Crayon Repair

A wax pen is a longer-term solution for most scratches, from minor to serious. Lightly sand the area to be repaired with an abrasive pad to ensure adhesion of the wax. Sweep the wax pen over the scratch several times. Burnish the surface with rags to remove any wax pen excess.

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#### Medium Scratches

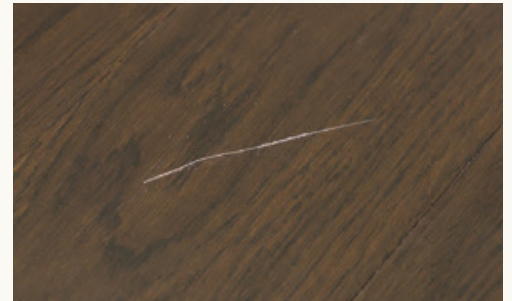
For medium scratches or small dents, you could look at wax filling these. Briwax Filler Sticks are what we recommend. Just look for the shades that are a close match to your timber.

Please see [video link](#) on how to use these wax filler sticks.

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DENT



SCRATCH

Alternatively, email [support@forte.co.nz](mailto:support@forte.co.nz) with photos of the dent/scratch and any information about how the damage occurred for more specific advice.

For more information, please refer to [www.forte.co.nz/advice/tips-and-tricks-to-repairing-scratches-on-timber-flooring](http://www.forte.co.nz/advice/tips-and-tricks-to-repairing-scratches-on-timber-flooring)

## 2.5

# DEEP DENTS AND SCRATCHES

**Entrust a professional to safeguard the beauty and longevity of your timber.**

While minor marks can often be treated with care at home, more significant dents or scratches require professional attention to maintain the veneer's finish and durability. Engaging a skilled specialist ensures repairs are carried out correctly, blending seamlessly with the surrounding surface and preserving both the appearance and structural integrity of the timber. By relying on expert guidance for deeper damage, you protect your investment and keep your timber surfaces looking refined and flawless for years to come.

### Taking Care of Deep Dents and Scratches

To ensure a good result, we recommend you engage a surface repair expert or your cabinet maker to conduct this repair.

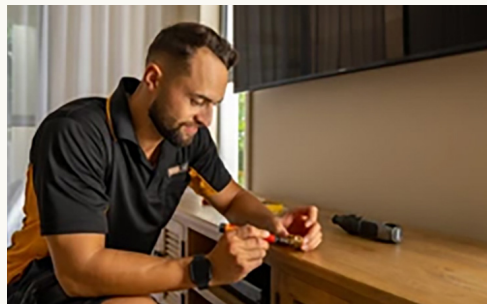
For shallow dents (the veneer is intact and fibres are only compressed): Some experts suggest using a hot iron over a damp cloth to re-hydrate and slightly swell compressed wood fibres, helping the dent lift.

For dents where the veneer is torn, chipped, or the core beneath is damaged: Specialists recommend filling the area with a wood-compatible filler, then sanding, staining, and refinishing to match the surrounding surface.

If the veneer has lifted, bubbled, or delaminated, the repair may require gluing and clamping the veneer back down.

In some instances, such as when there is extensive damage, it may be necessary to replace the affected panel.

Talk to your expert about what will be the right solution for your situation.



Alternatively, email [support@forte.co.nz](mailto:support@forte.co.nz) with photos of the dent/scratch and any information about how the damage occurred for more specific advice.

For more information, please refer to [www.forte.co.nz/advice/tips-and-tricks-to-repairing-scratches-on-timber-flooring](http://www.forte.co.nz/advice/tips-and-tricks-to-repairing-scratches-on-timber-flooring)



## 2 . 6

# MAJOR DENTS AND SCRATCHES

**Severely damaged panels are best renewed to maintain a flawless, enduring surface.**

In cases of significant dents or scratches, panel replacement is the most effective way to maintain the quality and visual appeal of your timber surfaces. This approach restores the seamless finish, structural integrity, and natural beauty of your installation, ensuring the overall design remains flawless. By addressing major damage with a full panel replacement, you preserve both the performance and the elegance of your veneer, keeping every surface looking as intended for years to come.

---

### **Taking Care of Major Dents and Scratches**


Major damage will require removal of the damaged panel and installation of a new one. This should only be carried out by a professional cabinet maker or installer.

In the event a panel requires replacement, some variation in colour or grain may be visible between production batches. This is inherent in pre-finished products and natural timber veneer. Forté's Support Team is available to assist your trade professional in achieving a close visual match.

Please contact our aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz) for recommended specialists in your area.

