



Maintenance Document

Urban Oak Maintenance
Caring for your Timber floor...

Timber is a natural product and can be scratched or dented. To help guard against damage from scratches and dents, place protective felt pads under furniture legs and chairs, and make sure any furniture casters operate freely and have a minimum 25mm wide vinyl surface where they come in contact with your Urban Oak floor.

Urban Oak warranties do not cover damage caused by stiletto heels or damaged shoes, heavy furniture and appliances. A stiletto or any heel with a diameter of approximately 10mm can concentrate as much as one tonne of weight on the floor. Keep animals' nails clipped, as they are capable of scratching timber floors.

Urban Oak cannot guarantee against natural variations in each plank, nor against differences between samples and the color of the floor once the floor has been installed. Ultra-violet light will vary the colour of timber over time.

It is recommended that you rearrange rugs and furniture periodically so the floor will age evenly. Darker species are more susceptible to change during the aging and oxidization process. Lighter colored timber floors will show marks and dirt more noticeably than darker colours and will require more frequent care.

Your warranty does not cover damage that may be caused by some cleaning products. Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon or Tung oils. These products can dull the finish and make future cleaning and refurbishment difficult.

Spills should be removed promptly with a soft cotton cloth. Dust, grit or abrasive spills should be swept or vacuumed. Use entry mats to avoid tracking oils and grit from driveways and streets as they can damage a timber floor.

When moving heavy appliances or furniture, use a sheet of 6mm plywood to protect the floor, and a trolley with rubber wheels. Never try to slide or roll heavy objects across your floor without taking these precautions.

If the indoor humidity reading drops below 30% it is recommended that a humidifier be used.

Urban Oak is machined to exacting standards, with tolerances of +/- 2mm, or the thickness of a standard business card.

Domestic Maintenance

A guide for cleaning and maintaining your Urban Oak floor:

For daily cleaning vacuum or sweep the floor or wipe with a damp mop or cloth. Dusting, mopping or sweeping the floor will minimize abrasive grit and dirt.

Ensure the vacuum head is fitted with soft bristles to protect the floor from scratching whilst vacuuming.

One (1) part methylated spirits to ten (10) parts water, pre-mixed in a spray bottle can be sprayed onto an anti-static mop and wiped over the floor.

Remove spills as quickly as possible. The mop or wiping cloth should be well wrung out to remove all excess water.

Do not wax, polish or use abrasive cleaners or scouring powder to clean your Urban Oak floor.

