

# Care and Maintenance Guide

FOR USE WITH GLUE DOWN PRE-FINISHED ENGINEERED PLANK FLOORING AND WALL PANELLING



Cover image: Ruby Ridge  
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60 x 6 House  
José Gutierrez

# 1. Caring For Your Timber Floor

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

## 1.1 MAINTAINING A STABLE CLIMATE

Timber flooring 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. Read below for guidance on recommended conditions for areas with timber flooring installed.

### AMBIENT RELATIVE HUMIDITY

An internal relative humidity of between 40% and 60% is ideal for timber flooring. 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 TEMPERATURE

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

Note: [The Ministry of Social Development](#) recommends maintaining the internal temperature between 18 and 21 degrees Celsius.

## PROTECTING AGAINST EXCESSIVE SUN/UV EXPOSURE

### FLOOR SURFACE TEMPERATURE

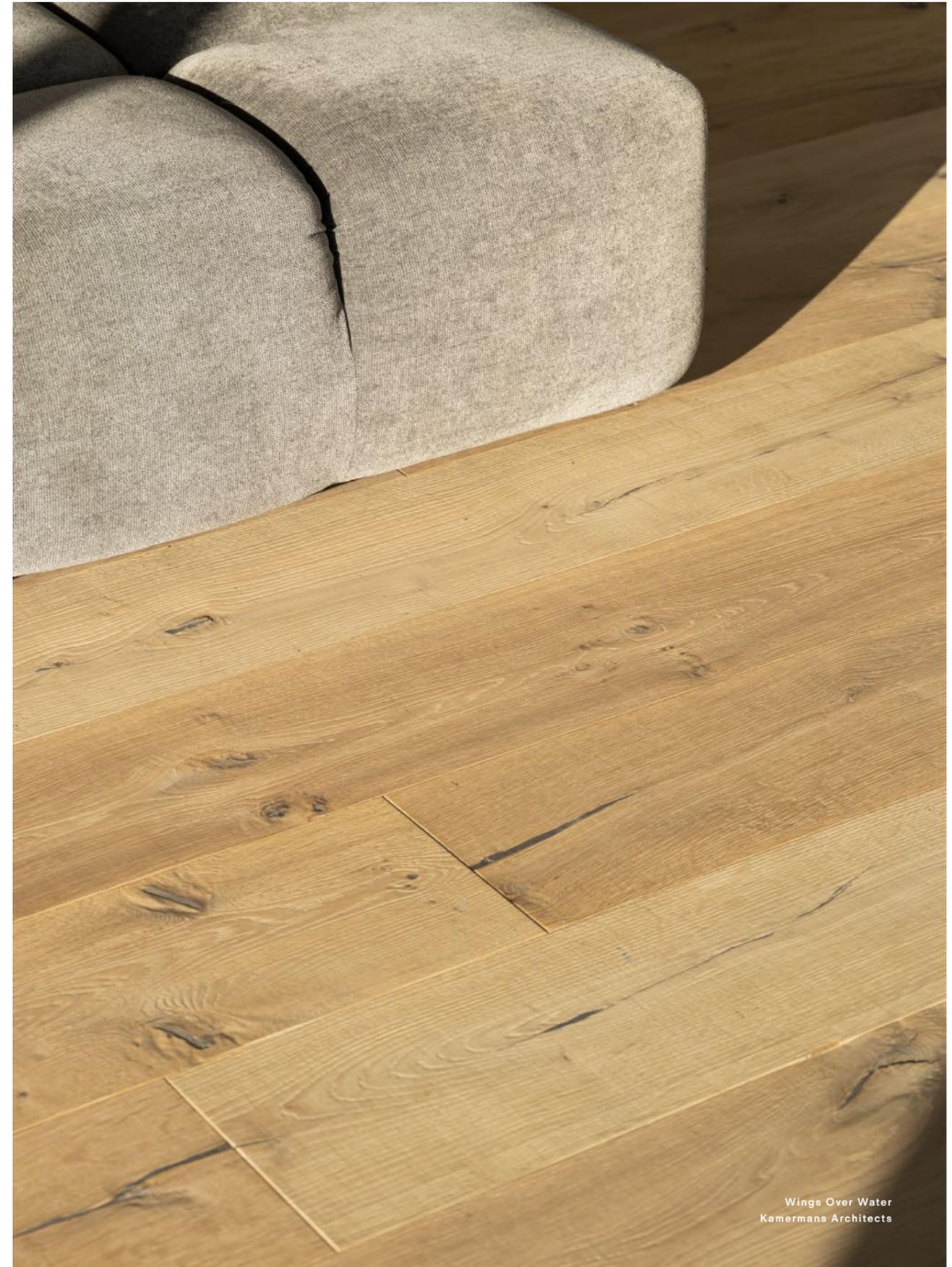
It is important to protect the floor from extreme temperatures. Floor-to-ceiling windows coupled with the New Zealand sun have been known to create floor surface temperatures of over 70 degrees Celsius. It is recommended for homeowners to keep the floor surface temperature below 45 degrees Celsius when 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 floor 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.
- Floor coverings such as rugs should not be placed until 3 months after laying. Flooring installed under rugs will not be exposed to UV light and will not allow the timber to oxidise. We recommend that rugs and furniture are moved around regularly to maintain even colour variation, especially in the first 6 months after the floor has been laid.
- 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 flooring 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 FLOOR

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Here are some simple things you can do to keep your floors looking as good as new for years to come:

##### FURNITURE AND APPLIANCES

- 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 wood strains 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.
- If you don't like the idea of pads on your furniture, incorporate carpets, mats or rugs in your interior design. These can also serve as reliable furniture feet protection.

##### SPILLS AND LEAKS

- Take care to avoid staining. Mop up excess moisture from spills or splashes within 1 hour.
- Remove soaked objects such as carpets, rugs, and furniture. Ensure they are completely dry before you place them back on your floor.
- Address any leaks immediately. Failing to attend to leaks can result in severe damage to 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.

