

# Looking after your timber floor

FREVINI  
AFTERCARE GUIDE





At Frevini, we don't just manufacture your floor and call it a day — we're here for the long haul. Our aftercare support is designed to help you get the best out of your timber flooring, long after installation. Whether you've chosen a UV-oiled or lacquered finish, the right maintenance routine will protect your floor's natural look and feel, while keeping it ready for whatever life throws at it.

This guide covers everything you need to know to look after your Frevini floor — from everyday cleaning tips to deeper maintenance and conditioning advice. With the right care, your timber floor will continue to perform beautifully and stand the test of time.

# Looking after timber in the real world

Timber flooring is a natural product, and like anything natural, it responds to its environment. That means things like humidity, heat, and sunlight all play a role in how your floor behaves over time. With a few good habits and a bit of awareness, you can help your Frevini floor stay looking sharp for years to come.



## Temperature

New Zealand's sun isn't shy — especially in homes with large windows. When indoor temps climb, timber can dry out and develop surface cracks or splits. Try to keep the room temperature between 16–24°C, and make sure spaces are well ventilated to avoid excessive heat build-up.



## Underfloor Heating

If your home has underfloor heating, warm things up slowly. Start at 15°C and increase the temperature by 1–2°C per day over a week. The maximum surface temperature should never go over 27°C. Also avoid thick or non-breathable rugs, which can trap heat and cause damage underneath.



## Sunlight & UV Exposure

Timber naturally changes colour over time, especially with exposure to sunlight. This is totally normal — it's called oxidisation. But harsh UV can age coatings faster. To help your floor age evenly, skip the rugs for the first 6 months, shift furniture around now and then, and use curtains or UV-filtering window film if you get a lot of direct light.



## Humidity

Timber is hygroscopic — it takes in and releases moisture from the air. Too much or too little can cause movement like cupping, gaps, or splits. Aim to keep indoor humidity between 40%–60%. A good ventilation or HVAC system with humidity control can make a big difference in protecting your floor over time.



## Bathrooms

We don't recommend using timber flooring in bathrooms with showers or baths. Moisture levels are too unpredictable, and it's just not worth the risk.

# Everyday use and care

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Your timber floor is a long-term investment, and with the right day-to-day care, it will continue to perform and look its best for many years. Below are key precautions to help minimise surface damage and preserve your floor's finish.



## Pets

Pet claws can scratch or dent timber surfaces. Keep nails trimmed and ensure paws are free from dirt and grit. Any accidents (including urine) should be cleaned promptly to prevent staining or damage. Use soft, absorbent mats under food and water bowls. Avoid silicone-backed mats, as they can trap moisture underneath.



## Footwear

Shoes with sharp heels or embedded stones can scratch the surface of your flooring. Where possible, remove footwear before walking on timber floors. If shoes are worn indoors, ensure soles are clean and free of grit.



## Entrance Mats and Rugs

Use high-quality entrance mats both outside and inside external doors to reduce the amount of dirt and moisture tracked into the home. Rugs and mats must be breathable and regularly cleaned. Avoid mats with solid rubber or vinyl backing, as these can retain moisture and discolour or damage the floor underneath.



### Indoor Pot Plants

Pot plants can cause water damage if not properly contained. Always use saucers or stands to prevent moisture reaching the timber surface.



### Rain and Weather Exposure

Timber flooring is vulnerable to water damage from rain or high humidity. Ensure windows and doors are closed during wet weather and promptly dry any water that reaches the floor to prevent swelling, staining, or cupping.



### Pools, Spills and Leaks

Chlorine, general moisture, and liquid spills can permanently damage timber if not dealt with quickly. Avoid leaving damp items (e.g. towels, clothing) sitting on the floor. Clean spills immediately using a recommended wood floor cleaner diluted with water (1:20 ratio).



### Furniture

Heavy furniture should never be dragged across timber flooring. Always lift and position carefully. Felt pads should be applied to the base of all furniture legs to avoid surface scratches and indentations. For furniture with castor wheels, use protective chair mats.



### Dust, Dirt and Grit

Regular cleaning is essential. Fine particles such as sand or grit can wear down coatings over time. Sweep or vacuum frequently using a soft-bristle head or hardwood floor attachment to prevent abrasive damage.

# UV Lacquer finish maintenance guide

Lacquered timber floors are coated with a hard-wearing surface finish designed to protect the timber while offering a clean, low-maintenance appearance. To keep this finish performing well over time, a regular care routine is essential.



## Preventive Care

Prevention is the most effective form of maintenance. Regular cleaning, the use of entry mats, furniture pads, and avoiding excess moisture will go a long way in preserving the surface finish. Promptly addressing spills and avoiding harsh cleaning products will help prevent damage before it starts.



## Daily Maintenance – Dry Cleaning

Sweep or vacuum the floor regularly to remove dust, grit, and fine particles that can act as abrasives. Use a soft-bristled broom or a vacuum with a timber floor-safe head (no rotating brushes or hard plastic components).



## Weekly Maintenance – Damp Cleaning

Use a lightly damp (not wet) mop and a neutral pH cleaner diluted with water to remove surface dirt. The floor should dry quickly after mopping — if it stays wet for more than a few minutes, too much moisture has been used. Rinse or replace mop cloths regularly to avoid spreading grime.



