

## CARE GUIDE

### CLEANING YOUR FLOOR

- Use a damp cloth to blot up spills and spots as soon as they happen. For tough spots such as oil, paint, markers, lipstick, ink, tar or cigarette marks, use acetone/nail polish remover then wipe with a damp cloth. Always avoid allowing liquids to stand on your floor.
- Vacuum, (using the hard floor attachment not the beater bar), dust mop or sweep the floor to minimize abrasive grit, debris, and dirt
- Occasionally wipe the floor with a damp mop or cloth
- Periodically clean the floor with a hardwood flooring cleaner, which is specially formulated for the finish. We recommend Bona Swedish Formula Hardwood Cleaner.
- **Do not** use oil based, wax, and polish, strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.
- **Do not** wash or wet-mop the floor with soap, water, oil soap detergent or any other liquid cleaning material. This could cause swelling, warping, delamination and joint-line separation, and void the warranty.
- Do not use any type of buffing machine.

### PROTECTING YOUR FLOOR

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor. The rugs must be made of a breathable material to prevent moisture entrapment
- Sweep, dust, or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Use protective casters/caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Use wide bearing leg bases, barrel type caster wheels, rubber rollers to minimize indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be. Make certain to keep them clean and well maintained.
- Do not use rubber or foam backed plastic mats as they may discolor the floor. To prevent slippage use an approved vinyl rug underlayment
- Maintain a normal indoor relative humidity level between 35 and 55% and a temperature of 60o-80o F throughout the year, to minimize the natural expansion and contraction of wood.
  - Heating Season (Dry): humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tends to create very dry conditions.
  - Non-Heating Season (Wet): An air conditioner or dehumidifier or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather.
- Avoid gouges or cuts in your floor from sharp objects. While your floor is very wear resistant, sharp or pointed objects can nevertheless damage it.
  - Don't walk on your floor with stiletto-style heels, spiked shoes, or cleats; they may cause indentations in your floor.
  - Keep pet's nails trimmed to minimize finish scratches.
  - Rearrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.
- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows
- Use a dolly when moving heavy furniture or appliances. But first, put down a sheet of quarter inch plywood or Masonite to protect the floor and help prevent denting. Carpet or cardboard is not adequate to prevent surface compression scratches. Never try to slide or roll heavy objects across the floor to avoid denting.
- REPAIRING YOUR FLOOR
  - Minor damage can be easily repaired with finishing putty available in blending colors.
  - Retain several planks for future repairs.
  - Major damage will require board replacement. If using the floating installation only, your floor can easily be disassembled to allow for replacement.