##### INDOOR PLANTS AND PETS

- Place drip pans under indoor plants to avoid water leakage.
- 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.
- Be attentive to spills and get them cleaned within 1 hour where possible. Puddles of water from spilled water bowls or the unfortunate pet accident can damage your floor. Place a mat or tray under food or water dishes to prevent splashing or spillage onto the floor. Also be sure to clean up any pet accidents as soon as you see them.

##### 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 under the rug. 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.



Hillend Station  
Condon Scott

#### 1.4 UNDERFLOOR HEATING

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##### TEMPERATURE

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 etc. Also, if you are looking at using 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.

Note: You can 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).

#### 1.5 HOLIDAY HOMES AND BACHES

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##### ENGINEERED TIMBER FLOORING IN HOLIDAY HOMES AND BACHES

Us Kiwis love a good old Kiwi Bach in some of the most beautiful areas of Aotearoa.

New Zealand has quite a diverse climate, with warm subtropical weather in the north to cool temperate climates in the south. With most baches or holiday homes not being utilised all year round, they can be locked up for long periods of time. This can cause the inside environment to affect your timber floor if preventative measures haven't been put into place.

##### HUMIDITY CONTROL/CLIMATE CONTROL

It is always good to ensure you have fresh air circulating through your bach to maintain a proper environment. However, this is not always possible, especially when you don't live near the area where your home is located. Having a friendly local neighbour or resident that may be able to assist with airing out your home or turning on systems to help keep your homes climate controlled. For cool dryer climates it is recommended to purchase a portable humidifier/vaporizer, and for warm humid climates, consider installing an HRV system.

The relative humidity should be maintained between approximately 30% - 60% (but never below 25% or exceed 85%).

1.5 CONT.  
HOLIDAY HOMES AND BACHES

**AMBIENT TEMPERATURE CONTROL**

Maintaining an average internal ambient temperature of between 16°C and 27°C is recommended.

**FLOOR SURFACE TEMPERATURE**

Naturally exposed timber floor surfaces from direct sunlight should not exceed a surface temperature of 45°C and the room temperature should be maintained between 16°C and 27°C.

**SUNLIGHT CONTROL**

Timber is a natural product and when exposed to UV light for long periods of time this will result in extreme colour change, dryness and shorten the lifespan of its coating.

To help minimise UV damage, when locking up your home ensure curtains, sheers or blinds are closed. If you haven't already, consider installing UV tints on your window and doors.

**FAMILY MEMBERS, AIRBNB,  
GUESTS CHECKLIST**

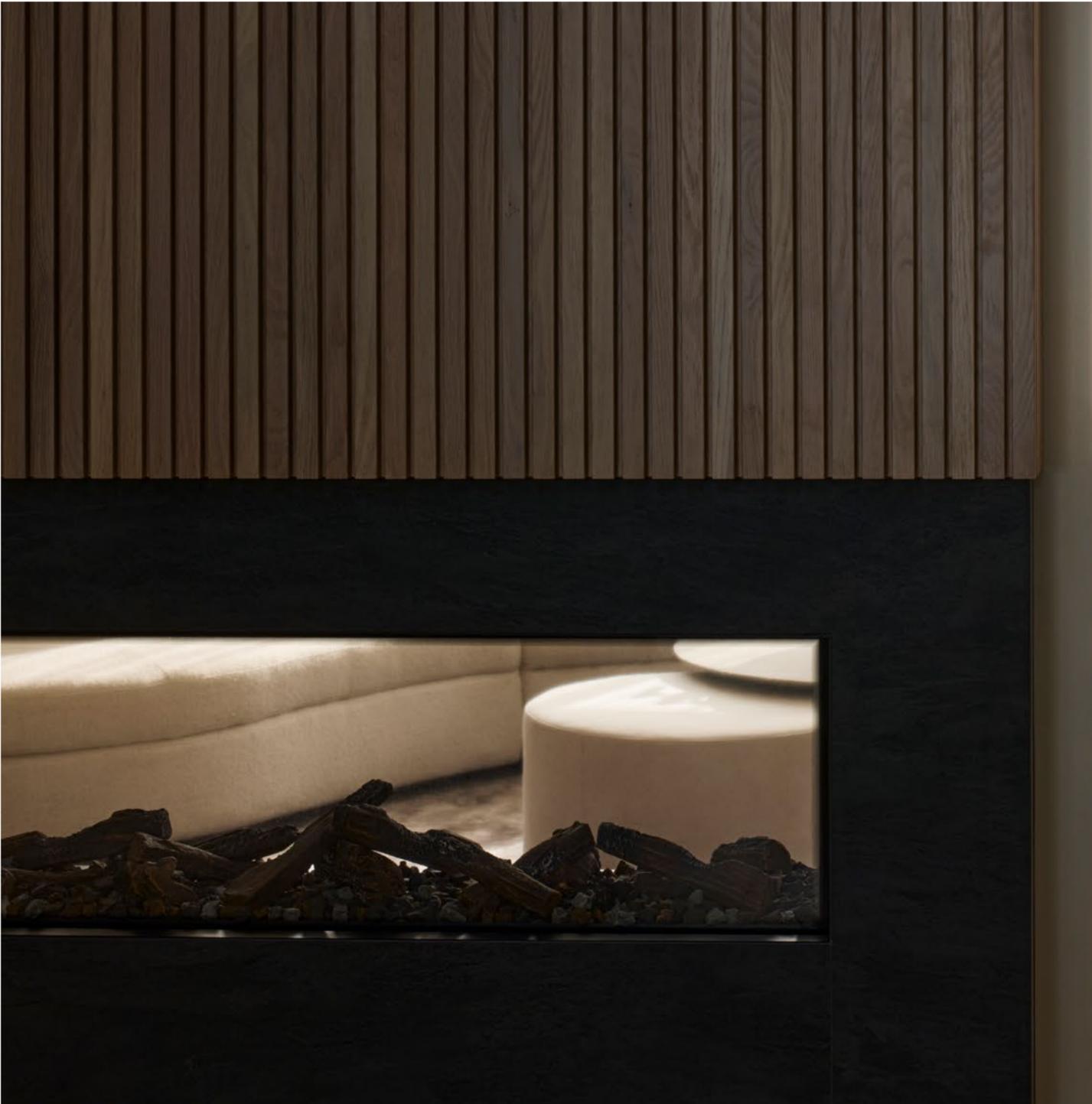
We have created some really helpful tips that you may want to have handy in your home or in your guest compendium when you are renting or Airbnb-ing the property out to guests.

