



VidaSpace®

VidaCare Guide

Timber Floors



Empowering Ambitious Design

VidaCare

Every VidaSpace product comes with a commitment: VidaCare Lifetime Support.

It is just as important to us as it is to you that your flooring performs and lasts for a lifetime, so we developed our complimentary VidaCare system to ensure that we provide all the tools and advice to guarantee this.

- Lifetime Advice & Support
- Care Kits and Maintenance Product Range
- Care Guides
- Assistance in Connecting with Repair & Maintenance Experts
- Online CareShop

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— Movement

Wood is a hygroscopic material, which means it naturally takes on and gives off moisture to balance out with its surrounding environment.

Your wooden floor is part of your building and the performance of the floor is dependent on temperature and relative humidity within the building.

Wood is a natural material, absorbing and releasing moisture to and from the air. Timber used in flooring is seasoned or kiln dried to reduce the moisture content, although, the wood's ability to absorb moisture remains. This ability is lessened by applying a polyurethane or oil coating. All concrete subfloors should be moisture sealed with a DPM (Damp Proof Membrane) to prevent moisture being absorbed from the concrete into the timber floor.

Throughout seasons we experience a range of weather patterns; cold, damp conditions create high humidity levels causing the wood to swell, whereas heating and sunlight have the reverse effect. Therefore, a small degree of expansion and contraction is to be expected in any wooden floor and this can sometimes be visible.

To allow the wood to expand and shrink, expansion gaps are left between the floor and the wall, these gaps are covered by skirting or beadings and trims.

Fine gaps may appear from season to season, especially in rooms that experience unusual or significant changes in humidity and temperature, from both heating and sunlight. To help minimise these effects, owners can stabilise the environment of the building through temperature and humidity control.

It is not recommended that a house be left unheated for long periods during winter, as the moisture content of the building will rise without the drying effect of the heating and venting associated with normal occupancy. After a period of being unoccupied, avoid sudden heating, as this may dry out the surface of the flooring faster than the middle and bottom of the timber, leading to differential shrinkage.

This can cause cracking of the finish along the joints and cupping of the boards.



— Heating

All forms of heating, including freestanding heaters, radiators, heat pumps, and under floor heating affect the temperature of the floor.

The floor should remain at a temperature below 24°C or 75°F, no matter what type of heating is used. Heating temperatures must be adjusted gradually as any extreme temperature change can damage the floor. For this reason, we recommend that any manual control units for underfloor heating are enclosed and positioned so that only experienced people have access to them.

Each time underfloor heating is turned on, start at 15°C and increase the temperature by 1 to 2 degrees per day over a period of 7 days, until the required level is reached—below 24°C. It is recommended that you reduce the temperature in the same manner.

The moisture content of the floor should remain within the acceptable range of 9–13%. If you are considering a water-controlled system, it is important that the unit is controlled by the temperature of the floor, not the temperature of the water in the system.

Misusing temperature controls will prove too much for any wooden floor and will eventually lead to floor failure.

Insulation in concrete slabs, dehumidifiers and heat transfer kits will also impact on the temperature and humidity level of your wooden floor.

— Sunlight & UV

Sunlight and UV exposure is always a concern for any natural products, especially here in New Zealand, where our sun is extremely harsh. Everything inside your home, from the timber floors, to the carpet, and furniture are all subject to fading and changing with UV exposure. However, this does not mean we have to shy away from using these products, we learn how to protect them and care for them.

It's important to know that there are certain factors that will amplify the exposure to your timber flooring. Any feature with reflective elements such as mirrors, glass, or even water features within the home, as well as reflection of the ocean, a swimming pool, and so forth can have an impact. These will require a higher level of UV protection.

Engineered timber flooring will structurally hold up against sunlight and UV exposure more so than solid timber flooring, due to the stable nature of engineered timber and its ability to withstand changes in temperature and humidity.

Caring for and maintaining your timber materials in your home will ensure the longevity of your timber flooring, alongside the visual appearance.

Key tips to minimising the effects of UV exposure:

Furniture and Rugs: Move your furniture around regularly, and when you are away from home, even for a couple of days, roll your rugs up to let the light hit those darker spots. It is also a good idea to not put your rugs down for a few weeks or months after installation. Another tip is to roll them up and move them out of the way if you are going away from the house for a period to allow the area that has been protected from the UV light to be exposed and help balance up the difference in tones in the floor.

Blinds: Any form of blinds, curtains, or shutters are the best way to fight the sunlight, without comprising views, or design style. Closing them when the sun reaches peak hours of the day is ideal.

UV filters: Apply UV filters, coatings, and treatments, to all the windows and glass areas in your home, this will heavily reduce the amount of harsh UV exposure accessing your home and affecting your flooring and other products. Choose an option that blocks UV rays as well as heat entering the space for the best protection. Solar film can reduce up to 99% of UV rays, heat, and glare.

Ventilation: Another aspect to be aware of is that any timber flooring doesn't like to be shut up with little or no natural ventilation and exposure to high heat and low humidity for extended periods of time. It is recommended that you keep regular natural airflow and close blinds and curtains when the property is unattended for periods of more than 1 week.



— Timber Flooring in Wet Areas

A wet area is an area within a building with a water supply system. It includes bathrooms, laundries, and toilets, but surprisingly sometimes excludes kitchens and bars/food prep areas.

Wet areas are problematic for all types of flooring and nothing is 100% waterproof, including most vinyls and tiles with grouting. There are many conflicting views with regards to timber flooring in wet areas. Whether you have a slow leak or a major flood it can be a costly repair. Ultimately it is often the insurance companies that bear the costs and it is worthwhile checking with your insurance company to find out exactly what type of flooring they cover in such an event. They are not all the same. That said, there have been many instances when flooded timber floors have dried out, given sufficient time, and require no remedial work at all. The most important remedy for any major spill, is to remove the liquid as soon as possible, without causing product shrinkage (see cleaning and maintenance).

We recommend a Moisture Barrier (DPM) to be applied on all concrete subfloors, this prevents dampness seeping through the concrete, and coming into contact with the timber.

Timber flooring, whether prefinished or finished on site, will not have a continuous membrane on the top surface. Timber flooring moves seasonally, as it reacts to the humidity level within its environment, and the coating will crack between the boards during this process. A gap sealant is applied to the expansion gap left around the edge of the flooring when skirtings/toespaces are not being installed. It can also be placed under a skirting in bathrooms, toilets, laundries, etc. However, as with tile grouting, water can still work its way in and through capillary action, travel some distance.

We would not recommend either oiled or floating floors as the most suitable choice in wet areas.

Please discuss any concerns you have with regards to wet areas with our team.

(NOTE: Not all floors are warranted for wet areas, although typically kitchens are covered – contact us to discuss which product suits your requirements).





— Cleaning & Maintenance

Cleaning and maintenance is essential to prolonging the life and finish of your wood flooring. By using our recommended cleaning products found in the Care Kits section, combined with the correct maintenance application as shown on the following pages, you can ensure your flooring stays in excellent condition.

Guide for Oiled & UV Oiled Wooden Flooring Pg 14

Guide for Lacquered Wooden Flooring Pg 16

General points to note about timber flooring:

- Always remove all spills and excess moisture immediately.
- If using a vacuum, only use the soft head setting.
- Always keep any moisture to a minimum when cleaning your timber floor – mops should be damp, not wet.

Maintenance Guide for Oiled & UV Oiled Wooden Floors

Introduction

If the product you have purchased has a hard wax oil finish that is UV-cured immediately after its application in the factory process, the UV-curing produces a set and cured film on the surface of the board, which makes it differ from a hand-applied hard wax oil. This film firstly gives the finish additional strength to withstand the day-to-day usage on the installed floor, along with it not needing a further coat of oil/hard wax oil upon completion of the floors installation, as is normal with oxidising oiled and normal hard wax oil finishes. The product should not be over-coated until the floor finish is ready and needing its first periodic renovation. If the product you have purchased is hardwax oiled (non-UV cured) this may require an additional coat of oil after installation.

Preventative Maintenance

Abrasive particles of dirt and grit trafficked on to a wooden floor finished with oil can be very damaging and seriously shorten the lifespan of any treatment. The floor's surface will quickly become dull due to scratches and the wood may be affected by the ingress of moisture and stains. Matting placed at external entrances can be highly effective at prolonging the appearance and life of the floor whilst reducing the frequency of refurbishment. It is important that matting is of a type which is double-ribbed. Matting should be large enough ideally, to allow two steps across it, but as general recommendation, the mat should be as large as practical.

It is also very important to ensure that the floor is protected from movable furniture, such as tables and chairs, and a simple solution to this is to protect the floor by applying felt furniture feet to the underside of the furniture. A high quality example of these is the Felt Furniture Feet (Order ref: HW105067). We also recommend that Chair Mats are placed underneath any furniture with castor wheels e.g. office chairs, to protect the floor from damage.

How To Look After Your Floor

An effective maintenance programme will keep the floor clean and looking as good as possible. The following information is designed to provide a starting point for such a programme and is appropriate for both commercial and domestic floors. However, all floors are unique and will require individual assessment because the factors affecting them will vary. Changes in traffic levels and seasonal changes will also need to be taken into consideration, for example, additional matting may be required during periods of snow or heavy rain. The frequency of any maintenance should reflect the use of the floor, and should be altered accordingly.

Dry Cleaning

Floors should be cleaned regularly using dry cleaning methods, such as vacuum or dust control mop. This will remove any particles of dust and grit that may scratch the floor seal when trafficked under footwear, chair legs, and other items moved across the floor.

Damp Cleaning

Soluble dirt should be removed by cleaning using a spray-buff system – such as Marldon Spray Mop (Order ref: HW950112) – a sturdy mop which features an on-board reservoir and user-controlled release of solution. The removable cleaning heads (machine-washable) should be cleaned and/or replaced periodically to ensure effective maintenance.

The solution to be used for frequent cleaning of UV oiled wooden surfaces is the Marldon MXC710 Cleancare concentrate (Order ref: HW950059), formulated to give a non-streaky finish. This is available in a 1 litre container and the coverage is 2 caps per 5 litres of water.

Additional Cleaning

Wooden floors often become scratched and dull over time and require reviving. This can be done by applying a ready-to-use solution, like Marldon MXC700 Liquidwax Care (Order ref: HW950058) or MXC705 Liquidwax Care White (Order ref: HW950102) for lighter toned floors, both available in a 1 litre container. This not only revives dull and scratched surfaces but improves wear protection. This is ideal for removing heavy stains and marks too.

MXC705 Liquidwax Care White can be applied to the following UV Oiled products: Jutland, Fendi, Amazon, Aspen Raw, Columba, Stratus, Pumice, Sandstone.

Wooden floors that often become contaminated with grease, sweat, or residue from other sources, may require additional cleaning to remove these materials. Periodically it will be necessary to re-finish previously oiled floors.

All the products mentioned above can be purchased from VidaSpace Limited, and application directions can be obtained by contacting 0800 119 388 or downloaded at www.vidaspace.co.nz

Check the product specs on our website to ensure you are using the correct cleaning method for your chosen flooring.

Maintenance Guide for Lacquered Wooden Floors

Preventative Maintenance

Abrasive particles of dirt and grit trafficked on to a wooden floor finished with lacquer can be very damaging and seriously shorten the lifespan of any treatment. The floor's surface will quickly become dull due to scratches and the wood may be affected by the ingress of moisture and stains. Matting placed at external entrances can be highly effective at prolonging the appearance and life of the floor whilst reducing the frequency of refurbishment. It is important that matting is of a type which is double-ribbed. Matting should be large enough, ideally to allow two steps across it, but as general recommendation, the mat should be as large as practical.

