Forté

CARE & MAINTENANCE

Engineered Timber Plank Overlay System

FOR USE WITH GLUE DOWN PREFINISHED ENGINEERED PLANK FLOORING
AND OVERLAY WALL AND CEILING PANELLING

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CARING FOR YOUR TIMBER





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

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1.1 INTRODUCTION

Timber is a natural material that will continue to respond, mature, and evolve throughout its life.

Timber is inherently dynamic, with natural variation, movement, and ageing forming part of its character and long-term appeal. Changes in colour, grain definition, texture, and sheen may occur over time as the timber responds to sunlight, environmental conditions, seasonal humidity changes, and everyday use. These changes are a normal characteristic of genuine timber products and contribute to the individuality and authenticity of each floor, wall, or ceiling installation.

Even with proper care and stable interior conditions, some seasonal expansion, contraction, joint movement, surface checking, or tonal variation may occur. Natural features such as knots, grain variation, mineral streaks, and character marking will also remain visible and may become more pronounced as the timber matures.

The following guidance outlines practical steps to help maintain the long-term performance and appearance of your timber while supporting stable environmental conditions within the space.

NORMAL CHARACTERISTICS OF TIMBER MAY INCLUDE	
	— Seasonal expansion and contraction
	— Minor surface checking or movement
	— Colour change and natural ageing
	— Variation in grain and tone
	— Softening or polishing of high traffic areas
	— Visible natural features and character marking, such as knots, shakes & surface checking
	— Changes caused by sunlight and UV exposure



KNOTS

Knots are natural, darker-centred markings where a branch grows from the trunk, varying in size and sometimes running deep into the core.

Dead knots have a fallen-out core filled with coloured wood filler; live knots keep an intact core and need no filling.

They add natural character, most common in light feature, feature and rustic grades.



SAPWOOD

Sapwood is the paler streak in a tree's outermost trunk — the younger wood surrounding the darker heartwood, carrying water from roots to leaves. It's a natural feature, not a defect, and darkens over time, particularly with UV exposure.

Staining can soften sapwood's appearance but won't remove it. Roasting or fuming increases the colour contrast, making sapwood even more prominent over time.



MEDULLARY RAYS

Medullary rays are pale, tiger-stripe-like flecks running radially from the tree's centre, visible on quality quarter-sawn Oak. They can gleam under direct sunlight.

They form when the log is milled: cuts through the top and bottom cross the trunk's nutrient-carrying vein structure at an angle, exposing these natural markings.



CRACKS

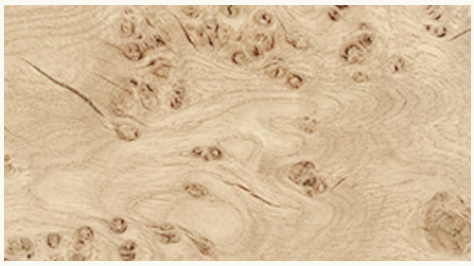
Cracks (also called shakes) are a natural-occurring split across the grain of the wood. There are many causes for cracks, such as uneven wood drying, high winds, frost, or felling trees past maturity.

These cracks are usually filled with a coloured wood 'filler', but in some cases, particularly with a Rustic Grade wood, they may be part-filled to add to the character or feature of the wood. The number and size of the shakes in your timber are again, affected by the grade you choose.



PINHOLE

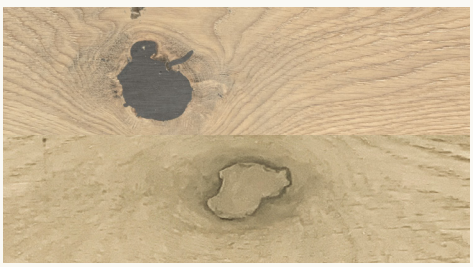
Pinholes are a series of tiny black holes caused by an Oak pinhole borer and are found in wood in any grade below clear grade. The borer lays its eggs, and the larvae bore deep into the heartwood of stressed Oak. Borer cannot survive once the wood has been dried out and are gone before the wood is crafted into planks.



FIGURING

Figuring (or cats paw) refers to the markings found on longitudinal surfaces of wood. The figure of a piece of wood can be linked to factors such as its grain and the way it was cut, or it may be due to the unique properties of the timber.

Figuring can also occur due to a burr (or burl) where a tree growth has grown deformed, extending far into the trunk, and has affected the grain.



WOOD FILLER

Wood may contain 'knots' or 'cracks' which are typically filled with a coloured wood filler during the manufacturing process. The filler colour is carefully chosen to complement rather than precisely match the wood, and it may change from batch to batch. Please refer to the specification sheet of your selected product to understand which wood filler will be used.

1.2 MAINTAINING A STABLE CLIMATE

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

Maintaining a stable climate is key for timber, becuase it is hygroscopic. This means that the 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. There are two factors that need to be maintained to control indoor conditions - temperature and humidity.

The Ministry of Social Development recommends maintaining the internal temperature between 18 and 21 degrees Celsius.

HUMIDITY

AMBIENT RELATIVE HUMIDITY

Proper ventilation and monitoring of indoor humidity help your timber floors maintain their stability, appearance, and longevity.

