

General Care and Maintenance Guidelines



- Sweep or vacuum floor bi-weekly to prevent sand or abrasive dust from building up and scratching the finish. Use a brush type broom or dust mop when sweeping by hand, or a brush or felt type of vacuum. Do not use a vacuum with a beater bar head, and make sure the wheels are clean and free of grit, sand or other abrasive material.
- Place doormats and rugs outside and inside every entrance to the house. This will reduce the amount of sand and abrasive dust that is brought inside the house/building. Also consider the use of runners and area rugs in excessive traffic areas and pivot points of stair landings and room entrances.
- Place a rug in front of the kitchen sink, wet bars, dishwashers, and other work areas to prevent damage from spilled fluids and dropped items. Remove all spills promptly using a soft cloth as water from spills can cause damage to any wood floor.
- Never wet mop, damp mop or flood your floor with water or other products. Excess water will cause cupping, swelling and subsequent gapping. Standing fluids can also dull the finish, damage the wood, leave a discoloring residue, and void the warranty.
- Do not use sheet vinyl or tile floor care products on wood floors, as they will dull the finish and cause the floor to be slippery.
- Do not use cleaners that contain pine soap, lemon oil, oil soap, chlorine bleach, silicon, ammonia, or any abrasive cleaners. They might scratch the surface, react with the floor's finish, and negatively affect the long-term performance of your floor. Use of non-approved cleaners will also void the warranty.
- Take care to protect the floor by placing protective pads beneath furniture legs and feet. Use dollies, thick fabric pads, or carpet scraps soft side down when moving heavy objects such as furniture and appliances.
- Keep pets' nails trimmed and paws clean of dirt, debris and oils as they may affect the condition of the floor.
- Avoid walking on wood floors with cleats, sport shoes, and high spiked heels. You should also avoid wearing damaged and worn shoes containing metal in their structure, as there is a high risk of scratching and denting.
- Hardwood is a natural product and as such will expand and contract with changes of relative humidity. Excessive shrinkage and/or swelling can result in the cracking, cupping, and gapping of the floor. It is recommended to keep relative humidity levels at 30% to 50% year round for solid hardwood flooring and 35% to 55% for engineered hardwood flooring. This can be accomplished by installing a climate control system in the home.
- As a wood floor ages, it will change color and gain its final character. Natural and UV rays will accelerate this aging process, and warranties do not cover damage related to light exposure. To avoid problems and uneven aging due to light exposure, make sure to rearrange rugs, furniture and other objects periodically so the floor ages evenly over time.