



## TIMBER PRODUCT INFORMATION

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Our aim is to supply you with a truly unique and beautiful pre-finished oiled, engineered floor. In order to ensure long lasting satisfaction of your new KWD Timber oil floor, it is important to correctly care for the floor starting immediately after installation. With the right care, the oiled floor will become increasingly easy to clean and more hard wearing over time.

### **After Installation Care**

Although all KWD Timber flooring comes factory oiled, we do recommend one coat of Object Oil and buff right after installation and before the floor is used. As a result of this the surface will then be more hardwearing and be easier to clean and maintain in the future. Note: This is optional

### **Normal Cleaning**

First dry dust or vacuum clean the floor.

1. Fill a bucket with 5 L of (warm) rinse water. Fill another bucket with 5 L of (warm) water and add 50ml of Wooden Floor Soap. (If the floor is very dirty use 100ml of Wooden Floor Soap to 5 L of water)
2. Dip the mop (no micro-fiber) into the soap solution.
3. Wring half of the soap solution out of the mop.
4. Swish the damp mop across several square meters of floor. If certain parts of the floor are very dirty, use more soap solution, leave it to soak in or scrub the floor if necessary.
5. Rinse the mop in the clean rinse water and wring it out thoroughly.
6. Dip the mop into the soap solution again and wring it out until it is almost dry.
7. Mop up any dirt that has been loosened by the soap solution with the clean dry mop.
8. Rinse the mop in the rinse water again and repeat steps 2 to 7 until the whole floor has been cleaned.

- **Never mop the floor with clean water after cleaning your floor with Wooden Floor Soap**
  - **Leave the floor to dry for approximately 15 minutes and avoid walking on the floor in the meantime.**
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## TIMBER FAQ'S

### **Is it real timber?**

Yes. The timber flooring is constructed of a multi-directional ply base with a veneer of solid European oak.

### **Does the floor need to be oiled?**

Although the flooring comes pre-oiled out of the factory it is still our recommendation that a coat of oil is applied once your floor is laid. This helps to seal the floor and protects it from things such as moisture and general wear and tear. It is recommended to oil and buff the floor every 4-5 years.

### **How long until I can walk on my timber after it is oiled?**

Allow 24 hours. Ideally, wear socks only for the first 2-3 days. Keep in mind that the floor may be slippery for up to 3 weeks.



## TIMBER PRODUCT INFORMATION (Cont.)

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### **Can I sand it?**

No. The reason for sanding a floor is to bring the product back in good condition. As this is an oiled floor, there is no need to sand the floor, but rather an oil and buff when necessary.

### **How do I maintain my floor?**

When you have purchased the floor, you should receive a bottle of floor soap. This is used for mopping and spot cleaning. Follow the instructions on the bottle. Only use a foam mop and definitely do not use any microfiber products as they will attempt to draw oil out of your floor. It is also advisable to purchase a can of oil to be used for any spot oiling. Spot oiling can be done to hide small imperfections in the floor.

### **Is this a floating floor?**

The term 'floating floor' actually describes the method in which the floor is installed rather than a type of floor. KWD timber can be a floating floor i.e. laid on an underlay and not fixed down. The floor can also be fixed to the subfloor by gluing each board down. On a concrete slab the concrete is first prepared with a moisture barrier then the boards are glued down directly. In the case of a timber substrate, the floor would be glued and secret nailed where necessary. All KWD timber must have some sort of substrate and cannot be laid directly over joists and bearers.

### **Where can I install my timber?**

KWD timber can be installed anywhere inside the home except wet areas (bathrooms). The product is not entirely sealed and therefore is not 100% waterproof. The flooring is fine for the laundry so long as it is well ventilated. Cladding walls, benches, doors and cabinetry is becoming more popular too.

### **Can I install the product over tiles?**

Yes this is a possibility. Please speak to your installer about this as each case is different due to varying tile finishes.

### **Can I install it on stairs?**

Yes. We do have raw solid timber stair nosing available for purchase which is machined locally. These can be stained to match your flooring colour by a professional team that are outsourced by us.

### **Can I install the timber over hydronic heating?**

Yes. The temperature must not go over 24 degrees Celsius. Also, if being direct stuck, a different adhesive would have to be used.

### **Can I install the timber outside?**

The product can be installed anywhere, however, it will only be warrantied inside the house (not in wet areas).

### **Can I use a steam mop?**

No. Only use a foam mop and definitely do not use any microfiber products as they will attempt to draw oil out of your floor.

### **Can I install the flooring myself?**

Yes, however the warranty will be limited if you install the floor yourself. Warranty will then be 7 Years rather than 25 years.

### **What is the difference between UV oiled floors and natural oiled floors?**

With the UV (Ultra Violet) oiled floors, the oil is cured under an Ultra Violet light. The term 'UV' does not mean sun protected. Natural oiled floors have the same oil that is applied to the UV oiled floors, but is cured naturally.



## TIMBER PRODUCT INFORMATION (Cont.)

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### **What is the difference between engineered timber and solid timber?**

Engineered timber flooring has only a veneer of solid timber laminated onto a cross-directional base. Solid timber flooring is solid timber throughout the whole board.

### **What are the benefits of engineered timber flooring?**

In addition to the above question, engineered flooring is designed to minimise the extent to which your floor contracts and expands when exposed to hot or cold conditions. This is due to its cross-directional base. Solid timber, traditionally, has been known to cup, gap and bow whereas engineered timber is designed not to do so.

### **Do I need to remove the skirting boards?**

For a new home: If possible, ask your builder to leave your wall skirts off. These can then be installed by your builder or our installers at an additional cost. For existing dwellings: Our installers can remove and re-install your wall skirts at an additional cost. You will then need to get a painter in to touch up some areas. Alternatively, installers can caulk or quad the perimeter of your floor at no extra charge.