An internal relative humidity of between 40% and 60% is ideal for timber. There is an increasing risk of product movement and hairline cracks in the veneer degradation as humidity reaches outer ranges of below 35%, or above 70%. We strongly recommend the use of a humidification or dehumidification system to maintain relative humidity within these parameters.

Note: BRANZ recommends a relative humidity of 40-60% for optimum occupant comfort.

AMBIENT RELATIVE HUMIDITY REQUIREMENTS

Actively maintain an ambient relative humidity of around 40–60% to keep your engineered timber panels stable and healthy:

— Use extractor fans or open windows in kitchens, bathrooms, or laundry areas to remove excess moisture promptly.

— Consider fan timers or humidity sensors to ensure high-moisture areas are ventilated effectively.

— Monitor the space during high-moisture activities, and allow floors to dry naturally before covering them with mats or rugs.

TEMPERATURE & UV

AMBIENT TEMPERATURE

Sunlight brings warmth and life into a home, but over time it affects colour, tone and surface texture of your interior fittings and furnishings, including your Forté timber surfaces. It gently alters timber's natural tone through a process known as oxidation. This change is most noticeable in the first 1–3 months after installation and may appear as lightening, darkening, or yellowing of the timber.

Maintaining an average internal ambient temperature of 16-27°C is recommended. The further outside this range increases the chance of product movement and hairline cracks in the veneer.

CONTROLLING FLOOR SURFACE

It is recommended for homeowners to keep the floor surface temperature below 45°C when exposed to direct sunlight. Where temperatures majorly or regularly exceed this level, there is a higher likelihood of cupping, warping and splitting of the timber, and rapid deterioration of the product coating.

AMBIENT TEMPERATURE REQUIREMENTS

The most effective way to protect timber, and other furnishings, is through layered sun control, using a combination of glazing, window films and interior shading to balance light, comfort and longevity.

To help ensure even ageing and maintain coating longevity:

— Outside large windows and high sun areas, consider outdoor structures such as louvres, pergolas, verandahs, sunshades, sails and the like to protect your floors when they are in high sun areas. If this not possible we recommend that during the hottest part of the day, ensure curtains, sheers or blinds are closed.

— Floor coverings such as rugs should not be placed for the first 3 months after installation.

— Flooring beneath rugs does not receive light and will age differently; rugs and furniture should be rotated regularly, particularly during the first 6 months.

— We recommend UV-protective glazing (at a minimum), or an aftermarket film, combined with curtains, sheers or blinds, especially in high-sun areas.

— Drawing window coverings during peak sun exposure helps reduce heat and UV penetration while maintaining comfort.

— Excessive wear or coating damage in areas left unprotected from direct sunlight is not considered a product failure under Forté's warranty.

With thoughtful planning and layered protection, timber surfaces will age naturally and evenly — preserving their beauty, character, and performance for many years to come. Use the following table to compare options and make informed decisions to protect your timber surfaces from sunlight and fading.

ARCHITECTURAL GLASS		METRO XCEL™ LOW-E	METRO XTREME™ LOW-E	SUNX™ GREY / SOLARPRO™ PLUS
	TOTAL WEIGHTED DAMAGE (Lower # is better)	0.69	0.58	0.27
	UV / FADING PROTECTION	Moderate	High	Very High
	VISIBLE LIGHT / TINT	High / Neutral	High / Neutral	Medium / Tinted
	TOTAL PROTECTION OFFERED	Good	Better	Best

AFTERMARKET FILM		3M PRESTIGE EXTERIOR	3M ULTRA PRESTIGE
	UV REJECTION (Higher % is better)	99.9%	99.9%
	UV / FADING PROTECTION	High	High
	VISIBLE LIGHT / TINT	~60–70% VLT	~60–70% VLT
	TOTAL PROTECTION OFFERED	Better	Best

SHEER, CURTAINS & BLINDS (When closed)		SHEERS	BLACK OUT CURTAINS	BLINDS
	UV BLOCKED (Higher % is better)	~50-80%	~95-99.9%	~95%
	UV / FADING PROTECTION	Moderate	Very High	Very High
	VISIBLE LIGHT / TINT	High Light	Medium Light	Low Light
	TOTAL PROTECTION OFFERED	Good	Better	Better

1.3 WATER & MOISTURE

Regular inspection, appropriate cleaning, and effective moisture management are essential to maintaining the integrity and long-term performance of timber flooring in wet areas.

Ongoing care and maintenance is essential to preserve the integrity of the floor finish ensuring continued performance throughout the life of the installation.

WET AREAS	Prompt attention to spills, regular inspection of the floor surface and sealed junctions, and appropriate cleaning and environmental management will help maintain the integrity of the finish of the floor. Damage to the coating, sealant, or floor surface should be repaired promptly to minimise the risk of moisture reaching the timber substrate or underlying structure.
WET AREA BEST PRACTICE	— Wipe up spills immediately — never allow water to sit on the surface. — Avoid puddles or standing water; use absorbent towels or cloths. — Do not flood or soak the floor; avoid steam cleaners or overly wet mops. — Inspect coatings and seals regularly; recoat or reseal as recommended to maintain the surface. — Use mats and accessories wisely — place bath mats near showers, tubs, or vanities; remove wet items immediately. — Repair leaks or drips promptly to prevent ongoing exposure. — Schedule periodic inspections for coating wear, joint separation, or water ingress. — Keep a simple log of maintenance and recoating to track long-term performance.

