

## **CARE & MAINTENANCE GUIDELINES**

### **(UV Cured Urethane Finish Products)**

#### **WATER AND WOOD DON'T MIX**

Using any of the following items to maintain the Floor will void all manufacturer warranties!

- Water
- Oil Soap
- Vinegar, Ammonia
- Household Detergent
- Wax
- Furniture Polish
- Dust Control Sprays
- Cleaners that leave an acrylic finish

Any of the above can damage the finish, leave greasy films, discolorations or make the Floor slippery and hard to maintain. If any improper cleaning methods are used to maintain the hardwood Floor, the homeowner or end-user will be responsible for all subsequent damages done to the Flooring.

#### **KEEPING THE HARDWOOD FLOOR BEAUTIFUL**

Floorings are factory finished and protected with several layers of technically advanced high quality UV Cured Urethane Finish. This finish is tough, durable, smooth and easy to maintain. The Manufacturer recommends Bona Hardwood Floor Cleaner and Bona Micro-Fiber Mops for maintaining UV Cured Urethane Flooring. Contact a retailer or visit <https://us.bona.com/products/hardwood-floor-cleaner-36oz.html> or call (800) 872-5515 for the nearest dealer, technical department, or advice on maintaining or restoring the Floor's finish. For Oil Finish Floors need to use the appropriate clean product recommended by the Manufacturer.

#### **SCRATCHES, INDENTATIONS AND GOUGES**

##### **Indentations:**

The species of wood used to manufacture the Flooring is not scratch and indentations resistant. The amount of impact pressure is determined by the object's weight and the size of the impact area.

##### **SPIKED HEELS:**

A 125 pound lady wearing high heel shoes can exert as much as 3500 pounds of pressure per square inch. The size of the indentations are usually 3/16" to 1/2", thus the pressure on wood floor may exceed 7,000 pounds.

##### **LEGS OF CHAIRS, TABLES AND FURNITURE:**

Felt pads should be glued to all legs of chairs and furniture. These pads should be checked once a month for wear and see if they have filled with grit. Replace as needed.

Use floor protectors and wide load bearing leg bases or rollers to minimize scratches, gouges and indentations from heavy objects. Rollers, wheelchairs or casters should be at least one inch wide and made of non-marking hard rubber. Metal or plastic types should never be used.

##### **ROLLER CHAIR CASTER DAMAGE:**

The only type of rolling caster or wheelchairs recommended by the Manufacturer and the NWFA is a wide barrel type roller made of non-marking hard rubber. When rolling any heavy things across the floor (including wheelchairs, furniture, any item) it will damage the finish, cause chipping/splinters on the plank.

#### **SCRATCHES AND GOUGES**

Micro-fine particles of aluminum-oxide have been added to the finish and are suspended in the layers of finish to provide the Floor with years of wear protection.

There are no finishes available to the wood flooring industry that will not scratch, indent or gouge. The Manufacturer does not consider these issues to be warranted. We do not warranty any dents, scratches or gouges in the floor.

#### **USE OF MATS AT EXTERIOR ENTRIES**

Place mats with stiff bristles at all exterior entries to the house. A softer area rug or mat should be used on the room side of exterior doors. They will help collect the dirt, sand, grit and other substances such as oil, asphalt or driveway sealer that can otherwise be tracked onto the Floor.

#### **USE AREA RUGS**

Use area rugs in high traffic areas and pivot points (e.g. Room entries, kitchen, dining room, stair landings), especially for pets or a large family. The finish will wear faster in high traffic areas which is not covered by the warranty.

### **DON'T ALLOW LIQUID TO STAND ON THE FLOOR**

Do not allow ice cubes to melt on the Floor. Check in front of the dishwasher, sink, and refrigerator and around the pet's water bowl. Don't track snow or water onto the Floor without immediately drying it up. Look for water leaks under doors to the outside and near sliding glass doorways. Quickly, remove any oil, grease or any other liquids on the wood. This will damage the finish and void the warranty.

### **SUNLIGHT**

Install curtain treatments to prevent photosynthesis of the wood floor. Sunlight will change the color of your wood floor. The warranty does not cover discoloration of the floor.

### **DO:**

- Sweep, vacuum or dust-mop the Floor regularly.
- Trim the claws of pets regularly to reduce scratches and indentations.
- Glue protective felt pads on the legs of all chairs and furniture to reduce scratches, indentations and damage to the Floor. Check them regularly for wear and embedded grit. Replace as needed.
- Wipe up spills IMMEDIATELY.
- Stop dirt at the entrance. Grit, gravel, sand and dirt are enemies of hardwood floors.
- Make it a habit to keep the wood Floor clean.
- Vacuum with a vengeance. Vacuum regularly with a vacuum that does not use a beater bar head or attachments intended for carpet.
- Protect the Floor when moving appliances or furniture. Lay down a sheet of clean quarter-inch plywood or Masonite to protect the Floor. Use a dolly.
- Maintain the proper Relative Humidity between 40% to 55% all year around.

### **DON'T:**

- Use plastic film or other non-breathing coverings as humidity buildups can cause the floor to become damaged.
- Expose the floor to excessive sunlight since it can cause color fading or discoloration.
- Use water to clean or mop the Floor. Water causes deterioration of the wood itself and the finish.
- Use round headed chair or furniture leg glides.
- Allow spike heels to indent and damage the floor. Those in disrepair are especially harmful.
- Track in sand, grit or dirt onto the wood floor. A grain of sand has 26 razor-sharp edges. That is like walking a floor with sandpaper on the soles of shoes.
- Drag furniture or heavy objects across the surface of the Floor.
- Use household dust treatment products as this will make the Floor slick.
- Use cleaning tools or machines that apply water or steam to the wood Floor.
- Roll or slide the refrigerator on the wood Floor. The weight may severely damage the Floor.
- Use rubber or foam-backed plastic mats, as they may discolor the Floor.
- Allow ice cubes to melt or water to dry on the wood Floor.
- Do not wet mop dirty or dusty floors or it will cause the dirty/dust to get trap in the graining of the wood and make it look darker.

Use a vacuum brush the is hard or rotates in circular motion since it will wear out the finish.

Lighter color and white floors will get dirty much quicker than darker colored floors. They also wear quicker than other color floors. You need to make to keep clean the floor more frequently. You should put mat or rugs in the kitchen, entry, hallway, or high traffic areas. Any dirt and black in the wood grain means you are not maintaining the floor correctly. This will not be covered by the warranty.