

Care & Maintenance Guide for Commercial Spaces

It is important to understand how to care for and maintain your Forté timber floor. Timber is a natural product and will show normal signs of wear and aging over time. This guide is designed to provide steps you can take to maximise the lifespan of your timber floor and its coating.

- It is not recommended to use wet/steam mops on timber flooring and any excess moisture on the floor should be cleaned immediately.
- We recommend always vacuuming prior to mopping or applying cleaner to the floor, to ensure dirt and grit do not cause damage.

COMMERCIAL CLEANING FOR LACQUER FINISHES

LIGHT COMMERCIAL (e.g., LOW-MEDIUM FOOT TRAFFIC)

We recommend developing a cleaning regime with an approved flooring maintenance specialist. An on-site consultation with the specialist should be arranged **within 6 months of use** to identify specific cleaning requirements.

Regularly - To be applied by the building cleaners:

- Vacuum the entire timber floor with a soft bristle head (ensure the wheels of the vacuum are clean and freewheeling).
- Clean with a **Bona Spray Mop** using the microfiber pad and **Bona Wood Floor Cleaner** (regularly take off the microfiber pad and wash it to ensure it can clean effectively).

6-Monthly (for the first 12 months) - Must be applied by an approved flooring maintenance specialist:

- Give floor a deep clean using a **Bona Power Scrubber** machine and specially formulated **Bona Deep Clean Solution**. Ensure there are no puddles on the floor and remove any residual liquid immediately with a mop.

Annually (after 12 months):

- Repeat the above step once a year.

HEAVY COMMERCIAL (e.g., HIGH FOOT TRAFFIC)

We recommend developing a cleaning regime with an approved flooring maintenance specialist. An on-site consultation with the specialist should be arranged **within 4 months of use** to identify specific cleaning requirements.

Daily Routine - To be applied by the building cleaners:

- Vacuum the entire timber floor with a soft bristle head (ensure the wheels of the vacuum are clean and freewheeling).
- Clean with a **Bona Spray Mop** using the microfiber pad and **Bona Wood Floor Cleaner** (regularly take off the microfiber pad and wash it to ensure it can clean effectively).

Quarterly (for the first 12 months) - Must be applied by an approved flooring maintenance specialist:

- Give floor a deep clean using a **Bona Power Scrubber** machine and specially formulated **Bona Deep Clean Solution**. Ensure there are no puddles on the floor and remove any residual liquid immediately with a mop.

6-monthly (after 12 months):

- Repeat the above step once every 6 months.

LIGHT COMMERCIAL (e.g., LOW-MEDIUM FOOT TRAFFIC)

Regularly - To be applied by the building cleaners:

- Vacuum the entire timber floor with a soft bristle head (ensure the wheels of the vacuum are clean and freewheeling).
- Clean with a microfiber spray mop using diluted **Moda Cleaner Concentrate** cleaning solution (regularly take off the microfiber pad and wash it to ensure it can clean effectively).

As Required (if you notice signs of wear and/or dulling of the coating) - to be applied by the building cleaners:

- Specific high-traffic areas (e.g., entrance/kitchen/doorways) may require periodic application of **Moda Protective Wax** to maintain the build of coating. Protective wax can be applied to specific areas (it is not required to coat the entire floor) and can be easily applied by building cleaners.
- Follow the application instructions on the **Moda Protective Wax Specification Sheet**.

6-monthly – Applied by the building cleaners or by an approved flooring maintenance specialist:

- It is required to periodically apply **Moda SilkMatte Refresher** to refresh/protect the coating and timber. **Moda SilkMatte Refresher** should be applied to the whole floor (not specific areas) as it will add sheen to the coating (this will dull 1-2 weeks after application).
- Follow the application instructions on the **Moda SilkMatte Refresher Specification Sheet**. Drying times are 12 hours for light loads (walking) and 24 hours for full use. It is recommended for the cleaners to apply this over weekends to allow time to dry.

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- Follow the application instructions on the **Moda Protective Wax Specification Sheet**.

1-2 months – Applied by the building cleaners or by an approved flooring maintenance specialist:

- It is required to periodically apply **Moda SilkMatte Refresher** to refresh/protect the coating and timber. **Moda SilkMatte Refresher** should be applied to the whole floor (not specific areas) as it will add sheen to the coating (this will dull 1-2 weeks after application).
- Follow the application instructions on the **Moda SilkMatte Refresher Specification Sheet**. Drying times are 12 hours for light loads (walking) and 24 hours for full use. It is recommended for the cleaners to apply this over weekends to allow time to dry.

IMPORTANT: Moda Protective Wax and Moda SilkMatte Refresher both contain a mixture of flammable wax and organic oils and emit a strong odour. Ensure the area is well-ventilated during application. Dispose of cloths in a tightly closed container or wash out thoroughly with water.