1.4 EVERYDAY CARE

Thoughtful care & protection keeps timber beautiful, letting its natural character endure.

Everyday life can challenge the beauty of timber floors, but simple steps can keep them looking their best for years. Using protective mats at entrances, felt pads under furniture, and soft-soled shoes indoors can reduce scratches and wear. Promptly wiping spills, maintaining stable indoor humidity, and regular cleaning with approved products all help preserve the floor's finish. These small, practical habits protect your timber while letting its natural warmth and character shine.

SPILLS AND SPLASHES

- Clean up any drips, spills and liquids immediately.
- Clean up any excess moisture from spills or splashes immediately.
- Remove wet or soaked objects such as towels, clothes, shoes, sports equipment and furnishings. This includes any items which may be snow covered, as it will melt.
- Shut doors to prevent rain from coming inside.
- Ensure you are dry before entering back into the home. Use mats or rugs at entrances to minimise moisture from being tracked inside.
- Shut doors to prevent rain from coming inside.
- If you are storing outdoor furniture inside, ensure it is completely dry before placing on your timber floor.

FURNITURE AND APPLIANCES

- Regularly maintain filters, driptrays & spouts on appliances to reduce risks of leaks developing or damage that can be caused by frequents drips.
- To protect floors from damage use furniture pads and avoid dragging heavy items
- Do not drag, drop, haul or push heavy furniture or appliances across your floor. Wherever possible, lift heavy furniture to a new location or place a barrier between the furniture and the floor (e.g. wheel over plywood or hardboards over carpet). Keep an eye on debris and dirt that could hide under the furniture. If this gets caught between the furniture and the floor, it could produce heavy scratches when moved.
- Do not roll heavy appliances on small wheels (such as refrigerators and freezers) across the floor. This can compress the natural timber grain in the floor, leaving irreversible indentations.
- Apply felt protective pads to the feet of all furniture. The feet of dining room chairs is a good place to start, but even large furniture which is rarely moved should have felt pads applied as a safeguard. We recommend Flexi Felt® Protective Felt Pads
- Choosing not to use felt pads under your furniture will lead to more frequent scratches or indentations. Alternative options include incorporating carpets, rugs & mats, but may not be as effective.

INDOOR PLANTS AND PETS	— Place drip pans under indoor plants to avoid water leakage. If the drip pan has a scratchy texture underneath or if the plant is large & heavy, we recommend also using a breathable mat underneath to avoid coating abrasions. — Keep your pet's nails trimmed, paws clean and free from dirt, grit, and other abrasives. Place a mat at the doors where your pet most commonly enters your home. — Boisterous playtime on timber flooring can lead to more frequent scratches and scuffs, due to the lack of traction between the floor and your furry friends' feet. Mindful placement of rugs can reduce this risk. — Place a mat or tray under food or water bowl dishes to prevent splashing or spillage onto the floor. Be attentive to spills and get them cleaned immediately. Puddles of water can damage your floor. — Clean up any pet accidents immediately as the composition can break down the coating and stain the timber.
UNDERFLOOR HEATING	— Surface temperature should not exceed 27°C and room temperature should be maintained between 13°C to 24°C, this ensures you will not have any cupping or bowing. If you are planning on incorporating rugs you will need to look at ones that are breathable to prevent the heat being trapped and creating a hot spot where cupping could occur. — When turning on and off underfloor heating it should always be turned down gradually using the 2°C per day rule, 1°C in the morning, 1°C in the evening. — Start by turning on your underfloor heating from a temperature of 15°C, from here following the rule above (this should take 5-7 days to get to max temperature of 27°C). — See Design Guide for underfloor heating commissioning.
MATS AND RUGS	— Timber floors will change colour under the effect of UV light, and this can result in colour differences under mats and rugs. For this reason it is prudent not to use mats and rugs for at least the first six months after the floor has been laid. Alternatively, move mats and rugs on a regular basis over this initial period to aid in reducing these effects. — Use mats and rugs that are made from 'breathable' materials (such as woven fabric), avoiding mats and rugs that have solid rubber or vinyl backings that could trap moisture underneath. Rearranging or moving mats and rugs on occasion will allow the flooring to age evenly. — Use mats or rugs at entrances to minimise dirt and moisture from being tracked inside. At entrances, mats and rugs should be laid both externally and internally — Mats and rugs should be kept clean, and the underside free of dirt, grit and other abrasives. As mats and rugs can trap and hold moisture after cleaning, make sure the surface area and mat or rug is completely dry before placing them back on your floor.
SHOES	— 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. — Encourage guests to remove shoes on arrival to preserve your floor.



1.5 HOLIDAY HOMES, BACHS & LOCK & LEAVE HOMES

New Zealand's varied climate and seasonal occupancy patterns can present unique challenges for timber flooring.

New Zealand's diverse climate ranges from warm, humid subtropical conditions in the north to cooler temperate environments in the south. These varying climatic conditions can influence the internal environment of a home and, in turn, the performance of timber flooring.

Holiday homes, baches or Lock-&-Leave homes are often occupied intermittently and may remain closed and unoccupied for extended periods. During these times, internal temperature and humidity levels can fluctuate significantly, particularly where ventilation is limited or environmental conditions are not actively managed. Seasonal changes, coastal locations, and periods of elevated humidity can further contribute to moisture-related stresses within the building.

