

## Cleaning Your Floors:

- Use a damp cloth to wipe up spills and spots as soon as they happen.
- To minimize abrasive grit and dirt, regularly sweep the floor with a soft bristle broom or a dust mop, or vacuum using a suction only vacuum and a brush attachment - with bristles surrounding the entire attachment. Do not use a vacuum with a beater bar.
- Then clean the floor using a Hardwood Floor Cleaner mop kit or similar which is specially formulated for the finish of your floor.
- Do not use oil based, wax and polish, strong ammoniated or abrasive cleaners, steel wool, or scouring pads, and/or powder to clean the floor. Products such as Murphy's Oil Soap, Orange Glo etc are not suitable and will void your warranty.
- Do not wash or wet mop the floor with soap, water, oil soap detergent, or any other liquid cleaning material.
- Using incorrect cleaners and procedures will cause dirt to be trapped in the texturing along with possible black spots and streaking in the recesses of the floor, this is not covered under the warranty.
- Do not use any cleaners that have petroleum in them. This may prevent you from being able to re-coat your floor in the future.
- Do not use any type of steam machines or similar appliances that apply moisture to the surface.
- Do not clean your floor with any type of buffing machine. Only a flooring contractor should use a buffing machine on your floor during the re-coat process.

## Protecting Your Floor

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit along with other substances from being tracked onto your floor.
- Sweep, dust, or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Use soft felt floor protectors under the legs of all furniture. Do not use Teflon or plastic protectors. Floor protectors should cover the entire bottom of all furniture legs, and along the entire edge of bases on furniture without legs such as dressers.
- To prevent rug/mat slippage use an approved vinyl rug underlayment made with 100% natural rubber that allows the hardwood flooring to breathe. Ask your rug dealer for the best mat to use on a hardwood floor.
- We will not be responsible for damage to the floor for improper rug use.
- Maintain an indoor relative humidity level between 35% and 55% throughout the year to minimize the natural expansion and contraction of wood. In regions normally below 35% Finish, Care and Maintenance Guidelines for your High Durability Flooring humidity, humidifiers may be needed to maintain proper humidity levels. Purchase a digital hygrometer to monitor humidity levels in your home.

Heating Season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.

## Protecting Your Floor (Cont)

- Non-Dry 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. Always keep your HVAC system on to a maximum of 80% F and a minimum of 60% F, even when not occupying the home for any extended time period, such as during vacations.
- For the first year, rearrange area rugs and furniture periodically so the floor can age evenly. UV sunlight will lighten or darken the tone of different species of hardwood to varying degrees.
- Keep pet nails trimmed to help minimize scratching of the finish.
- When moving heavy furniture or appliances, first put down a sheet of quarter inch plywood or Masonite (never cardboard) to protect the floor and help prevent denting. Ensure that any covering materials cannot move or chaff the flooring surface. Never try to slide or roll heavy objects across the floor to avoid denting, bruising, or scratching.

## Repairing Your Floor

- Minor damage can be easily repaired with finishing putty/fill sticks, and stain markers, available in blending colors from [woodrepairproducts.com](http://woodrepairproducts.com).
- It is recommended that you retain several planks, even a full carton or two, for possible future use if any plank replacements need to be made.