

## Care and Maintenance

### DAILY MAINTENANCE

- Sweep, dust, mop, or vacuum your floor regularly to remove any particles that could cause abrasion or scratch your floor.

 **CAUTION:** Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.

- Use a damp mop to remove spots and soil. Apply appropriate cleaning solution to the cleaning cloth / mop. Do NOT apply directly to the floor.
- For lightly soiled areas, clean with distilled water.
- For moderately soiled areas, use a mild solution of isopropyl (rubbing) alcohol and distilled water. Dilute the mixture by mixing one part alcohol and 2 parts distilled water. For tougher spots, use a higher concentration of isopropyl alcohol and distilled water. For extreme cases, a solution of nail polish remover and distilled water can be used.
- **HINT:** For best results, clean the floor in the same direction of the planks. When the cleaning cloth/mop becomes soiled, rinse or replace it with a clean one. Following up with a clean, dry cloth will remove residual streak marks and spots.
- **DO NOT** leave any amount of liquids (water, juice, soft drinks, spills, etc.) on the floor. Clean any wet spots immediately.
- **DO NOT** use a steam cleaner.
- **DO NOT** use a wet mop or douse the floor with water or liquid cleaners. Liquid can seep between the cracks and cause moisture damage.
- **DO NOT** use any cleaning agents containing wax, oil or polish. Left over residue will form a dull film.
- **DO NOT** use steel wool or scouring powder which will scratch the floor.

### BRANDED OR OFF-THE-SHELF FLOOR CARE PRODUCTS

If none of the above are effective and you choose to use a store bought product, test the product in a non-conspicuous area (i.e., closet, corner, or scrap pieces) for potential adverse side effects.

### PREVENTATIVE MAINTENANCE

- Protect your floor when using a dolly for moving furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.
- Place protective pads beneath furniture legs and other heavy objects.
- Avoid excessive exposure to water from being tracked in during periods of inclement weather.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- Rearrange furniture and rugs periodically to avoid uneven color and shade changes from light exposure.
- Use protective mats beneath rolling chairs and keep furniture casters clean.
- Keep pets' nails trimmed.
- Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.

### CLIMATE MAINTENANCE

- Care should be taken to control humidity levels within the 35%-55% range. Flooring, especially hardwood and bamboo, dimensions will be affected by varying levels of humidity.
- Dry Climates: A Humidifier is recommended to maintain humidity levels. Wood stoves and electric heat tend to create very dry conditions during the winter months. This also will cause shrinkage in flooring.
- Humid, Wet Climates: By using an air conditioner, heater, or dehumidifier, proper humidity levels can be maintained to prevent excessive expansion due to high moisture content.

### FLOOR REPAIR

- Very light and small surface scratches can be repaired with a staining "touch up" pen of the appropriate color.
- Slightly deeper scratches can be repaired by means of colored putty or stains. Fill the scratches with the putty. Level with putty knife. Wipe off excess putty.
  - Very deep scratches may require the replacement of the planks