Many holiday homes are also made available to guests through short-term accommodation arrangements, where occupants may be unfamiliar with the specific care requirements of timber flooring. For this reason, it is important that owners, property managers, and guests understand the factors that can influence floor performance and are aware of the care and maintenance requirements necessary to support the long-term durability of the flooring system.

Please review the Wet Area & Everyday Care sections of this guide for recommendations.

REGULAR CLEANING AND MAINTENANCE





Millboard brings the warmth and character of timber to your outdoor spaces, and regular cleaning keeps it that way. Gentle, consistent care protects the Lastane surface coating, keeps the boards slip-resistant underfoot and stops dirt, leaves and organic growth from building up over time. Once you know which products and techniques to use, caring for your deck is quick and easy, and every step will feel as good as it looks.

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2.1 LACQUER FINISHES

Regular cleaning and periodic professional maintenance will help preserve the appearance, durability, and long-term performance of your timber flooring.

Timber is a natural product and will show normal signs of wear and ageing over time. Regular cleaning and periodic professional maintenance will help preserve the appearance, durability, and long-term performance of both the timber and its protective coating system. Establishing a consistent care routine helps minimise premature wear and maximises the lifespan of your floor.

We recommend always vacuuming prior to mopping or applying an approved cleaner to remove dirt and grit that may damage the surface. Only dry to damp cleaning methods should be used — wet mops, steam mops, and excessive moisture are not recommended for timber flooring, and any spills or standing water should be cleaned immediately.

For commercial applications, maintenance frequency should be based on traffic levels and use. Forté can provide personalised cleaning and maintenance programmes through the **Forté Aftercare Service**. Please contact our team for further information.

LACQUER FINISHED COLLECTIONS
(May be used in Wall & Ceiling applications)

Atelier
Artiste Grande
Haven
Indus
Loft
Origin
Moda (NatureMatte)
Ridge
Villa

***If you need guidance on a historic product not listed here, please reach out to our aftercare team

MAINTAINING YOUR LACQUER FINISH

ROUTINE CLEANING	TRAFFIC LEVEL	Residential	Commercial
	CLEANING FREQUENCY	Weekly or as required	Daily or as required
	GUIDANCE	— Use a vacuum with a soft bristle head and ensure wheels remain clean and freewheeling. — Use only dry to damp microfibre mops or cloths. — Do not use steam mops or excessively wet cleaning methods. — Avoid over-wetting; surfaces should dry within 2–3 minutes after cleaning. — Wash microfibre pads regularly to maintain cleaning performance. — Robotic vacuums should have soft brushes, adjustable suction/moisture settings, and no steam-cleaning functions. — Charging or docking stations should be positioned away from timber flooring where possible to avoid pools or puddles under the unit. — For wall and ceiling surfaces microfibre dusters should be used, followed by a damp cleaning cloth if required. — Forté recommends Bona® cleaning systems and approved pH Neutral timber floor cleaning products.	
PROFESSIONAL DEEP CLEANING	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Every 2–4 years	6 months or more frequently – as required
	GUIDANCE	Professional deep cleaning using a BR Scrubber Dryer with appropriate Bona floor cleaning solution, or equivalent approved timber floor cleaning equipment.	Scheduled professional maintenance required to maintain appearance and coating performance.

COATING REFURBISHMENT	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Approximately 5–8 years	As required based on traffic and wear patterns
	GUIDANCE	If the protective coating begins showing signs of wear, light scratching, or minor staining, the surface coating may be lightly abraded and recoated to restore protection and appearance. Forté recommends this work be assessed and undertaken by a professional timber flooring contractor using approved coating systems such as Bona® Traffic HD Extra Matte. Details of this method can be found in our installation guide.	
SANDING & RECOATING	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Approximately 7-10 years	As required based on traffic and wear patterns
	GUIDANCE	Where the flooring surface becomes heavily worn, deeply scratched, discoloured, or visually fatigued, a full sand and recoat may be required to restore the timber surface. This process should only be carried out by a professional timber flooring contractor. Please note that once sanding exposes fresh timber, the original colour and appearance cannot be guaranteed. Natural variation in timber tone, grain, character, and bevel definition may become more pronounced following recoating. Please contact our **Aftercare Team** for recommended maintenance specialists, best practice guides and approved care products.	

2.2 OTHER FINISHES

Designed to age gracefully, these finishes celebrate the natural character, texture, and evolving beauty of timber over time assisted by regular care.

Hardwax oil, Silkmatte, and painted finishes are designed to enhance the natural character and texture of timber while allowing the surface to remain repairable and maintainable throughout its life. Unlike traditional lacquer systems that form a protective film over the timber, hardwax oil finishes penetrate the timber surface, allowing localised maintenance and rejuvenation as the floor naturally ages.

Regular cleaning and periodic maintenance will help preserve the appearance and protective qualities of the finish. Dirt, grit, moisture, and high traffic can accelerate wear over time, particularly in entryways and frequently used areas. Routine vacuuming and dry-to-damp cleaning using approved products will help maintain the timber surface and minimise premature wear.

For commercial applications, maintenance frequency should be based on traffic levels and use. Forté recommends establishing a project-specific maintenance programme with an approved flooring maintenance specialist following installation.

