

**FACTS AND MAINTENANCE
GUIDE - ENGINEERED
WOOD FLOORS**



+91 9971509922
FLOORS@SPANFLOORS.COM
WWW.SPANFLOORS.COM



We hope you are enjoying your newly transformed home.

As one of India's leading wooden flooring companies, we pride ourselves in delivering the best product that not only caters to the needs of our clients but also contributes to the well-being of our beautiful planet.

You will be happy to know that our products are low in VOCs and are sustainably sourced. We buy flooring certified to be green and harmless to the environment, so you can rest easy that you consciously have decided to help the planet.

We genuinely value your trust in Span Floors and are committed to continually enhancing your living experience. Should you have any inquiries or need further assistance, our dedicated team is always here to help.

Thank you for making a positive change in your home and the world. We look forward to serving you again in the future.

Our wooden flooring comes in several grading options. Here is a quick rundown of our wooden flooring grades and what you can choose from. (For custom orders, this might be different, in that case; please reconfirm the grading that you are getting from the sales representative)

Select & Better / AB

Slight colour variation and uniform wood texture. Minor areas with natural tonal variations allowed. Some swirl grain and light-brown medullary spots allowed. Thoroughly restored non-contrasting knots (10mm or smaller) allowed.



1 Common / ABC

No limits on colour variation. Contrasting sapwood, medullary spots, chemical tint and swirl grain allowed. Restored knots (25mm and smaller) and other insignificant defects allowed. Surface appears sufficiently uniform in tone and texture when stained with dark colours; knots and other irregularities almost undiscernible.



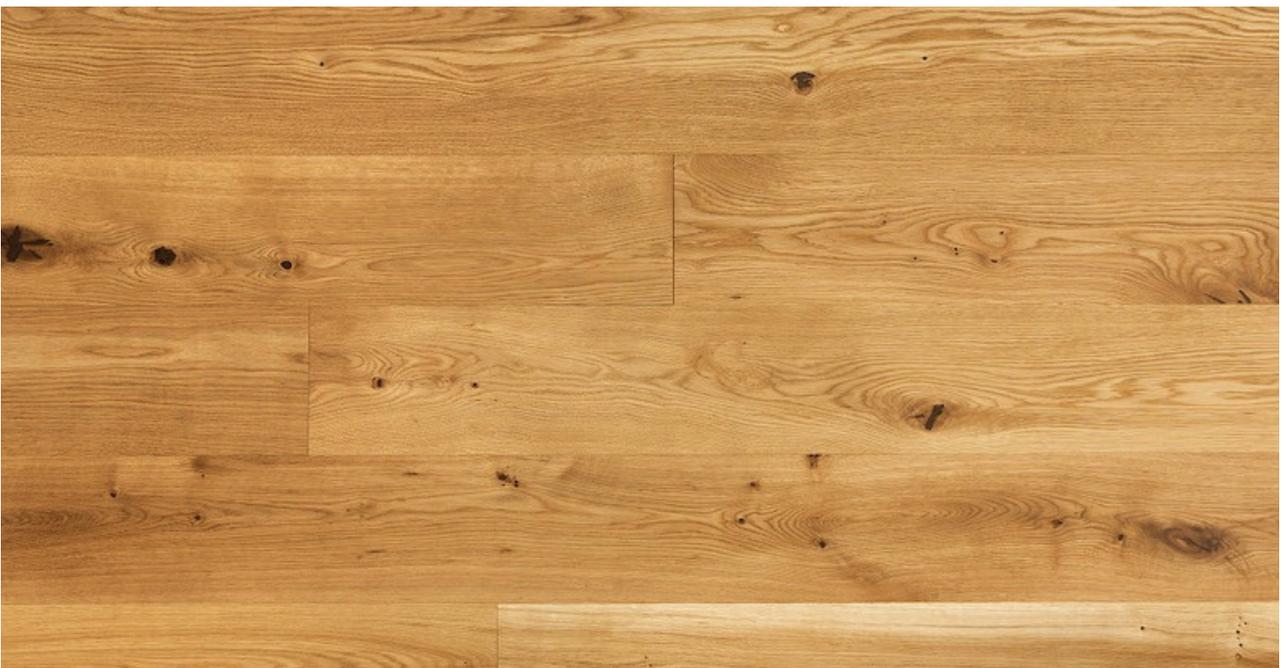
Tavern / ABCD

No limits on colour variation. Restored knots, contrasting sapwood, medullary spots, swirl grain and bore holes allowed. Special surfacing technology highlights knots and other irregularities to bring out the natural beauty and uniqueness of oak grain texture.



Character / BCD / Rustic

190mm wide planks. No limits on colour variation, contrasting sapwood, medullary spots and swirl grain. Restored or open knots



Note: All the above grades are reference images of Oak wood species and are indicative of the grading. Actual product within their respective grade may differ somewhat as wood is a natural material.



