



Engineered Hardwood Floor Care Guide

Never wet-mop, damp-mop, or flood your floor with water or other products. This can severely damage the flooring and will void the warranties. Do not use hardwood floor cleaning machines. Water can dull the finish, and permanently damage the floor.

The use of approved maintenance and floor-care products, including Dry Swiffer® by Proctor & Gamble, Bona Swedish Formula Hardwood Flooring Cleaner, or other similar products, is highly recommended. IMPORTANT: Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, tung oil, silicon or ammonia since these warranties do not cover damage caused by non-recommended products. The use of these and other such products will harm the long-term performance of your floor and may also affect the recoat ability.

If your floor abuts exterior doors, put doormats outside at the entrances to keep dirt and moisture from being tracked in. Inside you may want to add an area rug to further prevent dirt and moisture from being tracked onto your hardwood floor. Do not use rubber backs or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use an approved vinyl rug underlay from a reputable manufacturer. Use area rugs in high traffic areas and pivot points (stair landings, room entries, etc.).

Normal exposure to sun and its UV rays accelerates the oxidation and aging of wood and fabrics as they age. We recommend that you rearrange rugs and furniture periodically, so the floor ages evenly. These warranties do not cover damage from the sun and its UV rays.

Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Pet nails can also cause surface scratches and should be kept trimmed. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head. Remove shoes with spiked or damaged heels before walking on floor.

Wipe up spills as soon as possible before they get sticky or dry. Remove dried spills with a soft cloth dampened with a professional hardwood floor cleaner.

Use floor protectors on the feet of furniture to avoid/reduce scratches and dents. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances. This will help to avoid scratching and damage to the floor.

Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide flat plastic glides are best for protecting your hardwood floor. Make certain to keep furniture casters clean and operate properly (a minimum 1" width recommended).

A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions. Excessive humidity can also adversely affect your floor. A humidity level of 35-55% is recommended.

In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning your heating system on during the summer months.

Spike or stiletto heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by individuals of slight or average build. The manufacturer will not accept claims for damages that arise from such exposure.

Remember, like any floor covering, engineered wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your floor. The above-listed examples are reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

All instructions and recommendations are based on the most current information available. If you receive a printed copy of these instructions, please refer to www.southwindfloors.com or our technical service line @ 800-272-2808 to ensure you have the most up to date version of our installation instructions.