CURRENT	FINISH
Imondi (Weathered & Brownstone)	Hardwax oil
Imondi (Pine Raw & Grey)	Unfinished
Tactile	Hardwax oil

***If you need guidance on a historic product not listed here, please reach out to our aftercare team

MAINTAINING YOUR TIMBER SURFACES

ROUTINE CLEANING	TRAFFIC LEVEL	Residential	Commercial
	CLEANING FREQUENCY	Weekly or as required	Daily or as required
	GUIDANCE	— Use a vacuum with a soft bristle head and ensure wheels remain clean and freewheeling. — Use only dry to damp microfibre mops or cloths. — Do not use steam mops or excessively wet cleaning methods. — Avoid over-wetting the floor; surfaces should dry within 2–3 minutes after cleaning. — Wash microfibre pads regularly to maintain cleaning performance. — Use only approved timber floor cleaning products suitable for hardwax oil, Silkmatte, or painted finishes — Immediately remove spills or standing water from the floor surface.	
PROFESSIONAL DEEP CLEANING	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Every 2–4 years	Every 6 months or as required
	GUIDANCE	Professional deep cleaning using a BR Scrubber Dryer with appropriate Bona floor cleaning solution, or equivalent approved timber floor cleaning equipment.	Scheduled professional maintenance recommended to maintain appearance and coating performance.
COATING REFURBISHMENT	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Every 5–8 years	As required based on traffic and wear patterns
	GUIDANCE	If the protective coating begins showing signs of wear, light scratching, or minor staining, the surface coating may be lightly abraded and recoated to restore protection and appearance. Forté recommends this work be assessed and undertaken by a professional timber flooring contractor using approved coating systems such as Bona® Traffic HD Extra Matte.	

SANDING & RECOATING	TRAFFIC LEVEL	Residential	Commercial
	MAINTENANCE FREQUENCY	Every 7–10 years	As required based on traffic and wear patterns
	GUIDANCE	If your wood floor is looking discoloured, deeply scratched or lifeless, it may be time for a full sand and recoat. To restore your floors to their former glory, we recommend you engage a professional to sand your floor back to bare wood. The sanded surface should be refinished in your desired colour and coated with a protective coating system. Sand your floor back to bare wood. The sanded surface should be refinished in your desired colour and coated with a protective coating system. Please note that once sanding exposes fresh timber, the original colour and appearance cannot be guaranteed. Natural variation in timber tone, grain, character, and bevel definition may become more pronounced following recoating. Please email our **Aftercare Team** for recommended specialists in your area.	

2.3 ACCESSORIES & STAIR NOSINGS

Periodic cleaning & maintenance ensures transition bars stay secure, functional, and visually striking over time.

Transition bars and metal trims are designed to complement your timber flooring while withstanding daily use and foot traffic. Regular cleaning removes dust, dirt, and abrasive debris before it can cause unnecessary wear or surface scratching, while gentle cleaning methods help maintain the appearance of the finish over time.

In addition to routine cleaning, periodic inspection and maintenance are recommended to ensure fixings remain secure and surfaces remain free from damage or corrosion. Addressing minor wear or movement early helps preserve both the long-term performance and refined appearance of these important finishing details.

WHAT TO AVOID	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 RECOMMENDATIONS	— 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. — Lightly dampen a microfibre 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 microfibre cloth to prevent water spots or oxidation”
ADDITIONAL PROTECTSION ORGANIC RAW 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 **email** our Aftercare Team.

DISCLAIMER FOR ORGANIC & RAW BRASS	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. **Initial State:** Bright, golden-yellow, shiny finish. **After Some Exposure:** The surface begins to dull and develop a warm, brownish-golden tone. **Long-Term Aging:** 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.
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.



REPAIRS & RESTORATION





Even with careful care and maintenance, surfaces floors and their finishing details may occasionally need attention. Understanding how to address scratches, dents, or minor surface damage ensures the floor retains its beauty and performance. Timely and correct repairs protect both the timber and your investment, allowing the timber to continue looking and performing at its best.

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3.1 REMOVING STAINS AND RESIDUE

Quick, gentle attention keeps dust and stains from leaving a lasting mark on timber.

Dust and spills are fleeting moments in the life of timber, easily guided away with gentle care. Attentive handling preserves the floor's natural warmth and texture, letting its character shine through. With simple, mindful actions, the surface retains its timeless beauty and enduring charm.



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. — In a bucket or container have a 50/50 solution of Bona Wood Floor Deep Cleaner and warm water and wash the timber with a clean rag ensuring you change the bucket solution and the clean white cloth every 2-3m^2. — A toothpick or needle may also be used in the deeper grains, taking care not to damage the coating Please ensure you don't over soak your timber and have a second clean white cloth 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.
PAINT SPOTS AND FLEXIBLE ADHESIVE MARKS	Firstly take as much of the excess off with a plastic scraper, then try using a clean white cloth 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.
RIGID ADHESIVE MARKS	While this type of adhesive bonds instantly with the surface coating, the above methods can be attempted to improve the appearance, however, a surface repair professional may be required to completely resolve the issue.
TAPE MARKS	For tape residue just use a white cloth 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.
STUBBORN SPOTS, RUBBER HEEL MARKS, OIL SPOTS, OR STICKY SPILLS	Spray Bona Wood Floor cleaner directly onto spot and let work a few minutes. Scrub clean using a soft bristle brush and your spot will easily be removed in a safe and effective way.
PET ACCIDENTS	Animal accidents can be challenging to remove, as the acidity can eat through the coating and discolour the floor. — Wipe up excess mess and spray Bona Wood Floor cleaner directly onto spot and let work 5 minutes and allow this to be to absorbed. — In a bucket or container have a 50/50 solution of Bona Wood Floor Deep Cleaner and warm water and wash the floor with a clean and use a soft bristle brush and scrub the area. — Wipe the surface with a clean white cloth along the boards until the floor is nearly dry. Avoid over-saturating the floor surface when applying Bona Wood Floor Cleaner. — Repeat this 3 x times if needed. Alternatively, if this doesn't work we recommend getting in contact with your installer and having the boards replaced.

For any unusual stains or spills, please get in touch with Forté for guidance.

3.2 REPAIRING DENTS & SCRATCHES

Minor scratches and dents are part of timber's story, but careful attention keeps them subtle and controlled.

While engineered 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.

If it's a small surface scratch we recommend using the Bona HD Traffic Extra Mat Polyurethane and apply this with an artist brush over the scratch. This should disguise the white mark and seal in any exposed timber.

FORTÉ COLOUR LACQUER PENS	A pigmented 11ml lacquer pen in toning colours can be used to touch up shallow scratches it will not fill the scratch but can provide a coating like a lacquer. Draw over the scratch with a Forté Coloured Lacquer Repair Pen. Wipe off any excess liquid from the edges of the scratch if required, and allow to dry.
WAX PEN	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.
FURNITURE REPAIR PENS	Furniture repair pens can be useful when a scratch has removed the timber colour. Find a furniture repair pen that matches the colour of your timber and colour over the scratch you wish to recolour. A car scratch repair pen may be used after the furniture repair pen to seal in the colour.
MEDIUM SCRATCHES	For medium scratches or small dents, we recommend wax filling these. Briwax Filler Sticks are what we recommend. Just look for the shades that are a close match to your timber.



DENT



SCRATCH

DEEP DENTS, SCRATCHES OR MAJOR DAMAGE

While minor imperfections can often be addressed through maintenance products, more substantial damage may require specialist repair techniques or localised board replacement to restore the floor or panelling system effectively. Prompt attention helps prevent further deterioration and maintains the overall integrity and visual consistency of the timber.

Repairs and board replacements should only be carried out by a professional timber flooring or panelling installer.

Please contact our **Aftercare Team** for recommended service providers in your area.



CHIPS, DEEP DENTS



MAJOR DENTS

Alternatively, **email** us photos of the dent/scratch and any information about how the damage occurred for more specific advice. For more information, please refer to **Protecting and Repairing your Timber Floor.**

*Disclaimer: Forté will not be held responsible for Flooring Damage and associated repairs as a result of undertaking above repair pathways.

RESOURCES





Explore these resources to complement your project and get the most from your timber floor. 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 day care with confidence and ease.

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4.1 RECOMMENDED PRODUCTS

The right cleaning products protect your timber while keeping it looking fresh and vibrant.

Using recommended cleaning products ensures your timber floor and panelling retain their natural beauty and finish. Gentle, pH-balanced solutions remove dust, dirt, and everyday spills without harming the surface or altering the appearance. Avoid harsh chemicals or abrasive tools that can damage the coating or wood. Consistent, careful cleaning preserves both the look and longevity of your timber.

CLEANING PRODUCTS

Dyson Clean+Wash Hygiene Hard Floor Cleaner



Suitable for everyday use the Dyson Clean+Wash efficiently cleans with no need for added solutions.

Key Benefits

- Vacuums and Mops in 1 step
- Premium Technology
- Doesn't require cleaning solutions
- Includes a self-clean cycle

More info

Kärcher FC8 Cordless Hardfloor Cleaner



- Vacuum and Wash in One step
- Suitable for everyday use

More info

Ro Vacs

Forté suggest the following Robot Vacuum Cleaners due to soft bristles, intelligent mapping and minimal human effort required:



- iRobot Rooma s9
- Roborock S8 Pro Ultra
- Eufy S1 Pro

CLEANING PRODUCTS

Bona® Wood Floor Spray Mop

Incredibly versatile, the Bona® Wood Floor Spray Mop provides the ultimate care and protection for sealed wood floors. The pH-neutral formula is ready to use, dries quickly and leaves behind a streak-free natural shine.

Key Benefits

- Specifically developed for wooden floors
- Ergonomic light-weight design
- Extra-wide, swivel mop head
- Refillable cartridge

More info



Bona® Wood Floor Cleaner Cartridge

Bona® Wood Floor Cleaner Cartridge is for use with the Bona® Wood Floor Spray Mop. It is specifically designed to remove dust, dirt and grime safely from wood floors. Its ready-to-use formula dries quickly and doesn't leave residue behind.

Key Benefits

- Special 'non-streaking' formulation
- Effectively cleans the toughest dirt and grime
- Non-toxic & non-flammable
- Refillable design

More info



Bona® Wood Floor Cleaner Refill 2.5L

Bona® Wood Floor Cleaner in economy-sized refills can be used for both the Bona® Wood Floor Cleaner trigger spray bottle and cartridge. It is specifically designed to remove dust, dirt and grime safely from wood floors. Its ready-to-use formula dries quickly, and doesn't leave a residue behind.