Protecting against changes in the climate



Timber is a natural product which is affected by its surrounding conditions. Proper cleaning and protection from UV rays, heat and moisture will significantly prolong the longevity of your wooden floors.

Further, It is normal for wood floors to change the gloss level over a period of time. This is not a defect and is not a ground for any claims.

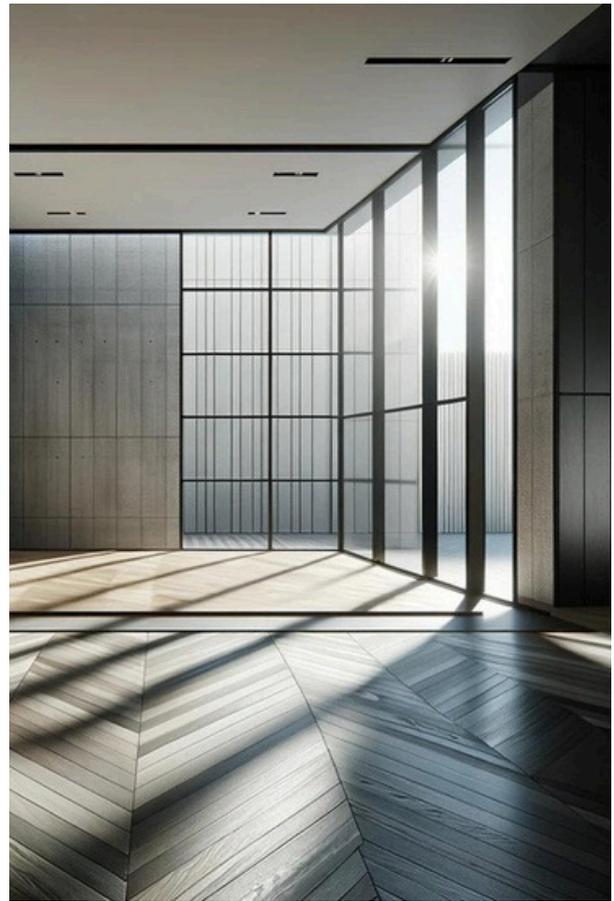
Maintaining a proper temperature is essential in caring for your wooden floors. Adherence to the following parameters will ensure that your floors look as good as new, even years down the line.

Surface temperature: should not exceed 27°C. Room temperature: should be maintained between 17°C to 24°C. Humidity: relative humidity should be maintained between approximately 40% - 60% (but never below 25% or exceed 85%).

We strongly recommend using a humidification or dehumidification system to prevent relative humidity from going outside these parameters.



Protecting against Sun / UV exposure



Wood is a product of Nature – that is why it varies in colour and grain pattern from plank to plank. Some colour changes are inevitable over time due to UV exposure, but excessive exposure may result in more than normal colour changes and shorten the lifespan of its coating.

The above process is called oxidation and can lead to some darkening, lightening, or yellowing of the timber. In order to have an even effect, it is recommended to wait a few months before placing rugs over new floors.

Use curtains, blinds or UV-protected glass to protect flooring. Move rugs periodically to promote even ageing of the wood.



If the above conditions are not met...

Wood is a living material. By living, it means that wood keeps moving (expanding and contracting) as humidity and temperature change. The above-mentioned (see page 7) range is ideal.

Your wood floor has been designed to move the least if the above limits are not breached. However, if the conditions are not ideal, then comparatively more expansion and contraction can happen.

This could result in creaking noise, surface cracks, gaps between planks or a bumpy floor at times. The solution is to restore the room environment within the range, and at most times, these issues disappear with time. If they do not resolve, please reach out to the Span Floors team for necessary support.

Please note that there can be a slight difference in dimensions between laid planks as per the tolerance of the manufacturer*. The above conditions are more exaggerated in the case of improper care.

Simple Ways to Take Care of Your Wooden Flooring

Taking care of your flooring can be simple. Here are some easy steps you can take to ensure that your product remains looking fresh!



Furniture and Appliances

To ensure your floors remain scratch-free, we strongly advise you to refrain from dragging heavy furniture. Instead, lift it or attach felt pads to the legs to keep it elevated from the surface.

Additionally, be mindful of any dirt or debris that can get caught between the furniture and the floor - this might cause heavy scratches. Alternatively, you may use carpets or rugs instead of felt pads; these also work to protect your floors from furniture legs.

Lastly, we recommend not rolling heavy appliances (such as refrigerators and freezers) on small wheels across the floor. This can compress the natural wood strains on the floor, leaving irreversible indentations.



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Carpets and Rugs



Use carpets and rugs made from 'breathable' materials (such as woven fabric), avoiding carpets and rugs with solid rubber or vinyl backings that could trap moisture under the material.