# RECOMMENDED PRODUCTS





Selecting the right products can make all the difference in preserving the natural beauty and performance of timber surfaces. Thoughtful choices help support gentle cleaning, protection, and upkeep without compromising the finish. By using materials and tools suited to the unique characteristics of veneer, you can maintain both the aesthetic and longevity of your panels, allowing them to continue to enhance your space with minimal intervention.

## 3.1

# CLEANING PRODUCTS

**Use recommended products only to ensure optimal cleaning and repair without damaging your timber veneer surfaces.**

We recommend the following products when cleaning or repairing your Alor Cabinetry Panel or Panelling to keep it looking beautiful throughout the years. Other products may lead to inferior results or leave harmful residues.



ecostore Multi-Purpose Cleaner



ecostore Multi-Purpose Cleaner Refill Concentrate



ecostore Multi-Purpose Kitchen Cleaner

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## 3.2

## CARE PRODUCTS

**For maintaining your Timber Surface, we recommend a two-step approach to care.: Prevent and Repair.**

Proactive care is the foundation of maintaining your timber surfaces, helping to protect their natural beauty, finish, and longevity from everyday wear and environmental effects. Simple, consistent practices—like gentle cleaning, dusting, and shielding from excessive sunlight—ensure the veneer remains vibrant and resilient.

Reactive repair complements this approach, addressing minor marks, scratches, or stains as they occur to restore a flawless appearance before they become more noticeable.

Together, proactive care and reactive repair form a balanced, thoughtful routine that preserves both the elegance and performance of your timber for years to come.



### **Clear Finishing Lacquer Pen**

A clear 11ml lacquer pen in matching Alor colours, used to touch up and repair panels, including touch-up's required after edgebanding.



### **Coloured Finishing Lacquer Pen**

A pigmented 11ml lacquer pen in matching Alor colours, used to touch up and repair panels, including touch-up's required after edgebanding.



### **Flexi Felt® Protective Felt Pads**



### **Briwax Filler Sticks**



### **Picobello Premium Timber Repair Kit**

# ACCESSORIES CARE





Attention to the finer details ensures the character of Alor endures. The subtle meeting of edges, the quiet precision of joins, and the soft sheen of well-kept finishes all reward gentle care. When treated with the same consideration they were crafted with, these elements age gracefully—retaining their harmony and refined presence within the space.

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## 4 . 1

# EDGE BANDING & COVER CAPS

**Care for natural surface edge banding and cover caps in the same thoughtful way as timber surfaces, ensuring both beauty and performance are preserved.**

Forté's natural timber surface edge banding solutions share the same character and sensitivity as your cabinetry faces. Gentle cleaning and careful handling help maintain the finish, while attention to junctions between the edge and panel protects the exposed core. Thoughtful care ensures these finishing elements continue to enhance the overall aesthetic and durability of your installation. By treating edges with the same consideration as larger timber surfaces, you preserve the integrity, warmth, and elegance of the veneer.

TASK / AREA	RECOMMENDED CARE
Surface Cleaning	Use a soft, dry or slightly damp cloth; avoid abrasive or harsh chemical cleaners.
Spills & Stains	Wipe up immediately with a soft, absorbent cloth; for stubborn marks, use mild, timber-safe cleaners sparingly.
Junctions / Panel Edges	Pay attention to the interface between edgebanding and panel; ensure moisture does not sit in gaps to protect the core.
Dusting	Regularly dust with a soft microfiber cloth to prevent buildup that can dull the surface.
Preventive Care	Minimise prolonged exposure to direct sunlight and excessive heat, just as for timber surfaces.
Minor Scratches / Marks	Treat shallow marks as you would timber faces—gentle buffing or touch-up pens where appropriate.
Handling & Transport	Avoid impacts, heavy scraping, or dragging; protect edges when moving cabinetry to prevent chipping or separation.

## 4 . 2

## TIMBER CORNER PROFILES

**Timber corner profiles combine durability and beauty, requiring the same thoughtful care to maintain their finish and longevity.**

Our timber corner profiles are solid, stained timber designed to provide a visually appealing finish to high-impact areas. Their robust construction makes them more resilient than veneer, yet they still benefit from gentle, consistent care to preserve the finish. As junctions at corners, they are more exposed to knocks and everyday wear, so mindful attention ensures they continue to perform and look exceptional. By treating these profiles as both functional and aesthetic elements, you maintain the elegance and integrity of your cabinetry over time.

TASK / AREA	RECOMMENDED CARE
Surface Cleaning	Wipe with a soft, dry or slightly damp cloth; avoid harsh chemicals or abrasive materials.
Spills & Stains	Clean up immediately with a soft cloth; for stubborn marks, use timber-safe, mild cleaners sparingly.
Junctions / Panel Edges	While durable, avoid dragging heavy objects across the face or applying excessive force; minor dents may occur over time but can be touched up.
Dusting	Regularly dust with a soft microfiber cloth to maintain the luster of the finish.
Preventive Care	Minimize prolonged exposure to direct sunlight or extreme heat to protect the stain and timber integrity.
Minor Scratches / Marks	Touch up shallow scratches using suitable timber markers or light sanding and re-oiling/staining where appropriate.
Handling & Transport	Handle carefully during installation to avoid chipping corners; ensure corners are aligned and seated correctly for optimal protection.

## 4 . 3

# METAL TRIMS

**Metal trims and bars provide durable, stylish finishing touches for edges and transitions.**

Metal trims and bars are designed to seamlessly bridge surfaces, protecting edges while adding a refined, contemporary aesthetic. Their robust construction ensures durability in high-traffic areas, while thoughtful design maintains visual harmony across your cabinetry and flooring transitions. With simple care, these elements continue to perform reliably and look polished over time. By combining form and function, metal trims and bars contribute both protection and style to your interior spaces.

### DISCLAIMER FOR AGED BRASS BARS

Aged Brass Bars are intentionally treated to achieve a darker, more characterful finish. While they are pre-aged, they will continue to evolve subtly over time as they are exposed to air, moisture, and regular use. This natural progression adds to their unique appearance and is considered a desirable feature of aged brass.

### REGULAR CLEANING ALL BARS

#### Trims and Transitions Bars

When cleaning trims, avoid using vinegar, salt, ammonia, or any harsh chemicals and abrasive products such as Jif or Brasso. These can damage the surface and alter the colour and finish of your trims.

#### General Cleaning for Trims

Lightly dampen a microfiber cloth with a mild solution of water and dish soap the cloth should be just moist, not wet.

Gently wipe the brass surface to remove dust, fingerprints, or light dirt.

Immediately dry the area with a separate, clean microfiber cloth to prevent water spots or oxidation.

### MAINTENANCE

\*\* Please note: Organic and Raw Brass Bars will naturally age and change colour over time due to exposure to air, moisture, and handling. This is a normal characteristic of untreated brass and may vary depending on the environment.

#### Organic Raw Brass Bars and Aged Brass Bars

To slow the natural aging of brass trims and help maintain their colour, apply a layer of beeswax. Regular application can preserve the finish and protect the surface. While lacquer is another option, it's generally not recommended for stair inserts, as it tends to chip in high-traffic areas. If a longer-lasting solution is needed, consider consulting a trained coating specialist who may be able to recommend a clear coating system durable enough to retain the golden or aged brass appearance.

#### Repair Assistance

For repair inquiries, please get in touch with our Aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz)

## BRASS AGEING PROCESS



<b>Initial State</b>	Bright, golden-yellow, shiny finish.
<b>After Some Exposure</b>	The surface begins to dull and develop a warm, brownish-golden tone.
<b>Long-Term Aging</b>	Over time, the brass can take on deeper brown, reddish, or even green/blue shades—particularly in humid or coastal environments, where the copper in the alloy reacts with moisture and salts.

**IMPORTANT:  
FOR WALL PANELLING**

- Clients should consult with their joiner or specialist before installation.
- The brass bar should be brushed and sealed with a lacquer or beeswax.
- In kitchens—where oils, fats, and water are common—organic surfaces may mark easily, and these marks can be difficult to remove.

# FREQUENTLY ASKED QUESTIONS





Common questions and practical insights help you get the most from your veneer, timber, and finishing products. From care and maintenance to installation and finishing options, these tips provide clarity and guidance for every stage of your project. Think of them as helpful solutions that support the longevity, beauty, and performance of your surfaces. With this knowledge at hand, you can approach your project with confidence and peace of mind.

## 5 . 1

## FAQS

### Pre-Finished Timber Veneer Cabinetry Interior Paneling

Below are common questions a homeowner new to pre-finished timber veneer might ask, answered from Forté's timber-specialist perspective with practical examples and steps you can use today.

---

**How should I clean Alor every day?**

Keep it simple: dust with a soft microfiber cloth; for routine cleaning use a damp (not wet) microfiber cloth and mild pH-neutral detergent if needed, wiping with the grain, then dry immediately with a clean cloth. Spray cleaners onto the cloth — not onto the veneer — to avoid pooling at edges. These gentle steps remove fingerprints, grease and everyday grime without harming the UV lacquer. Example: wipe doors weekly and spot-wipe splashes as soon as they occur.

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**What do I use for stubborn or sticky marks (grease, marker, dried spills)?**

First: always spot-test in an inconspicuous area.