Key Benefits

- Special 'non-streaking' formulation
- Leaves no build-up of residue
- Effectively cleans the toughest dirt and grime
- Non-toxic & non-flammable

More info



CLEANING PRODUCTS

Bona® Microfibre Cleaning Pad

Bona® Microfibre Cleaning Pad is a washable microfibre pad which attaches with velcro-like strips to all Bona® mops, including the Bona® Spray Mop. Bona® Microfibre Cleaning Pads are made from high quality materials with great absorption of dirt.



Key Benefits

- Picks up moisture and dirt, leaving floors clean – with no dulling scratches
- Machine washable and reusable up to 300 times (do not use fabric softener)
- Gentle on your floors

More info

Osmo Wash and Care

Wash and Care is ideally used with Osmo Micro-Mop Plush. When applied regularly, the surface becomes resistant to dirt and signs of wear.



Key Benefits

- Highly effective for day to day cleaning
- Maintains the finished surface without wear
- Easy to use
- Moisturises the timber's surface
- Suitable for domestic and commercial use

More info

CLEANING PRODUCTS – COMMERCIAL

Karcher Br 30/4 Upright Scrubber Dryer

- Light and compact design
- Ideal for cleaning hard surfaces from 20 to 200m²
- Suction can be deactivated using foot pedal
- 10 times higher contact pressure than manual cleaning
- Easy-to-remove fresh water tank

More info



CARE PRODUCTS

Simple care products safeguard your floor while extending its life and beauty. Thoughtful touches—like protective pads and repairs kits—let timber live gracefully with daily life. Each small measure preserves its texture, warmth, and character, allowing the floor to age beautifully over time. Care products work quietly behind the scenes, maintaining both resilience and elegance without drawing attention to themselves.

Flexi Felt® Protective Felt Pads

Available in a wide range of options including protective pads, discs, sleeves and ovals, all Flexi Felt® products are made from the highest quality materials and created to last for years.

Key Benefits

- Full protection for your floors and the bases of your furniture
- Reduces noise caused by chair movement by up to 90%
- Easy to use
- Easy manoeuvrability

More info



Briwax Filler Sticks

Used to repair scratches, cracks and small holes on wooden and plastic surfaces. Apply filler sticks using light pressure with the tip on the spatula and clean off surplus to leave a smooth flat surface.

More info



3M™ Sun Control Window Film Prestige Series

Useful for protecting timber surfaces from the effects of UV rays, particularly in high sun areas. This product can be installed DIY or using a window tinting professional. Reach out to Forté Aftercare for recommendations.

More info



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 edge banding. Transparent lacquer pen also available to suit all four colours.

Contact us for more info



Picobello Premium Timber Repair Kit

Ideal for repairing chips, scratches and other types of cosmetic damage. The filler is colourfast, moisture resistant and will not shrink. Watch this video to learn how to use the Picobello Repair Kit.

More info



4.2 FAQS

Practical answers to common questions help you care for, maintain, and enjoy your timber floor.

Our FAQ section addresses everyday concerns that arise with timber flooring, from installation quirks to maintenance tips. Clear, concise guidance helps prevent issues and ensures the floor performs reliably over time. By understanding how to handle common situations, you can protect both the finish and the structural integrity of your floor. These insights make it easier to enjoy the natural beauty and durability of your timber with confidence.

CAN I STEAM-MOP MY TIMBER FLOOR?	Please do not use a steam mop on your floor. This is because timber is a natural product and timber and moisture don't see eye to eye. Using a steam mop on a timber floor the moisture can get into the joins of your floor and damage the structure causing your floor to warp or buckle.
CAN I REPLACE PLANKS EVEN THOUGH IT'S GLUED DOWN?	Yes, damaged boards can be uplifted and replaced carefully by a timber specialist or your installer. Please note: If you do have underfloor heating let your installer know as special requirements and care will be needed in order to remove the boards.
CAN I USE HOUSEHOLD PRODUCTS LIKE BLEACH, DETTOL OR ANY OTHER GENERAL CLEANING PRODUCT?	Please do not use any household cleaning detergents (such as Dettol, Ajax, Jiff, Sugar Soap or bleaches) when cleaning your timber as this can affect the surface coating leaving timber exposed and permanently damaging your timber.
IS MY TIMBER WATER OR SPILL-PROOF?	Here at Forté, we have our own quality team who conduct in-house tests. One of our tests is the Forté Water Test for wood flooring, which the company developed after finding that international standards for coating durability did not accurately reflect real-life conditions based on how timber floors are used in New Zealand. Our water tests are based on a 14-hour testing basis. It is recommended that all water or spills are wiped up straight away to avoid coating damage.
IS MY TIMBER SCRATCH-PROOF?	We have worked with our suppliers to ensure the best lacquer finishes on our products, however there is no coating that is not susceptible to scratches and dents. Putting the correct preventative measures will help reduce the damage. For further information refer to Section 1 "Caring for your Timber".
WHY IS MY SAMPLE PIECE SLIGHTLY DIFFERENT TO THE PRODUCT I HAVE INSTALLED?	It is also important to note that natural variation in timber can cause a smaller sample in a showroom to look slightly different to the product once installed, as samples are just an indication of the general colour and grain pattern of the wood. When discussing colour variation, we refer to the colour and grain differences between individual planks and batches. The timber may appear lighter or darker in areas and have more markings, cracks and knots, which will cause contrasting colours in some planks and ultimately determine the wood's grade. These features add to the natural appearance of your wood, keeping it from looking too uniform, like vinyl or laminate flooring. We have four different types of wood grades, Rustic and Feature where you will find a higher level of natural characteristics such as heavy to mid-feature knots, sap wood and cracks filled with epoxy and Light feature and Prime that have more of a clean and minimalistic appearance, however there will still be a small presence of knots, general features and colour variation. For more information see our **Buyers Awareness.**
HOW DO I PREVENT COLOUR CHANGES FROM SUNLIGHT OR HEAT?	Even with quality finishes, timber is a natural material that responds to light and heat. Simple measures like UV-tinted window films, blinds, or rotating rugs can help minimize fading or darkening over time.