- Clean up any excess moisture from spills or splashes within 1 hour using the Bona Spray Mop with the Bona Microfiber Cleaning Pad.
- Remove soaked objects such as carpets, rugs, and furniture. Ensure they are completely dry before you place them back on your floor.
- During the hottest part of the day, ensure curtains, sheers or blinds are closed.
- 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 dirt and moisture from being tracked inside. At entrances, mats and rugs should be laid both externally and internally.
- 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.



Pauanui Vice  
ATA Studio

# 2. Residential Flooring Cleaning & Maintenance



## 2.1

### LACQUER FINISHES

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Caring for your timber floor is a lot easier than you might think. In fact, simple cleaning is the main ingredient to keeping timber floors in tip-top shape.

Lacquer finish products include:

- Urban
- Moda Stretto
- Moda Mezzo
- Moda Altro
- Ultra
- Villa
- Atelier
- Artefact
- Artiste Rustic
- Artiste Refined
- Smartfloor
- Indus
- Loft
- Grande
- Woodline

#### 2.1.1

### CLEANING YOUR TIMBER FLOOR

#### Regular Cleaning (Weekly)

1. Clean the floor from sand, dust and other debris with a vacuum cleaner with a soft bristle head. To prevent damage to the lacquer finish of your floor, ensure the wheels of the vacuum are clean and freewheeling.
2. Clean with a Bona® Spray Mop and microfiber pad using Bona® Wood Floor Cleaner solution. Mop along the length of the board. Wipe the surface using a microfiber mop until the floor is nearly dry. Alternatively, use a Kärcher FC5 Floor Cleaner.

We recommend:

- Sweeping, anti-static mopping and/or vacuuming the floor as often as possible.
- Only using Bona® cleaning products. Other products may lead to inferior results or leave harmful residue.
- Only using a dry to damp mop or cloth when cleaning. We do not recommend the use of wet or steam mops on timber flooring.
- Avoiding over-wetting the floor. The floor should be dry in 2-3 minutes after cleaning.
- Taking the microfiber pad off your mop and washing it regularly to ensure it can clean effectively.



Eastern Bay  
Matt South

## 2.1 CONT. LACQUER FINISHES

### 2.1.2 DEEP CLEANING YOUR TIMBER FLOOR (2-4 YEARS)

Deep cleaning your wood floors every 2-4 years is an important step to having floors that last a lifetime. It removes dirt, grime and scuff marks that regular cleaning may leave behind and is an effective way to keep your floor looking beautiful, even after a few years of wear.

To keep your floors looking their best, we recommend that a deep clean is completed by a professional, using either a Bona® or Kärcher Wood Floor Scrubber.

### 2.1.3 COATING REFURBISHMENT (5-8 YEARS)

If your wood floor's protective coating is starting to show signs of wear, slight staining and light scratches, a light sand of the coating can effectively restore its original beauty. To be sure of the perfect result, we recommend you engage a professional to lightly sand the surface coating of your floors with a Bona® Diamond Abrasive Pad to remove light scratches or wear. The sanded surface should then be recoated with two coats of Bona® Traffic HD Extra Matte to give the floor a new layer of durable protection.

### 2.1.4 SAND AND RECOAT (7-10 YEARS)

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.

Please contact our aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz) for recommended specialists in your area or details of all Bona® Care and Maintenance products.



## 2.2

### HARDWAX OIL & SILKMATTE FINISHES

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Caring for your timber floor is a lot easier than you might think. In fact, simple cleaning is the main ingredient to keeping timber floors in tip-top shape.

Hardwax Oil & Silkmatte finished products include:

- Moda (Silkmatte)
- Manor
- Manor Atelier

#### 2.2.1

##### CLEANING YOUR TIMBER FLOOR

###### Regular Cleaning (Weekly)

1. Clean the floor from sand, dust and other debris with a vacuum cleaner with a soft bristle head. To prevent damage to the lacquer finish of your floor, ensure the wheels of the vacuum are clean and freewheeling.
2. Clean with a microfiber mop using the Osmo wash and care. Alternatively, use a Kärcher FC5 Floor Cleaner.

We recommend:

- Sweeping, anti-static mopping and/or vacuuming the floor as often as possible.
- Only using Osmo cleaning products. Other products may lead to inferior results or leave harmful residue.
- Only using a dry to damp mop or cloth when cleaning. We do not recommend the use of wet or steam mops on timber flooring.
- Avoiding over-wetting the floor. The floor should be dry in 2-3 minutes after cleaning.
- Taking the microfiber pad off your mop and washing it regularly to ensure it can clean effectively.

#### 2.2.2

##### DEEP CLEANING YOUR TIMBER FLOOR (2-4 YEARS)

Deep cleaning your wood floors every 2-4 years is an important step to having floors that last a lifetime. It removes dirt, grime and scuff marks that regular cleaning may leave behind and is an effective way to keep your floor looking beautiful, even after a few years of wear.

To keep your floors looking their best, we recommend that a deep clean is completed by a professional, using either a Bona® or Kärcher Wood Floor Scrubber.

#### 2.2.3

##### COATING REFURBISHMENT (2-5 YEARS)

If your wood floor's protective coating is starting to show signs of wear, slight staining and light scratches, a light sand of the coating can effectively restore its original beauty. To be sure of the perfect result, we recommend you engage a professional\* to lightly sand the surface coating of your floors with a Bona Scrad Pad Grit 320 to remove light scratches or wear. The sanded surface should then be recoated with one coat of Osmo Maintenance Oil buffed in to give the floor a new layer of durable protection.

#### 2.2.4

##### SAND AND RECOAT (6-10 YEARS)

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.

Colour Stain – 2 coats of osmo hardwax oil rolled on.  
Natural – 3 coats of osmo hard wax oil rolled on.

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

### 3. Commercial Flooring Cleaning & Maintenance



Kiwibank Auckland  
Architectus

### 3.1

#### LACQUER FINISHES

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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.

