

# Hardwood Flooring Maintenance Guide for Engineered Wood

We thank you very much for selecting Hardwood Flooring. We sincerely hope your new environment will bring you the warmth, comfort, and beauty that only genuine wood can provide. We make every effort to ensure that the finest hardwoods are used to create our wood planks, that the natural characteristics of the wood are preserved, and that our Urethane finish provides the protection needed to help preserve the look of your Hardwood Flooring for years of admiration and enjoyment.

## CARE AND MAINTENANCE GUIDE

### PREVENTIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventive maintenance steps:

- ❖ Use floor mats at all entrances to help keep dirt and moisture from being tracked in (Figure 2.1). Area rugs are recommended in high traffic areas and all sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- ❖ To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment (Figure 2.2).
- ❖ Use soft rubber castors for rolling furniture (Figure 2.2).
- ❖ Do not wear high heel shoes or shoes that need repair while walking on your hardwood floor. Some types of high heel shoes can severely damage the surface of any floor covering.
- ❖ Maintain a healthy humidity range at 35%- 55%, which could require either a humidifier or a dehumidifier and maintain ambient temperatures of 60 – 80 F.
- ❖ Certain regions within North America have extreme changes in humidity levels that can affect all wood floors.
- ❖ Quickly wipe spills floor to protect from excess liquid. Never wet or damp mop your wood floors.
- ❖ Water can cause damage to your wood floor.
- ❖ Regularly swept or vacuumed floors will almost eliminate any need to “clean”, the floor with cleaning product. But when a cleaning product is needed, we suggest only “Hardwood specific, non-oil-based cleaner. Cleaning products should be sprayed on to the sponge mop or hand towel never on to the floor itself. Do not use wax or other household cleaning agents on your floor.
- ❖ Never use steam cleaners on your wood floors. This will force moisture into the wood and cause damage.
- ❖ The Sun’s UV rays can change the color of your floor. Use protective window coverings to protect Hardwood floors from excessive heat during periods of direct sunlight.
- ❖ Exotic floors like Brazilian Cherry are more susceptible to color change during aging process.
- ❖ Occasionally move furniture and carpets around & reduce intense light source to minimize color contrast.
- ❖ Seasonal checking: cracks or checks in surface of planks due to low humidity, excessively high humidity, or dramatic fluctuations in humidity are inherent in all wood products and may affect your floor’s finish. Checking is not covered under these limited warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%. Research and experience show that some species such as Hickory or Pecan are more susceptible to this phenomenon than others and are not recommended in certain regions without use of a humidification system.
- ❖ Please note that Smooth floors, Exotic, Maple, Pine, birch floors require extra care. These floors are inherently smooth wood and will show scratches and dents more readily than oak and Pecan. You should consider these factors when making your flooring selection.

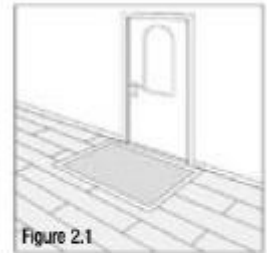


Figure 2.1

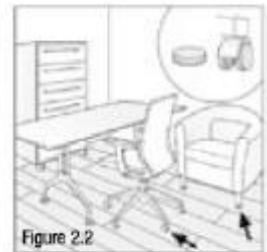


Figure 2.2

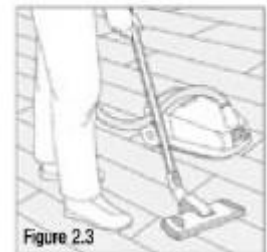


Figure 2.3

### REGULAR MAINTENANCE

Do not let sand, dirt and grit build up on your floors.

Dust, sweep and vacuum floors regularly (Figure 2.3)

For cleaning, use a hardwood floor cleaner specified for pre-finished polyurethane coated hardwood floors.

We recommend Bona Hardwood Floor cleaner with a Bona Microfiber Mop (or Similar) which can be purchased at your Flooring Retailer, Home Depot, and Lowes or online.

**Floor Coated with Urethane.** Clean the floor regularly with Bona Hardwood Floor Cleaner or Basic Coatings Commercial Floor Cleaner. Do not use waxes, oils, oil soaps, or petroleum-based cleaners under any circumstances.

Hardwood contains certain types of acids in their cellular structure. With exposure to sunlight these acids begin to amber. The color change is referred to as patina. The wood will reach its own natural warmth and patina level and stop ambering. The amount of patina is directly related to the species, acids and the level of sunlight. The entire floor will reach the same patina level over time. This is often noticed after a rug is removed and the floor is noticeably different in color underneath. If you remove the rug and expose the entire floor to the same amount of light, it will even out over time and become uniform in color.

**Hardwood flooring will scratch and dent.** With today’s active lifestyles it is important to note that hardwood flooring can, and will, scratch and dent. See Tips & Warnings for protecting your hardwood floor. To prevent excessive abuse, the use of strategically placed mats and area rugs as well as floor protectors on chair and table legs are a must.

8/1/21