HOW DO I CARE FOR TIMBER FLOORING WITH UNDERFLOOR HEATING?	Maintain a consistent temperature and gradual heating/cooling cycles to prevent excessive movement. Never turn the system on full immediately after installation, and keep floor temperatures below 27°C. Refer back to 1.2 - maintaining a stable climate.
HOW DO I DEAL WITH MINOR SCRATCHES OR DENTS MYSELF?	Light scratches can often be blended using approved touch-up products. For deeper dents, consider consulting a professional to maintain floor integrity and appearance.
HOW DO I KNOW IF MY FLOOR IS STILL UNDER WARRANTY AFTER MINOR DAMAGES?	Normal wear, minor scratches, or colour variation are not considered defects and are excluded from the warranty. Only manufacturing defects, like finish adhesion failure or structural issues, are covered.

4.3 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** to discuss or refer to our **website**. Please refer to our website for your **warranty**.

GUIDANCE FOR PROFESSIONALS





Timber floors gradually show signs of wear over time as their protective finish diminishes with everyday use. Depending on the extent of the wear, this can be addressed through recoating, resurfacing or, where necessary, replacement — each restoring the floor's appearance and performance to differing degrees. Carried out at the right time, these solutions extend the life of the floor and protect your investment, keeping the timber looking and performing as it should for years to come.

5.1 REPLACEMENT, RESURFACING & RE-COATING GUIDELINES

Careful planning and controlled site conditions are essential when replacing, resurfacing, or recoating timber flooring to protect both the substrate and the long-term performance of the timber system.

Replacement, resurfacing, and recoating works require a different approach from new flooring installations. Existing substrates, environmental conditions, historic movement, and the condition of the original installation must all be carefully assessed before works commence. Particular care should be taken to minimise damage to the substrate, protect adjacent finishes, and manage moisture and temperature conditions throughout the process.

Installers should assess the suitability of the existing floor for repair, resurfacing, or partial replacement prior to commencing works. This includes checking substrate condition, board stability, moisture levels, coating compatibility, previous repairs, and any evidence of moisture ingress or environmental imbalance. Where required, recommendations should be made for substrate remediation or environmental correction before replacement or recoating proceeds.

Where underfloor heating systems are present, additional commissioning and temperature management procedures are required to reduce the risk of movement, checking, adhesive failure, coating issues, or thermal shock during sanding and recoating works.



SITE ASSESSMENT	Assess the condition of the existing flooring, substrate stability, moisture levels, movement, coating wear, and any evidence of water damage or environmental instability before works commence.
MATCHING EXISTING FLOORING	Replacement boards may vary in colour, grain, texture, bevel detail, and ageing compared to the existing installation. A perfect visual match cannot be guaranteed.
ENVIRONMENTAL CONDITIONS	Maintain stable interior conditions before, during, and after works. Avoid sudden temperature or humidity fluctuations that may affect the timber or coating system. This includes slowly reducing the temperature of underfloor heating systems, until it reaches 15 degrees, and the the system should be turned off completely. Then, slowly increasing the temperature when re-commissioning.] See **Section 5.5 & 5.6** for recommendations
SURFACE & SUBSTRATE PREPARATION	If an underfloor heating system is present, take additional precautions based on the type of system, and keep substrate sanding / grinding to a minimum. Where flooring is installed over acoustic underlays, removal methods should minimise damage to the underlay system and replacement adhesives must remain compatible with both the flooring and underlay. Refer to adhesives section for details. In kitchens, laundries, bathrooms, and WCs, care should be taken to maintain any impervious surface detailing or sealed joint systems during replacement works. Protect adjacent finishes and use appropriate dust extraction systems during sanding and preparation works.
ADHESIVE & COATING COMPATIBILITY	Confirm all new adhesives, fillers, primers, and coating systems are compatible with the existing substrate and flooring system prior to application. Follow the Health & Safety as well as application recommendations as prescibed by the manufacturer of that system.
EXISTING MOISTURE ISSUES	Any active moisture ingress, leaks, substrate moisture issues, or environmental imbalance must be resolved prior to replacement, sanding, or recoating works proceeding.
MANAGE CLIENT EXPECTATIONS	Advise the client that natural variation, ageing, and exposure history may result in visible differences between existing and newly repaired or recoated areas.

Forté