## Periodic Deep Cleaning – Every Few Years

Over time, fine particles and residue may build up on the floor's surface. Every 2 to 4 years, we recommend a more intensive clean using a low-moisture scrubbing machine with soft brushes. For best results, this should be carried out by a professional flooring contractor.

## UV Lacquer — what to avoid to prevent damage

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🔥 Do not use steam cleaners or wet mops — excessive heat or moisture will damage both the timber and the lacquer finish.

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⚙️ Do not use abrasive tools, scouring pads, or harsh chemicals.

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🧼 Do not use soap-based or oil-based cleaning products — these can dull or soften the lacquer.

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🚶 Do not drag heavy furniture across the floor. Lift items and use felt protectors under all furniture legs.

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🚪 Do not place rubber-backed or non-breathable mats directly on the surface, as they can cause discolouration or trap moisture.



# UV Oil finish maintenance guide

UV-oiled timber floors are finished with a cured penetrating oil that enhances the natural grain and provides a low-sheen, breathable surface. With routine care and some simple precautions, these floors are designed to perform well and develop character over time.



## Preventive Care

Prevention is the most effective form of maintenance. Regular cleaning, the use of entry mats, furniture pads, and avoiding excess moisture will go a long way in preserving the surface finish. Promptly addressing spills and avoiding harsh cleaning products will help prevent damage before it starts.



## Daily Maintenance – Dry Cleaning

Remove dust and debris regularly using a soft-bristle broom, dry microfibre mop, or vacuum cleaner with a timber floor-safe attachment. Grit left on the floor can wear down the surface over time.



## Damp Cleaning – As Needed

Clean the surface using a lightly damp mop and a pH-neutral cleaner or flooring soap specifically suited to oiled timber floors. Use minimal water and ensure the surface dries within a few minutes. Always use clean mop heads and avoid over-wetting the floor.



## Liquid Wax – Periodic Nourishment

If areas start to appear dry or are more difficult to clean, a liquid wax treatment can help replenish surface protection and improve resistance to dirt and moisture. This is a light maintenance option, suitable for high-use zones. Floors must be clean and dry before application. Liquid wax will also help lift mild marks or stains that standard cleaning may not remove.



## Maintenance Oil – Occasional Restoration

In situations where staining, dryness, or surface dullness persist despite cleaning and waxing, a maintenance oil may be required. This is a more intensive treatment that re-saturates the timber, restores water repellency, and refreshes the overall appearance. This step is not needed routinely and should be assessed case by case.

If stains or marks are proving hard to remove, this is often a sign that a liquid wax or maintenance oil is required. Please contact Frevini for guidance and recommended products.



## UV Oil — what to avoid to prevent damage



Do not use steam mops or excessive water — UV-oiled timber is moisture sensitive.



Do not use lacquer, polyurethane, or incompatible coatings on oiled floors.



Do not use rubber or vinyl-backed rugs that trap moisture and may discolour the floor.



Do not use abrasive pads, ammonia, or household detergents.



Do not leave spills or damp items (like towels or pet bowls) sitting on the floor.

# Restoring your timber floor

All timber floors will show signs of use over time — how quickly that happens, and to what extent, depends entirely on the environment they're in and the way they're lived on. Factors like direct sunlight, moisture levels, underfloor heating, pets, and general wear all contribute to how a floor performs and ages.

Because every home or space is different, there's no set rule for when a floor might need re-coating, re-oiling, or deeper restoration. Some may benefit from light maintenance sooner than expected; others may perform for many years with minimal attention. For this reason, we don't offer fixed timelines or blanket recommendations.

What we do stand by is this: the best thing you can do for your floor is protect it from harsh environmental conditions and carry out

preventative maintenance wherever possible. A little care — like minimising moisture, shielding from UV, using protective pads, and addressing spills quickly — goes a long way toward reducing the need for major work down the track.

We encourage periodic deep cleaning by a professional. Not only does this refresh the surface and remove ingrained dirt, but it also provides an opportunity to inspect the condition of the floor more closely. This ensures any early signs of wear,

dryness, or potential damage are picked up and addressed before they become bigger issues.

Frevini has built a strong network of experienced professionals who understand our products and the realities of timber flooring. If your floor needs attention — or if you'd just like peace of mind — we're happy to connect you with someone local who can help.





### Contact us

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## Repairing Your Floor – Dents, Scratches & “Life” Marks

Timber is tough, but it's still timber — not indestructible. Over time, you might notice the odd dent from a dropped pan, a scratch from a chair leg, or a mark that just appeared out of nowhere (usually right in the middle of the room).

The good news is, most of these can be sorted. Some minor marks blend

in with time, while others might need a touch-up, a light resand, or in some cases, a replacement board.

Before jumping into DIY repair mode, we recommend getting in touch with us. Send through a few photos, tell us what's happened, and we'll point you in the right direction.



## Long-Term Care, Made Simple

Looking after your Frevini floor comes down to a bit of care, a few good habits, and knowing when to ask for advice. Every space is different, but timber responds well to those who look after it.

If you're ever unsure, reach out. We're here to help — no fuss, just honest support.

Thank you for choosing Frevini

[frevini.co.nz](http://frevini.co.nz)