



MOHAWK ENGINEERED WOOD

Use and Care Manual

Care and Maintenance

The flooring must be maintained in accordance with Mohawk written Care and Maintenance instructions. Refer to Mohawk's Care and Maintenance section for full instructions.

- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered.
- Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steam mops, buffers or similar products is not covered.
- Damage resulting from improper or inadequate maintenance or accidents is not covered, including but not limited to damage caused impact, gouging or cutting.
- Scratching during and after installation is not covered by these limited warranties.

The flooring is designed for normal residential or light to medium commercial use, as specified in the Light to Medium Application Chart.

- Damage caused by events beyond everyday household use is not covered by these limited warranties, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
- These limited warranties do not apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a wood product in a residential environment; or damage of mechanical nature.

CARE AND MAINTENANCE

Although our floors are designed with easy care in mind, all floors require routine care and preventative maintenance for sustained beauty and performance. The recommendations in this section are provided in accordance with guidelines required to maintain the coverage of these limited warranties and will prolong the life of the installed flooring. For full details, refer to Mohawk's Care and Maintenance section.

Preventative Maintenance

Exterior Mats

- Place exterior mats outside all exterior entrances.
- Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles.
- To allow time for cleaning, purchase two sets of exterior mats. Place one set at all exterior entrances to reduce the amount of dirt, grit, and moisture tracked into the home. When it's time for cleaning, remove the soiled set and immediately replace with the fresh set.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture missed by exterior mats.

- They should be constructed of an absorbent fiber with a breathable, non-staining back.
- Remember to routinely clean both sides of interior mats so they don't become a secondary source of soil, and also clean underneath to prevent soil and grit from becoming trapped and dulling the finish of the flooring.
- Do not use rubber mats, which may stain the floor or trap moisture underneath the mat.

Furniture

- Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture and covering the part resting on the flooring.
- Chair casters should be rubber, not plastic or metal. Chair pads should be used under chair casters.
- Routinely clean casters to remove grit.
- Lay plywood over the floor to avoid dents and gouges and use a furniture dolly when moving heavy appliances and furniture.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratches.
- Protect flooring from spiked heels, athletic shoes or shoes in need of repair.
- Routinely cleaning vacuum parts and periodically inspect for foreign objects.
- Close window treatments during hours of direct sunlight and minimize excessive lighting whenever possible to protect floor.
- Exercise caution when placing area rugs over floors with radiant heating. Rugs may increase flooring temperatures beyond recommended levels and void the warranty.

Routine Care

The amount of daily usage will determine how often cleaning is required.

Day To Day Cleaning

- Dust mop, sweep and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- **WARNING:** Vacuums with a beater bar or power rotary brush head should never be used on wood products.
- Use vacuum tools designed for hard surfaces.
- Use a microfiber mop for dust mopping. Pay close attention to mop head. Once soiled, replace with a fresh one. Launder soiled mop heads without fabric softener. Fabric softener residue may cause streaking on the floors.

Occasional Cleaning

- Never damp mop wood products unless covered by Wet Resistance Warranty. If flooring product allows, occasionally damp mop with water only.
- ~~•~~ Never wet mop wood products unless covered by Waterproof Warranty. If flooring product allows occasionally wet mop with water only, using a well wrung-out mop.
- If needed, use 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing, ammonia per gallon of water.
- Never steam mop wood products.
- Flood mopping is never recommended since mop water may damage flooring and leave spots.
- Do not pour liquid directly on the floor or use an excessively wet mop.
- Do not allow liquid to puddle or leave moisture standing on the floor.
- Allow floor to dry completely before replacing interior mats.

Cleaning Spills

- Remove spills promptly. Do not allow topical moisture to remain on the floor.
- Immediately use an absorbent cloth to remove as much of the liquid as possible.

- Mist a clean microfiber cloth with a Mohawk recommended cleaner, if needed, and rub the area, working from the outside of the area toward the center.
- Take care to wipe the surface thoroughly.
- To reduce spotting, do not allow liquids to stand or remain on the surface of the flooring.

Spot Removal

- Immediately use a microfiber cloth and a Mohawk recommended cleaner, if needed, working from the outside of the stain toward the center.
- Take care to wipe the surface thoroughly.
- Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, surfactants or other household products to clean the floor.
- Vacuums with beater bar or power rotary brush head should never be used on wood flooring.
- Never use power scrubbers to clean floor.