Lacquer finish products include:

- Urban
- Moda Stretto
- Moda Mezzo
- Moda Altro
- Ultra
- Villa
- Atelier
- Artefact
- Artiste Rustic
- Artiste Refined
- Smartfloor
- Indus
- Loft
- Grande
- Woodline

### 3.1.1

#### CLEANING ROUTINES

##### LIGHT COMMERCIAL (LOW FOOT TRAFFIC)

##### HEAVY COMMERCIAL (HIGH FOOT TRAFFIC)

For commercial spaces, 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.

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 every 6 months.

### 3.1 CONT. LACQUER FINISHES

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#### 3.1.2 COATING REFURBISHMENT

If your wood floor's protective coating is starting to show signs of wear, slight staining and light scratches, a light sand of the coating can effectively restore its original beauty. To be sure of the perfect result, we recommend you engage a professional.

#### LIGHT COMMERCIAL (LOW FOOT TRAFFIC)

Lightly sand the surface coating of your floors with a Bona® Diamond Abrasive Pad yearly to remove scratches or wear. The sanded surface should then be recoated with two coats of Bona® Traffic HD Extra Matte to give the floor a new layer of durable protection.

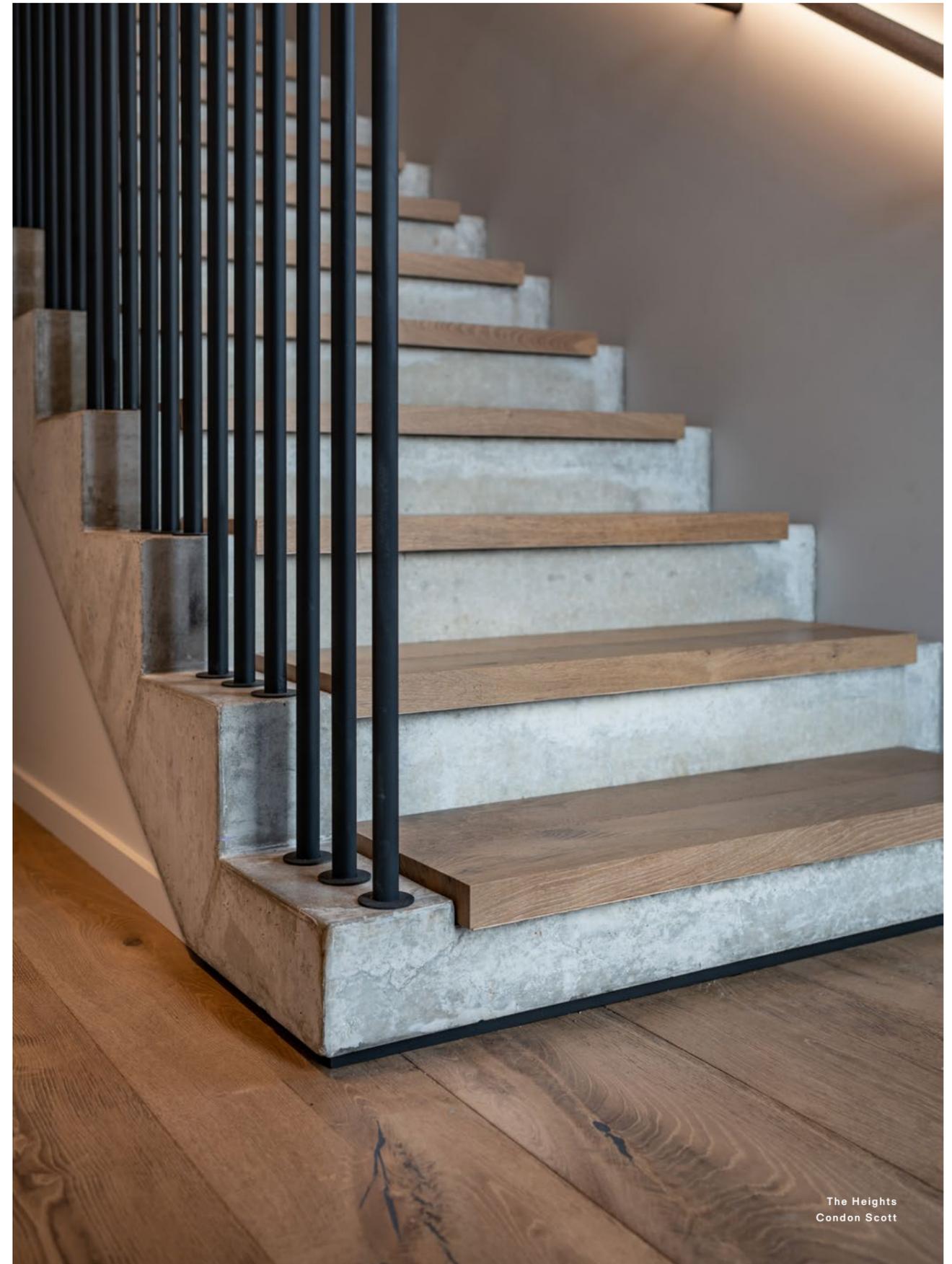
#### HEAVY COMMERCIAL (HIGH FOOT TRAFFIC)

Lightly sand the surface coating of your floors with a Bona® Diamond Abrasive Pad yearly to remove scratches or wear. The sanded surface should then be recoated with two coats of Bona® Traffic HD Extra Matte to give the floor a new layer of durable protection.

#### 3.1.2 SAND AND RECOAT

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.

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



The Heights  
Condon Scott

### 3.2

#### HARDWAX OIL AND SILKMATTE FINISHES

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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.

Hardwax Oil & Silkmatte finished products include:

- Moda (Silkmatte)
- Manor
- Manor Atelier

### 3.2.1

#### CLEANING ROUTINES

For commercial spaces, 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.

#### LIGHT COMMERCIAL (LOW 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 Mop and Osmo Wash and Care (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 (HIGH FOOT TRAFFIC)

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 Microfiber Mop and Osmo Wash and Care (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 every 6 months.