DAMAGE PREVENTION

- Excess moisture (i.e., spills or floods) must be cleaned up within 1 hour.
- Protective felt pads should be adhered to the legs of chairs and furniture to protect the floor surface from scratches. Rubber caster wheels should be used where required.
- Use rugs or mats at entrances to minimize dirt and moisture from being tracked inside. At entrances, mats must be laid internally and should also be laid externally. When laid on timber flooring. The materials that rugs are made from should be able to breathe (such as woven fabric). Avoid solid rubber or vinyl backing to prevent discoloration and moisture entrapment.
- Mats and rugs should be kept clean and the underside free of dirt, grit, or other abrasives.
- Keep pets' nails trimmed, paws clean and free from dirt, grit, and other abrasives.

- Do not drag heavy objects on your timber floor. If moving heavy furniture, consider laying down a solid protective covering beforehand.
- Be cautious when wearing shoes on a timber floor, as uncapped stilettos or stones embedded in the sole of your shoe can damage the surface of the floor.
- Proper cleaning and protection from abrasive particles, UV rays and moisture will significantly prolong the floors longevity.

REPAIRABILITY

Dirt and Grime Removal

- For small amounts of dirt and grime, mop floor with **Bona Wood Floor Cleaner** following the direction of the grain. If residual marks remain, refer to the stain removal section below.
- For large amounts of dirt and grime, contact a floor cleaning professional with a **Bona Power Scrubber**. Alternatively, email support@forte.co.nz with photos and a description of how the dirt/grime happened for specific advice.

Stain Removal

- Follow 'How to Use' guide in **Moda Heavy Duty Spot Cleaner Specification Sheet**.



If this fails to remove the stain, we recommend you contact Forté Customer Care on 0508 35 66 77 (option 2) to discuss a solution.

Shallow Dents and Scratches

- Refer to the article called '**Tips & Tricks to Repairing Scratches on Timber Flooring**' on www.forte.co.nz for shallow dents and scratches.
- Alternatively, email support@forte.co.nz with photos and a description of how the dents/scratches happened for specific advice.



Deep Dents and Scratches

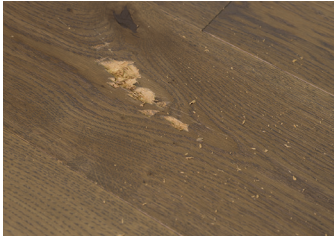
- Follow 'How to Use' guide for **Moda Professional Repair Kit Specification Sheet**.
- Note: It is recommended that you get a professional floor installer to conduct this repair. Email support@forte.co.nz with photos and a description of how the dents/scratches happened for specific advice.



CHIPS, DEEP DENTS

Major Dents and Scratches

- This will require removal of the damaged plank and installation of a new one. This should only be carried out by an experienced approved installer. Email support@forte.co.nz with photos and a description of how the dents/scratches happened for specific advice.



MAJOR DENTS

FLOOR REFINISHING

It is possible to refinish timber flooring by sanding and recoating the timber. This can be done if you want to change the colour of your floor, or if it has serious widespread damage (timing depends on the care practises & foot traffic). Refinishing should always be undertaken by an experienced professional. If required, contact Forté Customer Care on 0508 35 66 77 or support@forte.co.nz for a recommended floor sander in your region.

AMBIENT CONDITIONS

Timber is a natural product and is affected by its surrounding conditions. Exposure to conditions outside of the below parameters may result in movement (i.e., shrinkage causing gaps), breakdown of surface coating, hairline cracks in the veneer. Avoid extreme changes in temperature or humidity.

- **Surface temperature:** Should not exceed 27°C.
- **Room temperature:** Should be maintained between 13°C to 24°C.
- **Humidity:** Relative humidity should be maintained between approximately 30 – 60%, but never below 25% or exceed 85%. Forté strongly recommend the use of a humidification or dehumidification system to prevent the relative humidity going outside of these parameters.

THE EFFECTS OF UV (ULTRAVIOLET) LIGHT

Failure to protect your floor from the effects of UV will result in extreme colour change and greatly shorten the lifespan of the coating on your floor.

- 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. Depending on the colour, the change in appearance may result in it darkening, lightening, or yellowing.
- Floor coverings such as rugs and mats should not be placed immediately after laying. Flooring installed under rugs will not be exposed to UV light and therefore, will not allow the timber to oxidise. Forté recommends that rugs and furniture be moved around regularly to maintain even colour variation.
- To prevent oxidation, ensure coating longevity and structural integrity, Forté recommends UV-protected windows at a minimum. Drapes or blinds can also be used as an extra preventative measure to minimise exposure to UV light.