

## Scratches?!?!

Uh-oh 🙄🙄🙄: "Our furniture removalist dragged the fridge across our beautiful floor and 'scratched' it."

It happens. Periodically, customers contact us when something like this has happened, needing to know how to fix it.

**First thing to know about any hardwood flooring: it isn't steel or industrial grade polymer-plastic. It is WOOD.** As such, depending on its hardness, most can withstand normal living, but the above scenario will mark it.

### Here are a few tips for dealing with "scratch" mishaps to your hardwood floor:

The issue depends on the type of scratches. AND REMEMBER, in the following, bear in mind that we aren't flooring installers or sanding and finishing contractors. These are tips we've gathered from installers over the years.

**If the scratches are fine surface scratches**, some of the commercial mop-on hardwood floor freshening products available at the usual hardware stores might do the job.

**If the surface scratches are a bit more insistent but not too numerous**, you could try your hand at delicately touching up the scratches with the same type of varnish as that of the flooring, enough that would suffice for small scratches, using a small, very fine-tipped brush (e.g. an artists fine water color brush) to very lightly hand paint the scratch itself with the varnish. Be careful not to brush outside the edges of the scratch or over-fill the scratch because the varnish will stand up "proud" a bit. Personally, if the scratches are small/ narrow, we wouldn't sand the area first as that might create a patch that ultimately requires repairing an entire section of the floor rather than just touching up the scratch. Just make sure the area is very clean and dry before attempting touching up.

**If the scratches are wide/aggressive or are actually grooves in the wood** caused by a combination of pressure-plus-drag and you are considering sanding the area of scratches, we suggest instead using some of the (presumably) remaining boards from your original installation to replace the damaged boards. This involves lifting out the damaged boards and replace with fresh ones from the left-over boards. You might need to get an installer in to help with that. It's a fiddly job but actually the best way. If you are a customer of ours and need to go that route, let us know and we can provide informal tips.

**If the scratches are serious and plentiful**, i.e. bit through the finish and gouged the wood, you seriously need to consider re-sanding and finishing (probably by a flooring installer). If this is the case, you would need to re-do the entire room.

Meanwhile, these are the basic guidelines regarding floor care:

*"Care should be taken to protect any and all installed hardwood flooring in high traffic areas such as doorways. Put appropriate mats in entrances and felts or protectors under the feet of furniture and items placed on or used on the floor. Don't use rubber backed mats as that can affect the*

*color of hardwood flooring. Ensure that your hardwood floor is not flooded or subject to excess water or water leaks, and that dishwashers and other appliances do not leak onto the flooring. Water damage caused by conditions within the site during and after installation is not covered by warranty. Marks and scratches caused by but not limited to e.g. furniture, dropping items, dragging or sliding items across your floor, sand, exposed metal in stiletto heels, and dogs' toe nails etc. are not covered by warranty.” Full details are at <https://www.australiancypress.com/warranty.html>*

*Go Aussie! Oi! Oi! Oi!*

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