### 3.2 CONT. HARDWAX OIL AND SILKMATTE FINISHES

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#### 3.2.2 COATING REFURBISHMENT

If your wood floor's protective coating is starting to show signs of wear, slight staining and light scratches, a light sand of the coating can effectively restore its original beauty. To be sure of the perfect result, we recommend you engage a professional.

#### LIGHT COMMERCIAL (LOW FOOT TRAFFIC)

Lightly sand the surface coating of your floors with a Bona Scrad Pad Grit 320 yearly to remove scratches or wear. The sanded surface should then be recoated with one coat of Osmo Maintenance Oil buffed in to give the floor a new layer of durable protection.

#### HEAVY COMMERCIAL (HIGH FOOT TRAFFIC)

Lightly sand the surface coating of your floors with a Bona Scrad Pad Grit 320 every 1-2 years to remove scratches or wear. The sanded surface should then be recoated with one coat of Osmo Maintenance Oil buffed in to give the floor a new layer of durable protection.

#### 3.2.2 SAND AND RECOAT

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.

Colour Stain – 2 coats of osmo hardwax oil rolled on.  
Natural – 3 coats of osmo hard wax oil rolled on.

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



Simon James Store  
Keshaw McArthur Architects

## 4. Wall Panelling



## 4.1

### CLEANING AND MAINTAINING YOUR WALL PANELLING

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#### 4.1.1

#### CLEANING

##### Lacquer and Hardwax Oil Finishes

Over time wall and ceiling panelling 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.

Timber wall and/or ceiling panelling 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](#).

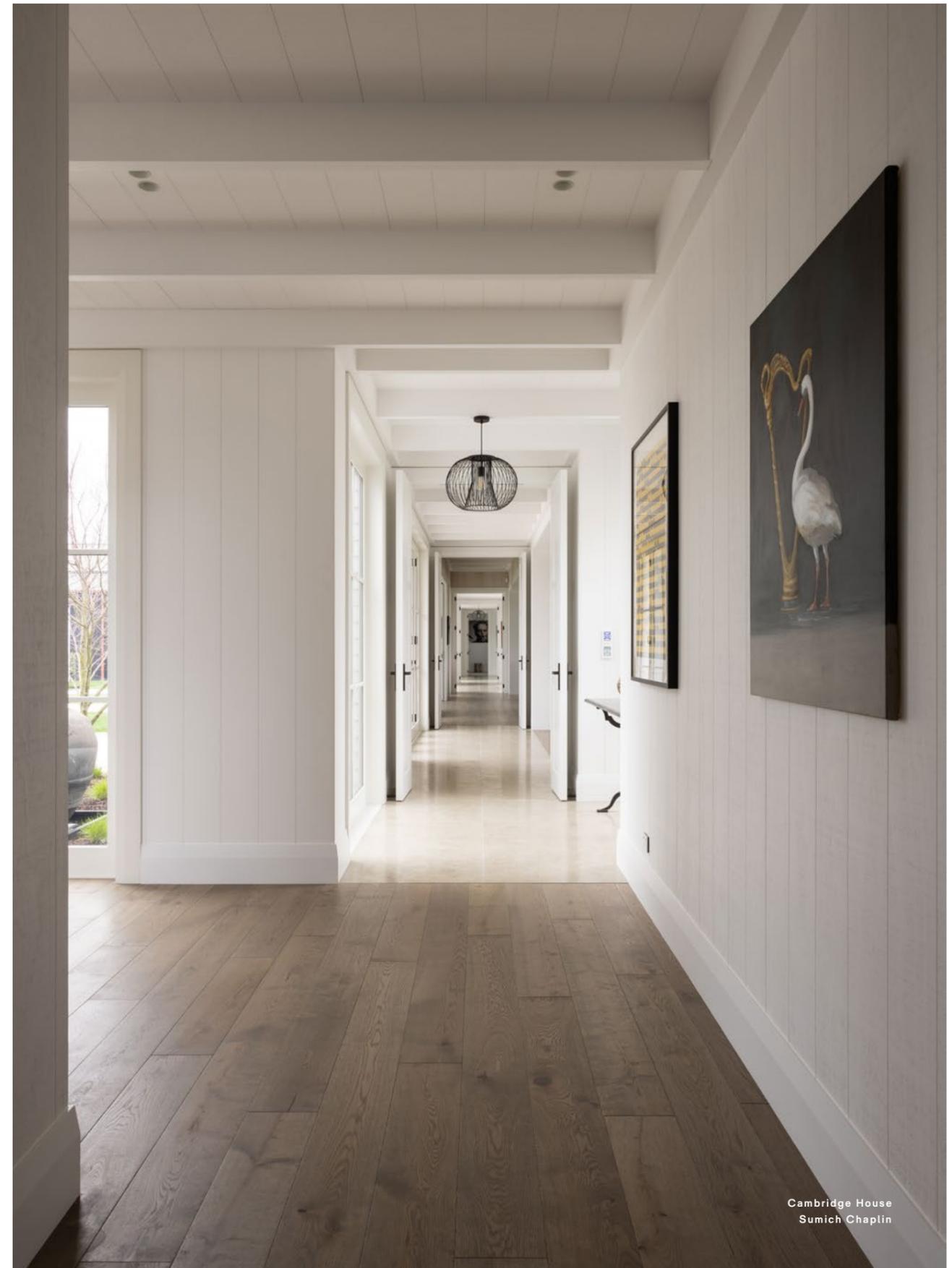
Products that have a finish applied, clean using a damp microfiber cloth or mop with a [microfiber cleaning pad](#) attached, together with an appropriate cleaning solution.

Always use a cleaning product that is approved for the type of finish on your wall panelling. [Bona Wood Floor Cleaner](#) is suitable for most wood products finished with polyurethane, lacquer or hard wax-oil.

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.

Please note: We do not recommend cleaning raw/unfinished product as this may leave unsightly watermarks.

Please contact our aftercare team at [support@forte.co.nz](mailto:support@forte.co.nz) for any further advice.





Kinloch Manor  
Patterson Associates Architects

#### 4.1 CONT. CLEANING AND MAINTAINING YOUR WALL PANELLING

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##### 4.1.2 COATING REFURBISHMENT

If you notice general wear and tear with your coating on your wall panelling and would restore your walls to their former glory, we recommend you engage a professional as they will determine the best solution for your panelling.

