



Pre-Finished Flooring Care and Maintenance

Proper Care and Maintenance will help ensure your floor always looks its best and will lengthen its life. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

1. Dust mop, sweep or vacuum your floor weekly or more if needed. Dust, dirt and grit can build up and act like sandpaper as you walk and ultimately damage the surface of the wood. A routine dust mop, sweep or vacuum is the most important step to lengthening the life of your floor. The vacuum head must be a brush or felt type. A vacuum with a wand is ideal. Be certain the wheels of the vacuum are clean and do not damage the finish. **Do not use a vacuum with beater bar head, or make sure the beater bar is turned off.**
2. Remove spills and tracked in dirt immediately. For cleaning, apply a no-wax, no residue, PH balanced wood floor cleaner onto a clean cloth and clean the effected area. A final pass with a clean cloth and cleaner will eliminate any residue left over from the spill or dirt. **Never apply wax or acrylic or rejuvenator type products to your urethane-coated floor.**
3. Remove shoes with spiked or damaged heels, make sure to remove sharp objects protruding from the sole of your shoes, such as rocks, exposed nails and gravel before walking on floor.
4. **Maintain the proper relative humidity in your home between 35%-55%**
5. Periodically, as necessary, thoroughly clean the floor with a no-wax, residue free, PH balanced wood floor cleaner and swivel-head mop with terry cloth or microfiber cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess cleaner to remain on the surface of the floor. Excess liquid may damage the fiber of the wood.
 - a. **Never** wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty.
 - b. **Do not use hardwood floor cleaning machines or steam cleaners.** See warranty exclusions under **Improper Maintenance.**



c. Important: Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its re-coat ability.

d. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss—damage resulting from the use of these products may not be covered under warranty and may produce unsatisfactory results when not applied properly.

6. Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, and oil.
7. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed (We recommend replacing these monthly)
8. Use a dolly or air sled and protective sheets when moving heavy objects, furniture, or appliances.
9. Make certain furniture casters are clean and operate properly (a minimum 1" - wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
10. Exposure to the sun and its UV rays accelerates the oxidations and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays.
11. Use interior and exterior doormats at all entrances to collect dirt and moisture. This helps to prevent dirt and moisture from being tracked onto the floor.
12. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas.

DO NOT use rugs with solid rubber or vinyl backings. The rugs must be made of breathable material to prevent moisture entrapment. It is recommended to pick up area rugs in the kitchen and work areas when not in use. This can help prevent moisture and grit from being trapped under the rugs and causing damage to the floor.

13. Keep stain pens, fill sticks (putty) and finish repair pens on hand to quickly correct scratches, gouges and damage to your floor. By properly repairing damaged areas, you can prevent the damage from spreading.



Quick Fix Tips

Spots caused by food, water or animals

1. Apply residue free and PH balanced cleaner to a soft cloth.
2. Lightly rub the area to remove the stain or spot.
3. More stubborn spots may require additional cleaning, with an appropriate cleaner

Grease / Lipstick / Crayon / Ink spots / Rubber Heel Marks

1. Apply residue free and PH balanced cleaner to a soft cloth.
2. Lightly rub the area to remove the stain or spot.
3. More stubborn spots may require additional cleaning, with an appropriate cleaner.

Chewing Gum / Candle Wax

1. Apply a sealed plastic bag filled with ice on top of the deposit.
2. Wait until deposit becomes brittle enough to crumble off.
3. After deposit has been removed, clean entire area with a no-wax, residue free and PH balanced cleaner.

Minor Abrasions / Scratches

1. Use a wood touch up kit: touch up pen, fill stick, and/or finish pen for isolated incidents.
2. For larger areas consult a Hardwood Flooring Technician.

Deep Scratches / Gouges

1. Individual planks, strips or parquets that are heavily gouged or damaged can be replaced by a professional Hardwood Floor Technician.
2. If needed, the entire floor can be refurbished and/or top coated.