

HARDWOOD FLOORING

PREVENTIVE MAINTENANCE:

- Wood flooring is a natural product that will be greatly affected by environmental change. It is important to know that as humidity levels change throughout the year, your flooring will have a tendency to expand and contract. In order to keep your wood flooring always looking its best, we recommend that you try and keep your humidity levels between 35 – 65% year round.
- Wood is a natural material and will change color due to natural and artificial UV light. Any area rugs should be moved from time to time, to allow the flooring to naturally change color when exposed to light.
- Vacuum your floor regularly as you would carpet. Do not use a vacuum with any types of rotating brush; a brush attachment works perfectly. In addition, sweep mop on an as your floor with a broom or a dry dust needed basis.
- Water can be very damaging to your floor; therefore food or liquid spills should be removed in a timely manner. If a cleaner is needed for difficult spots, use a damp sponge. Do not use any abrasive type of sponge or cleaner. For general cleaning of soiled areas, dip or spray a clean cloth with hard surface cleaner. The cloth should be slightly moistened , not wet. As you clean the floor, follow by wiping the floor dry.
- Never wet mop your floor with water and / or products like Oil Soap. Water is your floor's worst enemy. Water can cause wood to expand and may damage the floor. Adding an Oil Soap to the mop has the similar effect as with other waxes and cleaning agents. They can leave residue on your flooring surface and they can soften and dull the flooring finish.
- Use mats at all exterior doors to reduce sand and grit from getting onto the floor. Gritty sand on the bottom of shoes will act like sandpaper and can damage any finish.
- Keep high heel shoes in good repair. Any spike high heel shoe that has lost the protective cap can exert over 1000 pounds per square inch of pressure which can damage your floor.
- Your floor already has the best finish available on the market today. There is no need to put any type of wax on the floor. Do not use any ammonia, wax or oil based cleaners.
- NOTE: Spray mist only as necessary. Do not apply moisture unnecessarily, vacuum instead. Ammonia will damage or dull many surface finishes and should not be used to clean your solid wood floor. Too much moisture will damage your floor and void the warranty.



ROUTINE CARE & MAINTENANCE



- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- For tough spot cleaning, such as oil, paint, markers, lipstick, ink or tar use an acetone based nail polish remover (10% solution) on a clean white cloth,

then wipe the area with a damp cloth and buff dry to remove any remaining residue.

- Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.



- Periodically clean the floors with cleaning products made specifically for pre-finished hardwood floor care.

- Do not wash or wet mop the floor with furniture polish, soap, water, or oil-soap detergents, or any other liquid cleaning materials. This could cause swelling, warping, delamination, discoloration and joint-line separation, and void the warranty.

Always avoid using excessive amount of water or cleaner on the flooring. Damp mopping should only be done with a well wrung out sponge mop designated for hardwood flooring.

- Do not use steel wool, abrasive cleaners or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing, polishing or steam cleaning machine on your flooring.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scrapper. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
- For tough stains, you may need to use a heavy-duty stain remover made specifically for hardwood floors.
- Entry mats will help collect the dirt, sand, grit and other substance such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
- Do not use rubber or foam backed plastic mats as they may discolor the flooring finish. To prevent slippage, use an approved vinyl rug underlayment.
- Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contracting of the wood.
- Avoid excessive exposure to water during periods of inclement weather.
- Do not walk on your floor with stiletto heels, spiked golf shoes, or other types of sports cleats that will create pressure which will damage the floor.

- Do not allow sharp, pointed or rough textured objects to be exposed to the hardwood flooring.
- Keep your pets nails trimmed to prevent them from scratching your floor.



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- Rearrange your area rugs and furniture must be accomplished periodically allow the floor to age evenly. UV sunlight will soften or darken the tone of different species of hardwood to varying degrees.
- Use a dolly when moving heavy furniture or appliances: but first, put down a piece of quarter inch plywood to protect the floor. Never try to slide or roll heavy objects across the floor.
- A protective mat should be used for furniture or chairs with castors.
- Use floor protectors and wide-long bearing leg bases/ rollers to minimize indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.