We recommend a possible light abrade enough for the coating to be applied and then roll on the finish.

##### Lacquer Finish

Two coats of Bona® Traffic HD Extra Matte.

##### Hardwax Oil Finish

Colour Stain – 2 coats of osmo hardwax oil rolled on.

Natural – 3 coats of osmo hard wax oil rolled on.

##### 4.1.3 REPAIRS AND TOUCH UPS

Minor scratches on timber wall panelling can be filled in with a coloured wax product or using a similar wood stain to help disguise the scratches and applying this using an artist brush.

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 floor installer.

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

# 5. Repairs



Simon James Store  
Keshaw McArthur Architects



Origine  
Jack McKinney

## 5.1 REMOVING STAINS AND DUST

### GIB DUST

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

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

Please ensure you don't over soak your floor and have a second rag to wipe up the excess. The floor 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 floor.

### 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.

### 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 floor 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.

**5.1 CONT.**  
**REMOVING STAINS AND DUST**

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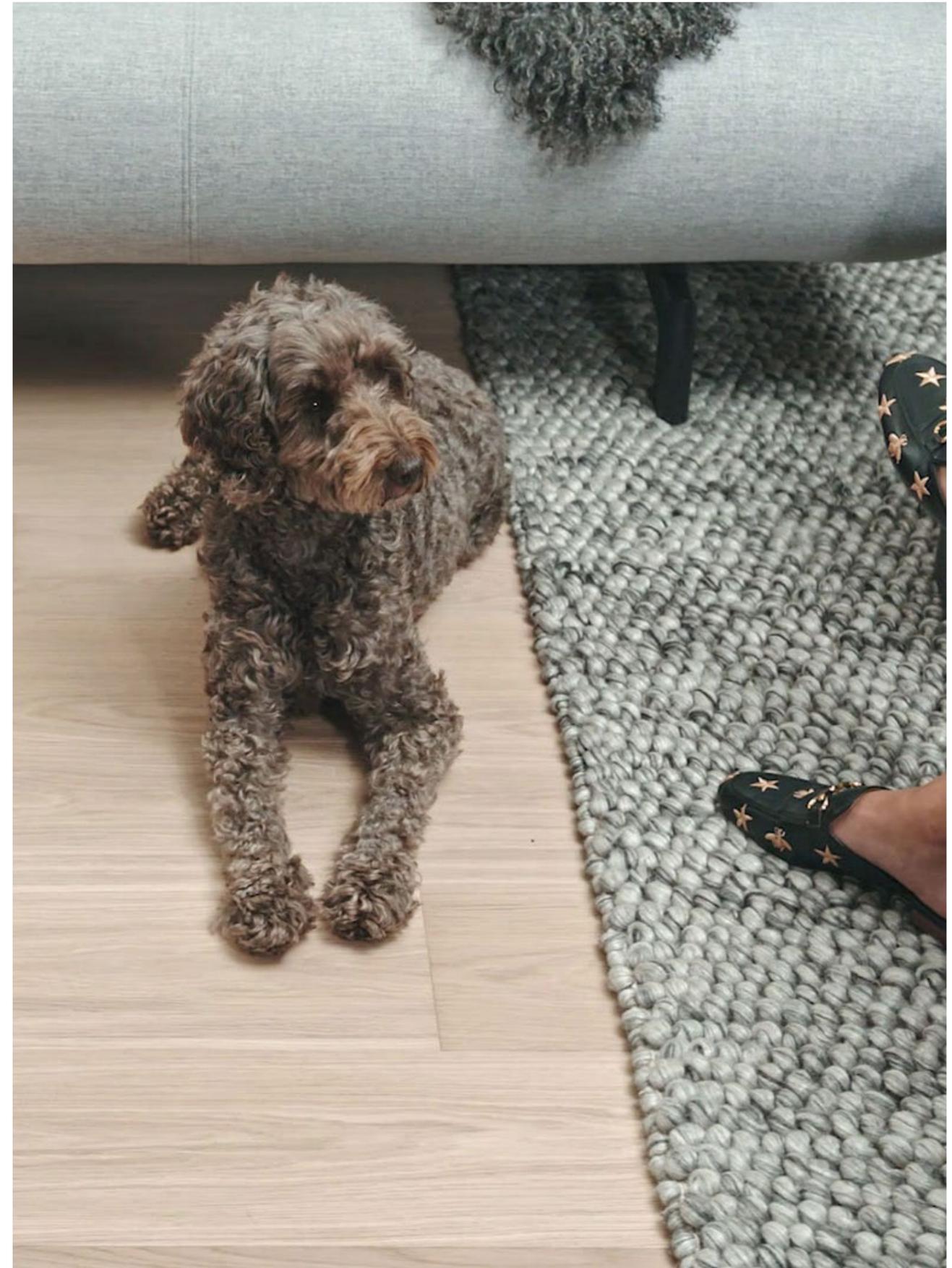
**PET URINE**

Animal urine can be challenging to remove, as the acid in the urine can eat through the coating and discolour the floor.

1. Wipe up excess urine and spray Bona Wood Floor cleaner directly onto spot and let work 5 minutes and allow this to be absorbed.
2. 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.
3. Wipe the surface with a clean rag along the boards until the floor is nearly dry. Avoid over-saturating the floor surface when applying Bona Wood Floor Cleaner.
4. I would repeat this 3 x times and see if this helps improve the stain.

Alternatively, if this doesn't work we recommend getting in contact with your installer and having the boards replaced.

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



## 5.2

### SHALLOW DENTS AND SCRATCHES

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While engineered timber floors are 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.

#### TAKING CARE OF SHALLOW DENTS AND SCRATCHES

For a quick fix, remove the outer shell (and any of the brown paper-like coating) of an oily nut, such as a Brazil nut. Rub the nut across the scratch, up and down, and side to side. The natural oil in the nut together with small pieces of flesh that scrape off during the process should fill most shallow scratches. Wipe with a clean rag to remove any excess oil.

