MAINTENANCE & CARE GUIDE

Oak Floors — All Finishes

This guide covers our oak floors in all finishes, including made-to-order patterns, bespoke colours and staircases. Your finish is confirmed on your quotation and handover notes; where advice differs between lacquered and oiled floors, both are given below.

Routine cleaning

- Sweep or vacuum regularly with a soft-brush attachment. Grit is the main cause of wear; brushed floors have fine grooves that hold dust, so vacuuming works better than sweeping.
- Clean with a well-wrung, barely damp microfibre mop. The floor should be dry within a minute or two.
- Never use a steam mop and never leave standing water on the floor.

Suitable cleaning products

Lacquered floors: a pH-neutral cleaner made for lacquered wood floors, diluted as the label directs.

Oiled floors: a soap-based cleaner made for oiled wood floors. These leave a little protection behind with each clean. Use a maintenance oil or refresher from the same system when the surface starts to look dry or dull.

Products and chemicals to avoid

- Bleach, ammonia, vinegar, washing-up liquid and general multi-surface sprays.
- Abrasive pads, scouring powders and hard brushes.
- Steam mops and wet mopping.
- Silicone- or wax-based polishes (they leave a slippery film and can stop future maintenance products bonding).

Protecting against furniture and scratches

- Put felt pads on all chair and table legs, and check and replace them regularly.
- Lift furniture rather than dragging it.
- Use a good-quality entrance mat inside and outside every external door to trap grit.
- Use a protective mat under office chairs with castors.
- Avoid walking on the floor in stiletto heels or outdoor shoes with damaged soles; keep pets' claws trimmed.
- Rugs: use breathable, non-PVC rug underlays; rubber-backed mats can mark some finishes.

Water and spillages

- Wipe up spills straight away with a dry or slightly damp cloth.
- Use mats in front of sinks, dishwashers, showers and baths, and lift them regularly so moisture is not trapped underneath.
- Use trays under plant pots and pet water bowls.

Indoor climate and humidity

Wood moves with the moisture in the air. Keeping a steady indoor climate keeps the floor stable and limits small gaps in winter or tightness in summer. As a general guide, keep a room temperature of 16–27°C and a relative humidity of 40–55% all year round. A simple hygrometer helps you check. In very dry conditions (often in winter with the heating on) a humidifier can help.

Underfloor heating precautions

- Always follow the maximum floor surface temperature for your floor — ask us or check your product's technical data sheet. A limit of 27°C at the floor surface is a common industry guide, but your product's own limit takes priority.
- Change temperature gradually — a few degrees a day — especially when switching the system on for the first time each season.
- Avoid thick rugs and heavy insulating mats over heated areas; they trap heat at the floor surface.

Long-term care

Lacquered: depending on traffic, a lacquer refresher can restore sheen. When the lacquer is worn, the floor can usually be lightly abraded and given a fresh coat of lacquer by a professional, without sanding back to bare wood.

Oiled: apply a maintenance oil once or twice a year in busy areas, or whenever the surface looks dry. Worn patches can be cleaned and re-oiled locally, and the repair blends in with the rest of the floor.

Brushed and textured surfaces

Brushing removes the softer wood between the grain to give a textured surface. It is good at disguising light scratches, but dust settles into the texture — vacuum with a soft brush head and avoid hard bristles.

Repair and refinishing

- Small dents and scratches: on oiled floors, many can be blended out with maintenance oil; on lacquered floors, a touch-up or recoat may be needed.
- Deeper damage: individual boards or blocks can often be replaced. Keep a few spare boards from your installation.
- Engineered oak can be sanded and refinished; how many times depends on the wear layer thickness. Ask us before sanding.
- For anything beyond everyday care, contact Cambridge Floors — we offer sanding, restoration and refinishing.

This is general guidance. Always follow the instructions on the maintenance products you use and any product-specific advice we give you at handover. Questions? Call 01223 735677 or email info@cambridgefloors.co.uk.