

7. Maintenance

Timber flooring should be properly maintained before handing over to the owners. Appropriate care should also be taken to ensure that the timber flooring continues to retain its appearance and function.

The following steps should be taken before handing over:

- Ensure that all external windows and doors are shut to prevent rain water from splashing onto the timber flooring;
- Where possible, keep internal doors and top hung windows at bathrooms open to allow better natural ventilation of units which may be left vacant for a long period of time;

- Liquid spills can stain wood permanently when they are absorbed into the wood finishes. Spills should, hence, be cleaned immediately;
- Avoid walking on the timber flooring with cleats, safety boots and other footwear that may damage the flooring;
- When moving heavy furniture or equipment, do not slide it on timber flooring. It is a good practice to lift and carry the furniture or equipment to protect the timber flooring; and
- Avoid leaving stagnant water on the timber floor.

8. Common Complaints

To achieve quality timber flooring, contractors should understand the common complaints and how to avoid them. The following are common complaints from owners.

Common Complaints	Possible Causes	Recommendations
1. Jointing		
1.1. Visible gaps between timber strips/ parquet 	a) Timber shrinkage due to prolonged exposure to dry environment b) Moisture content of timber exceeds the acceptable limits during installation c) Dimensional defects of timber	<ul style="list-style-type: none"> • Avoid extreme environmental changes • Check moisture content of timber before installation • Use timber with closer dimensional control during fabrication • Check dimensional defects when receiving the timber
1.2. Gaps between timber floor and skirting 	a) Uneven floor screed b) Insufficient levelling of timber strips c) Timber skirting warps	<ul style="list-style-type: none"> • Ensure proper surface preparation • Ensure timber strips are even and level during laying • Use suitable adhesive • Check straightness of timber skirting

maintenance/ common complaints