You should also ensure that the underside of the carpets and rugs is kept clean and free from abrasives that could damage your floors.

Use mats or rugs at entrances to minimize dirt and moisture from being tracked inside. At entrances, mats and rugs should be laid both externally and internally.

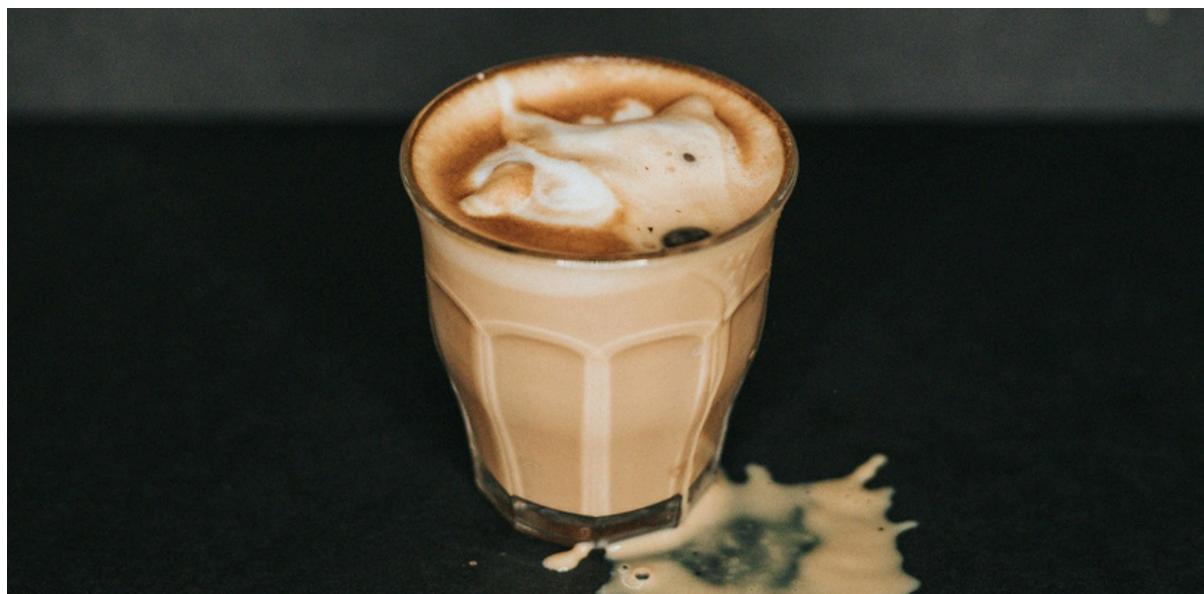


Spills and Leaks

It is essential to be cautious and prevent staining. Ensure to clean up any excess moisture from spills or splashes promptly.

Remove soaked objects such as carpets, rugs, and furniture. Ensure they are completely dry before you place them back on your floor.

Address any leaks immediately. Failing to attend to leaks can result in severe damage to your floor.



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Pets and Shoes

Keep your four-legged friend's nails trimmed and paws clean and free from dirt, grit, and other abrasives. Place a mat at the doors where your pet most commonly enters your home.

Place mats or trays underneath your pet's food and water dishes to catch any spills or splashes. And if your furry friend has an accident, especially urine, make sure to clean it up right away to prevent any damage.

Be aware when wearing shoes on a timber floor. Damaged stilettos, cleats, or stones embedded in the sole of a shoe can damage the surface of the floor.



Some Common Mistakes

- 01 When it comes to wooden floors, too many people use products that are too abrasive. It's easy to assume that the harsher the product, the cleaner the floors, but these abrasive cleaners can actually damage the finish and cause scratches that build up over time.
- 02 Water and wooden floors just don't mix, as it can lead to cupping and peaking. Clean the floors if there are spills as soon as possible. Moreover, avoid getting over-zealous with mopping; use a well-wrung mop when you do so.
- 03 The joint between two planks forms a small V shape between the planks. This is a small and natural part of the wooden flooring look. Rest assured that this is how the planks are supposed to attach and look whilst laid.