For sticky marks try: (1) dilute dishwashing liquid in warm water on a damp microfiber cloth, rub gently and rinse the cloth often; (2) for greasy build-up a mild all-purpose cleaner applied to a cloth (not the surface) can help; (3) stubborn adhesive can often be lifted with a tiny amount of a non-abrasive cream cleaner then wiped away and dried. Avoid acetone, concentrated solvents, strong ammonia or abrasive scourers — these can damage the lacquer and void some warranties. Forté supplies matching lacquer touch-up pens for small scuffs and edge re-touching. Example: for a sticky jam spill, blot first, then clean with warm soapy water and dry immediately.

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**How do I prevent scratches, dents and everyday wear (kids, shoes in wardrobes, utensils)?**

Practical, inexpensive steps make a big difference:

- Fit **felt pads** under small appliances, decor and under hampers or baskets.
- Use **drawer organisers / utensil trays** so metal cutlery doesn't rattle/scuff.
- Line wardrobe bottoms or shoe shelves with **rubber or cork mats** to trap grit from shoes.
- Use **trivets and cutting boards** — never place hot pans or cut directly on veneer surfaces.
- Fit **soft-close hinges / drawer runners** to reduce impact.

These small changes protect the lacquer and the thin veneer layer from mechanical damage.

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<p><b>What if I get a dent, chip or a lifted veneer edge — can it be repaired?</b></p>	<p>Yes — repairs are possible but depend on the damage:</p> <ul style="list-style-type: none"> <li>— <b>Shallow dents:</b> occasionally responsive to controlled moisture/steam techniques used by professionals (careful — heat/steam can blister some finishes).</li> <li>— <b>Surface scratches / small chips:</b> can often be corrected using Forté's matching lacquer touch-up pens or wax/colour fill sticks followed by a light buff. Forté includes a matching lacquer pen option for touch-ups.</li> <li>— <b>Lifted veneer or larger chips:</b> removal of the damaged patch and replacement with a matching veneer patch or professional re-edging is usually required. Because Alor has a 0.6 mm face veneer, deep sanding or aggressive sanding is not an option — repairs should be done by a skilled cabinetmaker or joiner. Example: a chipped drawer front is often best fixed by re-edging the affected area and using the touch-up lacquer to blend.</li> </ul>
<p><b>What small habits make the biggest difference for panel longevity?</b></p>	<p>Regular, gentle care preserves both the beauty and performance of Alor panels. Simple habits—like dusting weekly with a soft microfiber cloth, wiping spills immediately, using coasters or trivets, and avoiding harsh chemicals—go a long way. Thoughtful placement of appliances, organisers, and felt pads can prevent scratches or dents, while running extractors during cooking or laundry helps maintain a stable environment. Over time, these small practices keep surfaces looking refined, finishes intact, and joins and edges crisp.</p>
<p><b>Can I re-finish or re-lacquer the panels myself later?</b></p>	<p>Alor is <b>pre-finished</b> (no additional factory top coats required) and are designed to be used as supplied. Re-finishing a pre-finished veneer is possible but is a specialist job: it usually requires a professional who understands thin veneer, matching lacquer systems and edge-work. Re-finishing at home risks uneven colour, edge problems and may affect warranty — consult Forté's technical team or an experienced cabinetmaker before proceeding.</p>
<p><b>Homeowner checklist — Do's and Don'ts for daily life</b></p>	<p>Do: dust weekly with microfiber; wipe spills immediately; use cutting boards, trivets and coasters; fit organisers and felt pads; run rangehoods and extractors when cooking; keep indoor RH roughly 40–60%.</p> <p>Don't: place hot pans or heaters that make the surface exceed 70 °C under or against panels; use acetone, oven cleaner, abrasive scourers or aggressive scrubbing; use as an exposed splashback; store or install panels in damp conditions. When in doubt, call your cabinetmaker or Forté's technical support — small, early fixes prevent bigger repairs.</p>

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# USEFUL LINKS





Explore these resources to complement your project and get the most from your veneer and timber products. From warranties to detailed guides and care recommendations, each link provides valuable insights to support the longevity, performance, and beauty of your installation. These references make it easier to access the information you need, helping you approach every stage of your project with confidence and ease.



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## USEFUL LINKS

**Practical resources and guidance to help you care for and maintain your surfaces.**

We stand by the quality of our products. If you have an issue with your product please hold off from installing the product and contact our Aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz) or phone 0508 35 66 77 to discuss or refer to our [website](#)

Please refer to our website for your [Alor Warranty](#)

Other links: [NKBA](#)

# Forté