It is also very important to ensure that the floor is protected from movable furniture, such as tables and chairs, and a simple solution to this is to protect the floor by applying felt furniture feet to the underside of the furniture. A high quality example of these is the Felt Furniture Feet (Order ref: HW105067). We also recommend that Chair Mats are placed underneath any furniture with castor wheels e.g. office chairs, to protect the floor from damage.

How To Look After Your Floor

An effective maintenance programme will keep the floor clean and looking as good as possible. The following information is designed to provide a starting point for such a programme and is appropriate for both commercial, and domestic floors. However, all floors are unique and will require individual assessment because the factors affecting them will vary. Changes in traffic levels and seasonal changes will also need to be taken into consideration, for example, additional matting may be required during periods of snow or heavy rain. The frequency of any maintenance should reflect the use of the floor, and should be altered accordingly.

Dry Cleaning

Floors should be cleaned regularly using dry cleaning methods, such as a vacuum or dust control mop. This will remove any particles of dust and grit that may scratch the floor seal when trafficked under footwear, chair legs, and other items moved across the floor.

Damp Cleaning

Soluble dirt should be removed by cleaning using a spray-buff system – such as Marldon Spray Mop (Order ref: HW950112) – a sturdy mop that features an on-board reservoir and user-controlled release of solution. The removable cleaning heads (machine-washable) should be cleaned and/or replaced periodically to ensure effective maintenance.

The solution to be used for frequent cleaning of lacquered wooden surfaces is the Marldon MXC770 Multicleaner (Order ref: HW950115) Apply the Marldon MXC770 Multicleaner using the spray mop system, spray direct onto floor until clean. Do not allow floor to get too moist. The Multicleaner is available in a 4 litre container.

The Life Cycle of the Floor

Periodically it will be necessary to re-finish previously lacquered floors. Depending on the surface condition, the degree of sanding required will vary and in some circumstances the floor will have to be sanded back to bare wood prior to lacquer application. Removal of all contaminates is required!

All the products mentioned above can be purchased from VidaSpace Limited, and application directions can be obtained by contacting 0800 119 388 or downloaded at www.vidaspace.co.nz

Check the product specs on our website to ensure you are using the correct cleaning method for your chosen flooring.

Residential Wood Flooring Care Guide



Lacquer	Natural & Dark UV Oils	White UV Oils
After installation Sweep/Vacuum	After installation in kitchens and high usage areas apply HW95058 Liquid Wax Care - Clear	After installation in kitchens and high usage areas apply HW950120 Liquid Wax Care - White
Daily:	Daily:	Daily:
Sweep/Vacuum	Sweep/Vacuum	Sweep/Vacuum
Weekly:	Weekly:	Weekly:
Damp Clean with Spray Mop and Multicleaner	Damp Clean with Spray Mop and Cleancare Concentrate	Damp Clean with Spray Mop and Cleancare Concentrate
Maintenance:	Maintenance:	Maintenance:
Bona Wood Floor Refresher	HW95058 Liquid Wax Care - Clear	HW950120 Liquid Wax Care - White

Commercial Wood Flooring Care Guide



Lacquer	Natural & Dark UV Oils	White UV Oils
After installation Sweep/Vacuum	After installation in exceptionally high traffic areas, e.g. Entrance/Lift Lobby areas, Tea points etc. apply HW95058 Liquid Wax Care - Clear	After installation in exceptionally high traffic areas, e.g. Entrance/Lift Lobby areas, Tea points etc. apply HW950120 Liquid Wax Care - White
Daily:	Daily:	Daily:
Sweep/Vacuum	Sweep/Vacuum	Sweep/Vacuum
2-3 Times Per Week:	2-3 Times Per Week:	2-3 Times Per Week:
Damp Clean with Spray Mop and Multicleaner	Damp Clean with Spray Mop and Cleancare Concentrate	Damp Clean with Spray Mop and Cleancare Concentrate
Maintenance:	Maintenance:	Maintenance:
Bona Wood Floor Refresher	HW95058 Liquid Wax Care - Clear	HW950120 Liquid Wax Care - White

Platinum Care Kit Options

At VidaSpace we care about your wood flooring, which is why we have introduced our Care Kits. Our care kits are a complete guide to your flooring care and maintenance. With the right care and products your flooring will last a lifetime. Please speak to our team if you are unsure how to select the correct cleaning kit for your floor.

