



CARE & MAINTENANCE

Care & Maintenance

Lacquered Floors

How to look after a Vienna Woods lacquered engineered-oak floor — day to day, season to season, and over its life.

Simple, consistent care keeps a lacquered floor at its best. This guide covers cleaning, environment, wear protection and the products to use — and the ongoing refresh that renews the protective layer.

SCOPE OF USE

Internal domestic & light-commercial lacquered floors.

AUDIENCE

Homeowners · specifiers · installers.

STANDARDS REFERENCED

Care & maintenance guidance — no Building-Code claims made.

RELATED DOCUMENTS

Warranty (VW-WTY-001) · Installation Guide (VW-INS-001) · Oiled-floor Care (VW-CARE-OIL-001).

DOCUMENT CONTROL

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OWNER Vienna Woods Ltd	NEXT REVIEW July 2027	CLASSIFICATION Controlled	
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Simple, consistent care keeps a lacquered floor at its best. This guide covers cleaning, environment, wear protection and the products to use — and the ongoing refresh that renews the protective layer.

Daily & weekly cleaning

- Remove dust and grit daily with a vacuum (soft-bristle head) or brush. This prevents fine scratches and protects the lacquered surface.
- Damp mop weekly or fortnightly with a well-wrung mop and a small amount of [FirstFloor Wood Floor Cleaner Concentrate](#), our own cleaner for lacquered floors. Avoid excess water — standing moisture may damage the surface.
- Spray-mop as needed.

Environmental care

- Keep conditions stable: humidity ideally 40–60% and temperature 16–24 °C. Large fluctuations can stress the lacquer.
- Protect from sunlight: use curtains, blinds or UV-protective film to reduce uneven fading. Rotate rugs and furniture so the floor ages evenly.

Protect against wear

- Entry mats: breathable mats at entrances to trap grit and moisture.
- Furniture pads: felt protectors under chair and table legs.
- Footwear: avoid sharp heels or heavy footwear that can damage the lacquer.
- Pets: keep nails trimmed to reduce scratching.

Spill & stain management

- Wipe up spills within an hour using a damp cloth. Prolonged moisture may stain or damage edges and knots.

Ongoing maintenance

Every 6–12 months, or when the surface starts to lose its lustre, apply [FirstFloor GrainGuard](#). A refresher renews the protective layer, improves surface resistance and maintains the matte look.

Long-term care

- Recoating: in higher-traffic areas, a professional recoat can restore the finish before the lacquer wears through. Timely recoating avoids the need for full sanding and refinishing.

Approved care products

FirstFloor is Vienna Woods' own floor-care range, made for the coatings we supply. Using it is also a **condition of the Vienna Woods warranty** — under *Conditions of Warranty*, the cover is valid only where cleaning and maintenance use FirstFloor Timber Floor Cleaner and GrainGuard on a lacquered floor. General-purpose or supermarket cleaners can affect the finish and may void that cover. Your rights under the Consumer Guarantees Act 1993 are unaffected either way.

APPROVED CARE PRODUCTS

FirstFloor Wood Floor Cleaner Concentrate

The weekly clean. Gentle on the finish; one litre makes up to 40 litres.

FirstFloor GrainGuard

The 6–12 month refresh. Lays a thin matt protective layer over a clean lacquered floor.

Not a cleaner; test a small area first.



SCAN FOR THE FULL
RANGE
firstfloorcleaning.co.nz

Quick reference

FREQUENCY	CARE TASK
Daily	Vacuum or sweep with a soft-bristle tool.
Weekly / fortnightly	Damp mop with diluted FirstFloor Wood Floor Cleaner Concentrate.
Every 6–12 months	Apply FirstFloor GrainGuard.
As needed	Use mats, pads and environmental controls.
When required	Professional recoat before lacquer wear-through.

With the right care routine and Vienna Woods-approved products, a lacquered timber floor will keep its beauty and performance for years.

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