#### Lacquer Finishes

If it's a small surface scratch you could look 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.

#### Hard Wax Oil and SilkMatte Finishes

If it's a small surface scratch you could look using the Osmo Maintenance Oil and apply this with an artist brush over the scratch. This should disguise the white mark and seal in any exposed timber.



DENT



SCRATCH

#### TAKING CARE OF SHALLOW DENTS AND SCRATCHES CONT.

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.

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.

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 floor.

Please see video link below on how to use these wax filler sticks:

[www.youtube.com/watch?v=eyNUPhMh4F8](https://www.youtube.com/watch?v=eyNUPhMh4F8)

Furniture repair pens can be useful when a scratch has removed the floor colour. Find a furniture repair pen that matches the colour of your floor 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.

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](https://www.forte.co.nz/advice/tips-and-tricks-to-repairing-scratches-on-timber-flooring)



30 Madden  
South Pacific Architects

### 5.3 DEEP DENTS AND SCRATCHES

#### TAKING CARE OF DEEP DENTS AND SCRATCHES

Melt a wax pen into the dent or scratch using a soldering iron pen with a flat head. Apply a polyurethane over the top to seal the wax. To ensure a good result, we recommend you engage a professional floor installer to conduct this repair.

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

### 5.4 MAJOR DENTS AND SCRATCHES

#### TAKING CARE OF MAJOR DENTS AND SCRATCHES

Major damage will require removal of the damaged plank and installation of a new one. This should only be carried out by a professional floor installer.

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

\*Disclaimer: Forté will not be held responsible for any damage or harm to persons or property as a result of trying any of these repair suggestions.



CHIPS, DEEP DENTS



MAJOR DENTS

# 6. Recommended Products



Hepburn House  
Warren and Mahoney

## 6.1

### CLEANING PRODUCTS

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All products are available for purchase on our website  
[www.forte.co.nz/care](http://www.forte.co.nz/care)

#### 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 nothing but a streak-free natural shine.

Key benefits:

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



#### BONA® WOOD FLOOR CLEANER CARTRIDGE 0.85L

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



#### BONA® WOOD 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
- Ready-to-use – no dilution required



#### BONA® MICROFIBER CLEANING PAD

Bona® Microfiber Cleaning Pad is a washable microfiber pad which attaches with velcro-like strips to all Bona® mops, including the Bona® Spray Mop. Bona® Microfiber 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



6.1 CONT.  
CLEANING PRODUCTS

OSMO WASH AND CARE

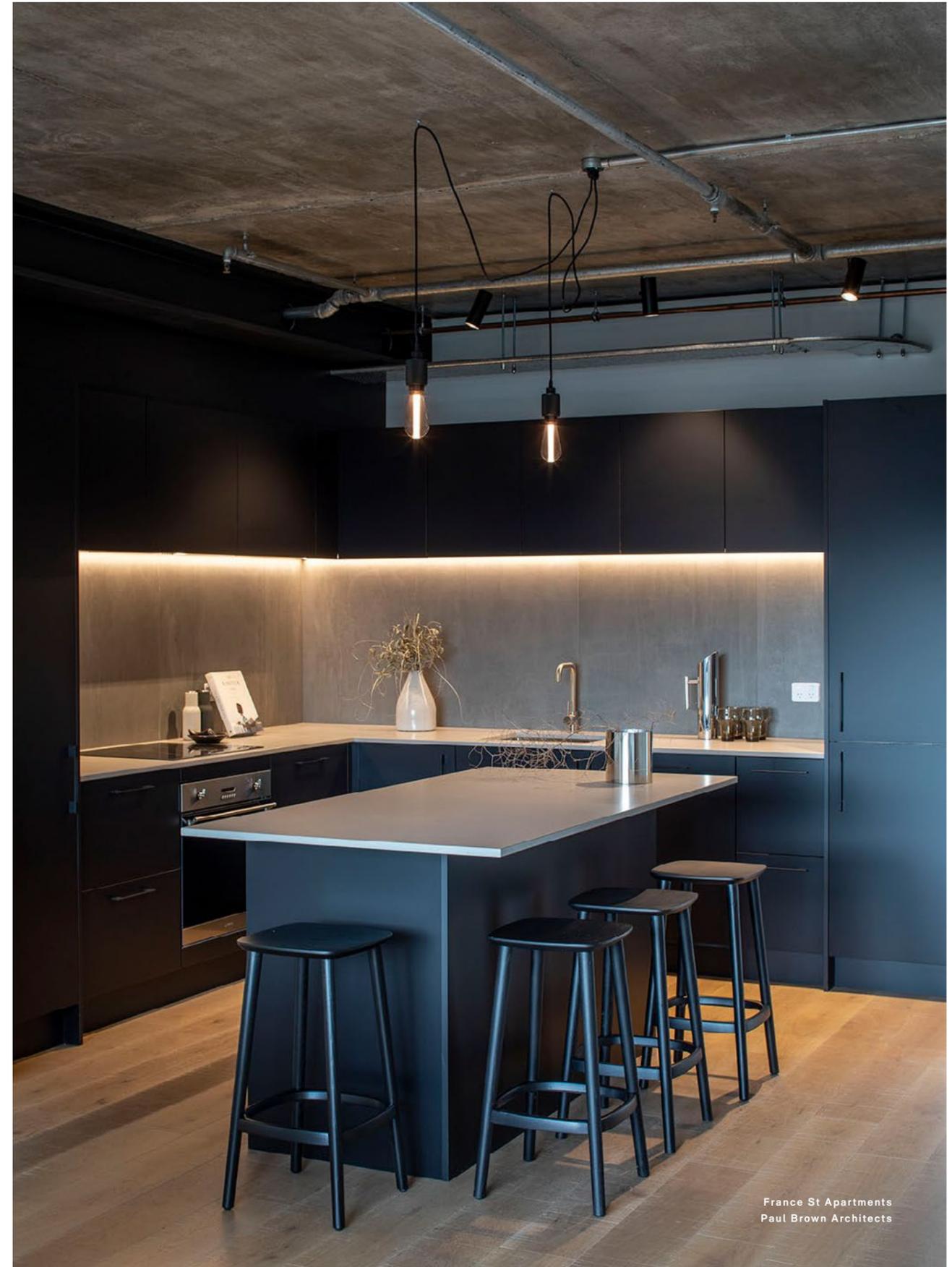
Wash and Care is ideally used with Osmo Micro-Mop Plush. When applied regularly, the surface becomes resistant to dirt and signs of wear.

How to use:

- Add Osmo Wash and Care to water.
- Clean the floor with a damp (not wet) mop and wipe dry immediately.
- 1 capful of Wash and Care per 2 litres water.

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



France St Apartments  
Paul Brown Architects

**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:**

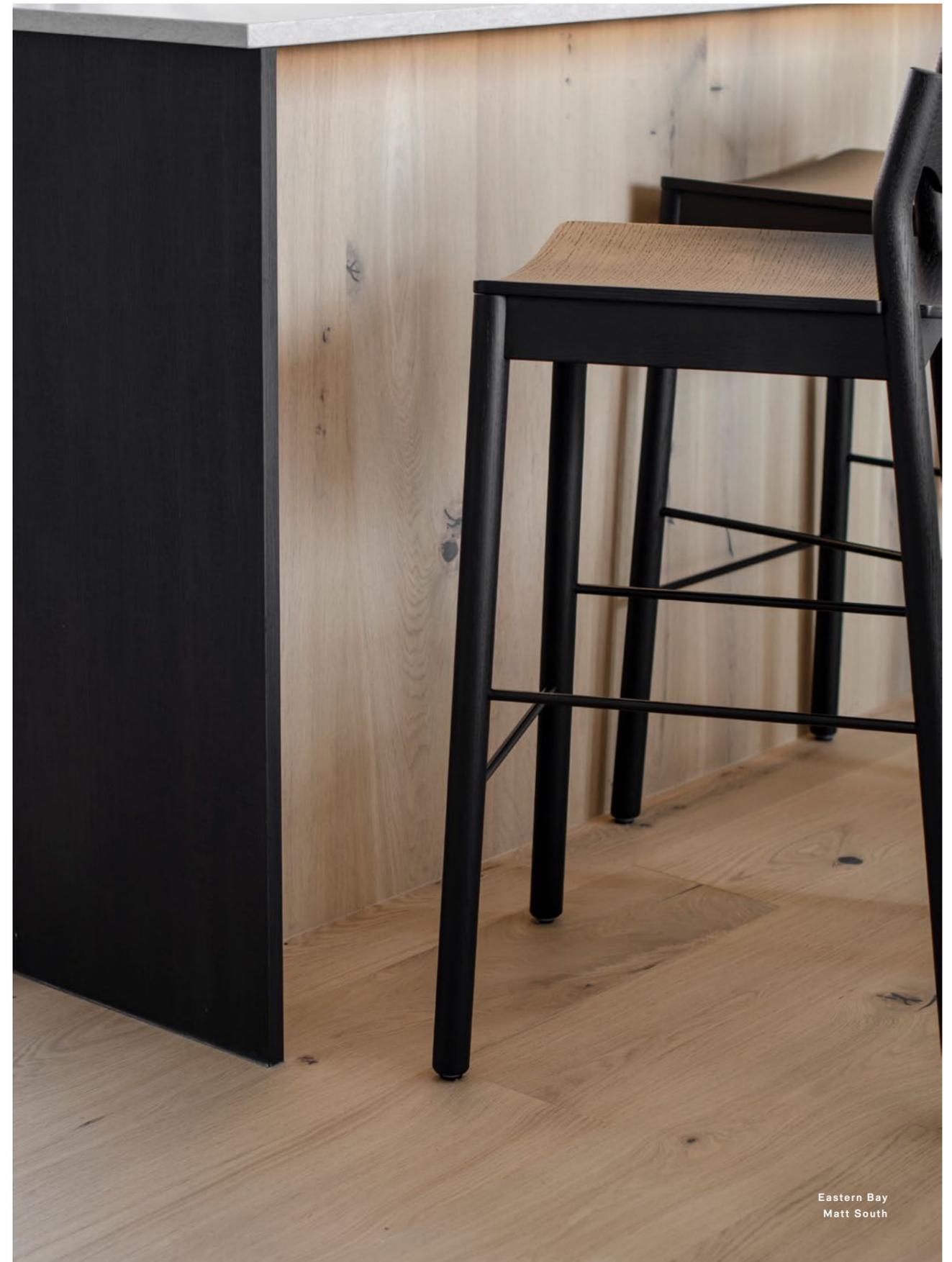
- Full protection for your floors and the bases of your furniture
- Reduces noise caused by chair movement by up to 90%
- Easy to use
- Easy maneuverability

**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.

**PICOBELLO PREMIUM TIMBER REPAIR KIT**

Ideal for repairing chips, scratches and other types of cosmetic damage. The filler is colorfast, moisture resistant and will not shrink. Watch this video to learn how to use the Picobello Repair Kit - [Video](#)



## 7. FAQ's



**CAN I STEAM-MOP ON 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 of it causing your floor to warp or buckle.

**CAN I REPLACE PLANKS ON MY FLOOR 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 or bleaches) when cleaning your floor as this can affect the surface coating leaving timber exposed and permanently damaging your floor.

**IS MY FLOOR 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 FLOOR 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 1.3: *Simple Ways To Protect Your Timber Floor*.

**WHY IS MY SAMPLE PIECE SLIGHTLY DIFFERENT TO THE PRODUCT I HAVE INSTALLED?**

It is also important to note that natural variation in wood flooring 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 wood 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 flooring, 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.



Mead Residence  
Annika Rowson

## 8. Useful Links

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 link - <https://forte.co.nz/customer-service#warranty>

Please refer to our website for your structural warranty - <https://forte.co.nz/resources?resource-type=warranties>

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**Auckland**  
299 Great North Road,  
Grey Lynn, Auckland

**Pukekohe**  
3 Keith Place,  
Pukekohe, Auckland

**Christchurch**  
93 Manchester Street,  
Christchurch

**Queenstown**  
179 Glenda Drive,  
Frankton, Queenstown

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