Daily Care

01 Dry Cleaning



02 Damp Cleaning



Vacuum cleaner or broom

Apply the cleaner to the mop and floor and clean the room

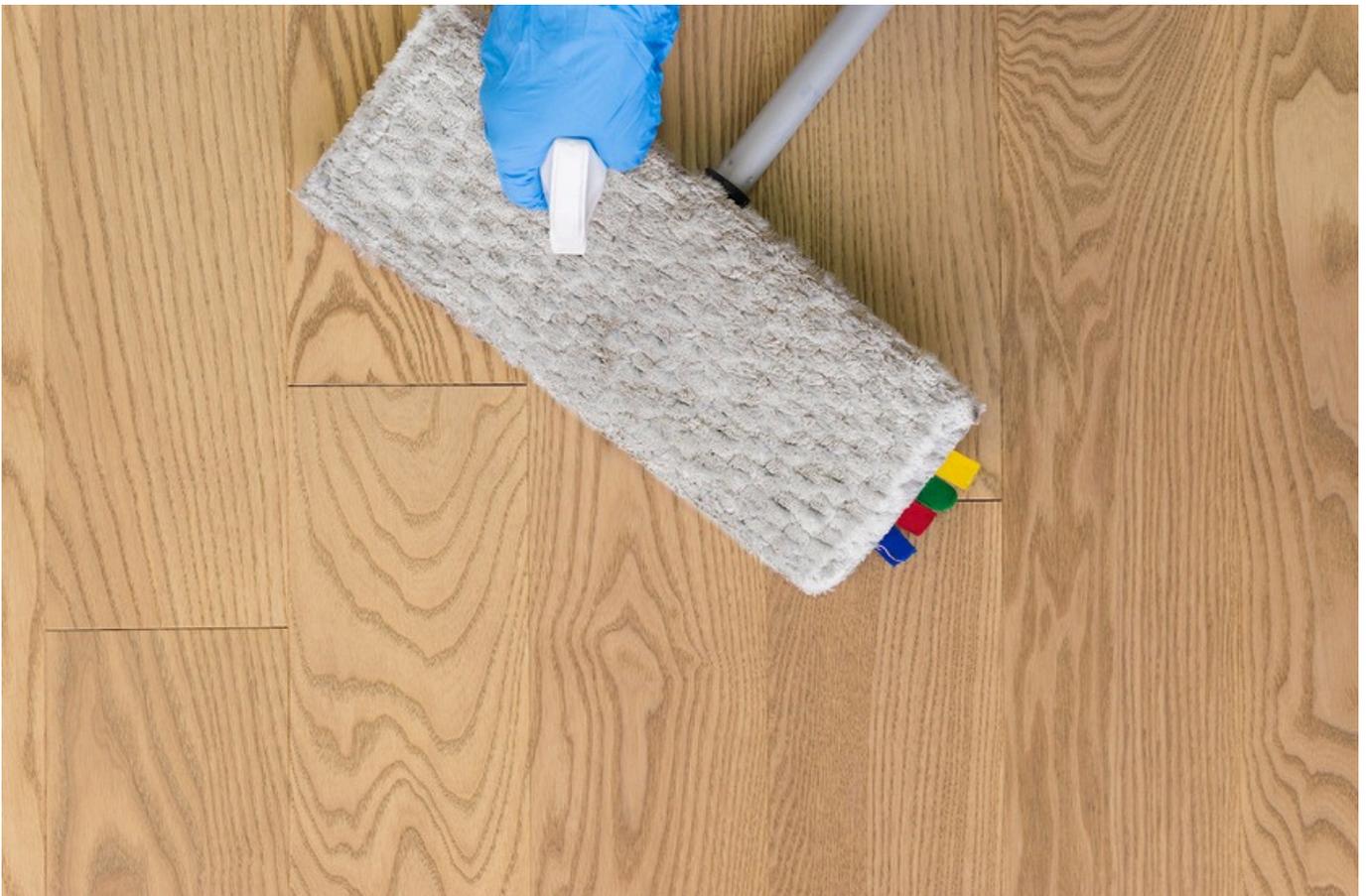


We Recommend

Sweeping, anti-static mopping and/or vacuuming the floor as often as possible. Only use Span Floors-recommended cleaning products. Other products may lead to inferior results or leave harmful residue. Get in touch with us, and we will recommend the best cleaner for your particular floor.

Only use a dry-to-damp, well-wrung mop or cloth when cleaning. We do not recommend the use of wet or steam mops on timber flooring.

Take the microfiber pad off your mop and wash it regularly to ensure it can clean effectively.



Restoration of Scratches or Small Dents And Termite Protection

In case of very shallow scratches, a light abrasive paper can help (you must test this first in a very small area in a corner where it is not visible).

If the scratches are more prominent, please contact us, and we will assist you in evaluating the situation and suggesting the right course of action!

Hardwood floors are not termite-proof. Like all other woods, they require protection from termites, pests, etc. It is recommended that you take an annual maintenance service from an effective pest management agency if you have concerns.



Contact us!

Sometimes talking it out helps. Our customer support team would love to help you. Feel free to contact us if you have any questions on how to keep your wood looking amazing.



We have affiliated dealers all across India and Dubai. Reach out to us for any support and one of our team members will promptly help you out.

INDIA FLAGSHIP STORE

M8, 1st Floor, M Block Market, Greater Kailash II,
New Delhi-110048, India

floors@spanfloors.com
+91 9971509922
+91 9212096387

DUBAI

arneet@spanfloors.com
+971 50 894 0603



spanfloors.com

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