To reorder any cleaning products please visit our website or contact us on 0800 119 388 or info@vidaspace.co.nz



Platinum Floor Care Kit Clear Oil

Code VSCM001
Includes Advanced Cleaning Mop Kit, Spare Mop Head, Cleancare Concentrate, Liquidwax Clear, Felt Feet 42 Pk x 2



Platinum Floor Care Kit White Oil

Code VSCM004
Includes Advanced Cleaning Mop Kit, Spare Mop Head, Cleancare Concentrate, Liquidwax White, Felt Feet 42 Pk x 2

For the following Oiled product colours: Jutland, Fendi, Amazon, Aspen Raw, Columba, Stratus, Pumice, Sandstone



Platinum Floor Care Kit Lacquered

Code VSCM002
Includes Advanced Cleaning Mop Kit, Spare Mop Head, Multicleaner 4L, Felt Feet 42 Pk x 2

Cleaning Accessories



Advanced Cleaning Kit



HW950112



Spare Mop Head

HW950116



Multicleaner (Lacquered Floors)

HW950115



Cleancare Concentrate (Oiled Floors)

HW950059



Liquidwax Care - Clear (Oiled Floors)

HW950058



Liquidwax Care - White (Oiled Floors)

HW950102



Felt Feet (42 Pieces)



HW650011 Wax Repair Kit

Frequently Asked Questions

How do I care for an oiled wood floor?

Oiled wood floors are very easy to care for. For everyday cleaning to remove dust or loose debris a broom, vacuum cleaner, or dry mop is all that is required. For more thorough cleaning, damp mop using a diluted oiled wood floor cleaner. In public places where the footfall is greater, oiled wood floors may be damp mopped on a daily basis and should be treated regularly with a maintenance wax. This may be applied to the most heavily used areas or to the whole floor, spreading it with an electric, single-disc buffing machine with a beige pad. Maintenance wax need only be applied to residential flooring when the wood begins to look a little lifeless.

How do I care for a lacquered wood floor?

Lacquered wood floors are very easy to care for. For everyday cleaning a broom, vacuum cleaner, or micro-fibre mop may be used to remove dust and loose debris. For wet cleaning the floor should be misted from a pump spray bottle to avoid it becoming too wet and dried using a micro-fibre wet head. Do not use conditioner, cleanser, or steam mop on a lacquered wooden floor.

How long will my wood flooring last?

A properly installed and maintained wooden floor will last for many years (and decades). VidaSpace offer varying specifications of product which have different designed lifespans.

Can I install wood floors in a pet friendly home?

Wooden floors contribute to a healthy living environment for the whole family, including pets. It is important to keep pet claws trimmed to reduce any abrasion that these can cause. Maintenance products can be applied to all of our floors to reduce the appearance of minor scratches over time.

Is my wood flooring water/liquid proof?

All VidaSpace floors are tested for stain and spillage resistance. When floors are being installed into commercial spaces or busy kitchens, it is often a good idea to apply maintenance products soon after installation to ensure that the surface finish is maintained in these more demanding areas.

How do I maintain the durability of my flooring?

Day-to-day cleaning involves sweeping your floor and cleaning with a spray-mop and the correct cleaning solution for the surface finish. Periodic maintenance can be carried out on all floors through the application of a maintenance product, such as a refresher for lacquered floors or Liquid Wax Cleaner for UV oil, natural oil and hard-wax oil finishes.

What should I do if my flooring gets damaged?

Dents and scratches may occur over time and these can be fixed with the application of maintenance products or easy to use repair kits.

Can my wood floor be sanded and refinished?

The vast majority of VidaSpace floors can be sanded and refinished multiple times over their lifetime. Each time a floor is sanded, the appearance can be tailored to fit the decoration scheme of the room/area where the floor is installed.



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