

Product Guidelines Care & Maintenance



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Office Unit 2/13 Access Avenue, Yatala, QLD, 4207
Warehouse Unit 1/164 Adderly Street West, Auburn, NSW, 2144
Laminate | Bamboo | Hydro | Hybrid | Australian Timbers | Oak | Underlay | Accessories

1. Appropriate Window Furnishings

Harsh sunlight and UV exposure on your floor for prolonged periods can result in discolouration to the surface and compromise the integrity of the coating. Prolonged exposure to excessive dry heat can cause your floor to contract and expand abnormally, which can cause gaps between boards, gaps becoming visible from under the skirting or scotia, and boards becoming bowed and causing vertical movement resulting in squeaking. All your external windows and doors are required to have appropriate covers such as blinds, shutters, curtains and window tinting/UV filters. Any exposed areas of your flooring covered by mats or rugs for prolonged periods will change colour. For dwellings under construction or where window coverings are not yet fitted, it is recommended to cover the windows with Black builders plastic.

2. Replacing Furniture & Appliances

When replacing appliances or moving heavy furniture over the flooring, place our Clever Guard Floor Protection or underlay & cover with a wood panel under the object. Without moving the panel, slide or roll the object over it. Follow with additional panels as needed as this prevents scratches and dents. Ensure appliances are properly & professionally re-installed. Weight Restriction over a properly installed floor up to 200kg per m² is the maximum recommended weight capacity for all Clever flooring products. When positioning furniture or heavy objects, ensure the base or feet are placed and positioned in the centre of the boards and not directly over the joins to prevent damage from occurring. Keep in mind that heavy objects over a large area can restrict the natural movement of your flooring resulting in squeaking, gapping, cupping and board failure.

3. Use of Rugs & Furniture Protectors

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

4. Regular Cleaning

Spills should be wiped up when they occur, and scuff marks or stubborn stains may be removed with light rubbing with a slightly damp rag or mop. Some floor cleaners contain oils, soaps, wax and liquids that can attack and affect your coating, these should be avoided. Use, where possible, the cleaning regime specified by coating experts. Contact your retailer or visit our website www.cleverchoice.com.au for recommended products. Enemies to your floor finishes are sand and grit that can be brought into the house with footwear. These small particles act like sandpaper, resulting in scratches on the floor. For regular cleaning of domestic floors, an antistatic mop provides an effective means of collecting dust and grit. If a vacuum cleaner is used, the condition of the brushes should be regularly checked. If the brushes have worn thin, contact with the metal head on the floor can result in scratching. Clean the brush head before every use. For best performance and appearance, immediately wipe up spills, foreign substances or water from wet feet. Floors can become slippery when wet. Wipe any excess moisture off the floor immediately using a dry mop or clean towel.

5. Acids, Bleach and oils.

Items like Red wines and Tomato sauce are a problem for hardwood floors as they are acidic based. Acid can ruin the finish and cause an even bigger stain. Lighter floors can be a bigger problem than darker floors, as the darker wood is better at hiding the stain. If you spill wine or anything with a tomato base on your floors, the more quickly you wipe up the spill, the less damage is done. Use a dry, soft towel and pat the floor dry. Do not wipe, as this can cause the spill and stain to grow bigger, and may even push the stain deeper into your floors. A dry cloth is always better, but if the stain has already dried, you may need to use a little water to lift the spill. We do NOT recommend using any acidic cleaning products, like vinegar or hydrogen peroxide, no matter how natural, to lift stains. This will only end up ruining the finish even further. Plus if you end up damaging the floor surface, your floors will be eleven more vulnerable to further spills. Avoid using chemicals like bleach, while bleach will likely disinfect porous surfaces, and may remove stains, it's possible that you could damage the wood or the finish, discolouring it or getting into the actual wood and damaging it. Cooking oils, greasy or oily foods can damage your wooden flooring. Oily body lotions and other beauty products can cause problems too by absorbing into the wood.

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6. Spray Mop or Slightly Damp Mop ONLY

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

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

7. Cleaning Up after your Pets

A small part of owning a pet is coming to grips with the messes they make. It's quite likely that you'll have to deal with urine on the floor at some point. Because pet urine can quickly damage your floors, cleaning the floor immediately and properly can assist in preventing permanent stains. Get to the mess your pet has created very quickly. You wouldn't want their urine to soak in and dry out on the floor. Aside from cleaning, you may need to try deodorising the spot thoroughly. Make sure your pet can't smell their urine in that same area, as they may return to it again. Because ammonia tends to smell like pet urine, avoid using it or any product that contains it. The use of vinegar/water solution is also not a good cleaning agent, as it encourages re-marking among pets. Because liquids tend to seep down and outward, clean a few more inches around the stain to ensure that you have deodorised the spot thoroughly. Keeping your pets' claws trimmed will assist in preventing scratches to your coating. Vigorous scratching to the coating or wear layer surface can result in damage & failure.

8. Climate Control - Heating & Cooling

When possible, optimum performance is recommended to set the indoor temperature consistently between 18°C to 28°C with a relative humidity of 40% to 60%. Clever Choice recommends purchasing a thermometer and hydrometer to monitor the temperature and humidity in your home. The use of internal cooling & heating systems such as air-conditioning, ducted heating, heaters and fireplaces, etc must be monitored & regulated to prevent an excessively dry environment, and ensure the direct heat on the floor does not exceed 35°C This will affect the performance of your floor if not controlled. Always good to open up your house during the day, even if it is just for a short period to let the natural air flow through. The use of permanently fitted air purifiers, humidifiers & dehumidifiers can create more comfortable and controlled living conditions.

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

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

EXTREME WEATHER CHANGES Change of seasons, bush fires, floods and droughts all cause a change to the installed environment and flooring will be influenced by these changing conditions, as above.

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

9. Repairing Scratches

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

10. Replacing Boards

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

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11. Re-Coating or Extra Protective layer

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

12. Aging Process

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

13. Leaks or Moist Areas

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

14. Recommended Cleaning & Coating Products

Clever Choice has worked closely with many companies, such as Bona and their technical teams to ensure we can recommend the correct cleaning solution for your Clever Choice floor. For all your cleaning & Protective Coating requirements please visit www.bona.com.au