

Depending upon your lifestyle and family size our prefinished wood flooring will show signs of wear over time. Establishing a regular cleaning and maintenance routine and taking some precautions will extend the life and beauty of your wood floors. Refer to our guidelines below.

CARE GUIDE

CLEANING YOUR FLOOR

- Use a damp cloth to blot up spills and spots as soon as they happen. For tough spots such as oil, paint, markers, lipstick, ink, tar or cigarette marks, use acetone/nail polish remover then wipe with a damp cloth. Always avoid allowing liquids to stand on your floor.
- ÿ Vacuum, (using the hard floor attachment not the beater bar), dust mop, or sweep the floor to minimize abrasive grit, debris, and dirt.
- **Do not** damp mop. Periodically clean the floor with a hardwood flooring cleaner, which is specially formulated for the finish. We recommend Bona Swedish Formula Hardwood Cleaner.
- **Do not** use Murphy's Oil Soap or any oil based, wax, and polish, strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.
- **Do not** wash or wet-mop the floor with soap, water, oil soap detergent or any other liquid cleaning material. This could cause swelling warping, delamination and joint-line separation, and void the warranty.
- **Do not** use any type of buffing machine.

PROTECTING YOUR FLOOR

- ÿ Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor. The rugs must be made of a breathable material to prevent moisture entrapment. Rugs with rubber bottoms or no-skid pads may leave an imprint on the flooring.
- Sweep, dust, or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- ÿ Use protective casters/caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Use wide bearing leg bases, barrel type caster wheels, rubber rollers to minimize indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be. Make certain to keep them clean and well maintained.
- ÿ Do not use rubber or foam backed plastic mats as they may discolor or leave an imprint on the floor. To prevent slippage use an approved vinyl rug underlayment.
- Maintain a normal indoor relative humidity level between 35 and 55% and a temperature of 60°-80° F throughout the year, to minimize the natural expansion and contraction of wood.

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

Non-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.

- Avoid gouges or cuts in your floor from sharp objects. While your floor is very wear resistant, sharp or pointed objects can nevertheless damage it.
- Don't walk on your floor with stiletto-style heels, spiked shoes, or cleats; they may cause indentations in your floor.
- Keep pet's nails trimmed to minimize finish scratches.
- Rearrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.

ÿ Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Over time natural and artificial light could discolor the floor.

ÿ Use a dolly when moving heavy furniture or appliances. But first, put down a sheet of quarter inch plywood or Masonite to protect the floor and help prevent denting. Carpet or cardboard is not adequate to prevent surface compression scratches. Never try to slide or roll heavy objects across the floor to avoid denting.

REPAIR GUIDE

REPAIRING YOUR FLOOR ENGINEERED T & G

- Minor damage can be easily repaired with finishing putty available in blending colors.
- Retain several planks for future repairs.
- Major damage will require board replacement. It is quick and easy and should only take about 15 minutes per plank regardless of installation method.
 - Select a replacement plank that closely matches the area you are replacing.
 - Carefully cut out the damaged plank close to the edges with a wood chisel
 - Lift out the center of the cut out strip with the wood chisel. Then remove its tongue and groove edges with caution to avoid damage to the adjoining planks.
 - Clean the floor of any residue
 - Cut tongue edge end of the replacement plank to the require replacement length.
 - Remove lower edges of the groove from end and side edges of the replacement plank.
 - Make a trial insert to ensure that the replacement plank fits exactly then remove.
 - Touch up any edges if necessary with stain and finish.
 - Spread glue over the subfloor and glue replacement plank in place.

STAIN GUIDE

Food, Beverages	Promptly sponge or wipe with a damp wrong out cloth .If a substance is gummy, scrape off with dull knife. Spray cleaner to dissolve the spot and wipe off with a white cloth.
Sticky Stubborn Food	If a substance is gummy, scrape off with dull knife. . Spray cleaner on a white cloth and wipe off. For more stubborn stains use white vinegar directly on the stain leave on for 2-3 minutes and scrub. If stain still exists wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha(paint thinner) or isopropyl alcohol

Tar, Oil, Wax, Asphalt, Grease, Paint (oil-based)	Scrape excess substance off with dull knife. Spray cleaner on a white cloth and wipe off. If stain still exists wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha (paint thinner) or isopropyl alcohol.
Scuff Marks from shoes & rubber casters	Spray cleaner on a white cloth and wipe off.
Lipstick	Scrape excess substance off with dull knife. Spray cleaner on a white cloth and wipe off. If stain still exists wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha (paint thinner) or isopropyl alcohol.
Chewing Gum, Candle Wax, Crayon Marks	Apply a plastic bag filled with ice cubes to the surface. Leave until the soiled area hardens and crumbles. Scrape excess off with a dull knife. Spray cleaner on a white cloth and wipe off.
Ink, Hair Dye, Permanent Marker	Spray cleaner on a white cloth and wipe off. If stain still exists wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha (paint thinner) or isopropyl alcohol. Spray cleaner on a white cloth and wipe off.
Surface Scratches, Burns	Use a good quality touch up repair kit. Contact your seller for advice.
Dents, Deep Scratches, Gouges	Replace the damaged plank or planks. Refer to the Replace Plank instructions or contact your flooring professional for board replacement.
Deep Scatches, Dents, Gouges over the entire floor	After years of use or abuse floors show normal wear. Your floor can easily be screened and recoated to restore it. Contact your flooring professional for advice.

Stain Solver Tips:

- ÿ The overall stain resistance of our floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth.
- ÿ Removing certain substances may take a little extra effort, as outlined in the chart below.
- ÿ Start with first step listed. Only do steps necessary to resolve the problem.
- ÿ Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry between