

Timber is a natural product and therefore will show normal signs of wear and aging over a period of time, it is up to the consumer to understand how to care and maintain their Forté timber.

## How Climate Can Effect Timber

- With all natural wooden floors, prolonged exposure to direct heat and/or indirect heat (over 27°C) from any internal and/or external source may have a detrimental effect. It is recommended to take measures to prevent this from happening.
- Relative humidity of the room where the floor is installed should be approx 45-55% but never below 30% or exceed 60%. Forté strongly recommend the use of a humidification or dehumidification system to prevent the relative humidity going outside of our recommendations.
- The area where the Engineered Timber is located should be regularly ventilated to maintain a balanced humidity.

## The Effects of UV (Ultra Violet)

- Timber can be affected by UV light, a process known as Oxidisation. Timber left exposed to direct unfiltered UV rays, will noticeably change in colour in the first 1-3 months. Natural Oak finishes may yellow or darken over time.
- 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 are to be moved around regularly to avoid discolouration.
- To prevent Oxidisation, Forté recommends window protection such as UV tinted windows. Drapes or blinds can also be used as an extra preventative measure to minimise exposure to UV light.

## Cleaning your Floor

- Forté's timber flooring has a naturally textured surface. To avoid build up of dirt or grime, it is recommended to vacuum or sweep with a soft bristle head on a regular basis. Ensure the wheels of the vacuum are clean and freewheeling to prevent damage of the coating.

### **Residential**

- For cleaning your floor, Forté recommends the use of a mop with a microfiber pad e.g. Bona Spray Mop, alongside their Bona Wood Floor Cleaner.
- It is not recommended to use a wet mop on Forté's timber flooring as excess moisture left on the floor could compromise the integrity of the product. Any excess moisture on the floor should be cleaned up immediately.

### **Commercial**

- Flooring can be cleaned with a damp ring mop, providing it is used alongside the Bona Wood Floor Cleaner. Alternatively, the floor can be cleaned using a Bona Spray Mop.
- If the commercial premise has high foot traffic, Forté recommends setting up a floor cleaning maintenance plan with a professional cleaner to ensure the floor is well looked after and refreshed. Contact Forté's technical team for further advice.
- It is not recommended to use a wet mop on Forté's timber flooring as excess moisture left on the floor could compromise the integrity of the product. Any excess moisture on the floor should be cleaned up immediately.

## Damage Prevention

- 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 minimise dirt and moisture from being tracked inside. At entrances, mats or rugs should be laid both externally and internally. The materials that rugs and mats are made from should be able to breathe (such as woven fabric). Avoid solid rubber or vinyl backing to prevent discolouration and moisture entrapment.
- Mats and rugs must be kept clean and the underside free of dirt, grit or other abrasives.
- It is vital that excess moisture i.e. spills or floods, are cleaned up immediately.
- 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 etc. Can damage the surface of the floor.
- Proper cleaning and protection from abrasive particles, UV rays and moisture will significantly prolong the floors longevity.

## What to do if your floor gets Damaged

- In case of any damage to the timber floor, contact Forté's technical team.
- Floor repair kits are available directly from Forté.
- Forté Warranties do not cover repairs carried out by non-professionals.