



Care & Maintenance Instructions for Prefinished Hardwood Flooring

General Care of Wood Flooring

- Permanent HVAC should be on and operational and maintained between 60-75°F with relative humidity of 35%-55% throughout the life of the floor. Humidity levels below 35% or above 55% may cause movement in the flooring, gapping between pieces, cupping, cracking and other problems. Use of a humidification or dehumidification system may be required to maintain proper humidity levels, particularly over radiant heat and in desert or mountain regions.
- Flooring should be one of the last items installed in a project. In order to protect the floors while other trades are finishing their work prior to final cleanup and turnover to the owner, use a breathable protective covering such as Ram Board or Floorotex. Do not use Red Rosin paper, and do not use polyfilm or other non-breathing coverings as they can cause damage from humidity buildup. Clean the floor thoroughly before laying the covering to ensure that no debris is trapped underneath. Tape pieces of protective covering together but do not tape them to the wood flooring.
- **Temporary floor covering should never be kept in place longer than a few (1-5) days. For installations over radiant heat, covering should never be left in place for more than a few hours.**
- All wood flooring changes color with exposure to light and air, especially in areas of direct sunlight. Areas covered with rugs will change much more slowly than exposed areas. To avoid dramatic color differences, it's best not to place area rugs for the first few months after installation, when the floor is changing color most rapidly. Once rugs are placed, they should be moved periodically so that previously covered areas can catch up to uncovered areas.
- Place walk-off mats at all entrances to collect dirt and debris that could damage or dull the flooring finish. Mats are also required in areas where people congregate and/or stand for long periods of time, such as in front of ovens, sinks, service counters, and cash registers.
- Install felt floor protectors underneath all furniture.
- In food service areas such as restaurants and cafeterias, top-coating a urethane-coated floor will help prevent against moisture damage caused by frequent spills. See below for recommendations on how to top-coat the specific flooring product you have selected.
- Do not allow people to wear spiked heels on the floor, which will damage even the hardest wood floors and finishes.
- Pet claws should be properly trimmed at all times.
- Work boots and shoes that may have pebbles lodged in the soles should be removed prior to entering.

Cleaning

- Sweep or vacuum frequently. Most damage to wood floor finishes is caused by debris that is walked on.
- All mats or rugs should be cleaned on a regular basis. They should also be moved occasionally to allow natural color changes caused by light to occur evenly in all areas. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface.
- Clean the floor regularly with Bona Hardwood Floor Cleaner or Basic Coatings Squeaky Commercial Floor Cleaner. Never apply ammonia, vinegar, polishes, waxes, oils, oil soaps, or petroleum-based cleaners under any circumstances. Use adhesive remover only to remove spots of adhesive, not as a cleaner, and use only the recommended Pacific Pride Orange Adhesive Remover. Do not use abrasive cleaning implements or steam mops.

- Never wet-mop your floor, and always clean up spills and standing water as soon as possible. With water or any other cleaning agent, be sure to thoroughly ring out the applicator or mop prior to applying it to the floor. A damp mop is fine as long as the moisture is limited to an amount that will evaporate almost immediately. Moisture that is allowed to seep into the seams between the planks may cause damage to your flooring.
- If the floor will be cleaned professionally, the cleaning personnel must be thoroughly informed about all of these cleaning guidelines.
- With textured floors that have soil embedded in the wood grain, periodic deep cleaning with a power cleaning machine recommended for hardwood floors such as the Bona Power Scrubber or Basic Dirt Dragon may be required to thoroughly clean the floor.

Recoating

- When it becomes necessary to add an additional coat of protection to the floor, we recommend the Bona Prep or Basic Tykote systems in combination with the compatible two-component water-based finish, such as Bona Traffic HD or Basic Pure Matte. These systems clean and prepare the floor to receive the new topcoat, allowing for easy recoating without sanding. Follow the Bona or Basic recommendations carefully. Before proceeding, always do a test to ensure good adhesion of the new coat and to ensure that the gloss level of the new finish is satisfactory.
- In commercial/hospitality settings, top-coating a urethane-coated floor immediately after installation will provide additional durability and help prevent against moisture damage caused by frequent spills.

We want every customer to be happy and satisfied with their purchase. If there are claims or questions, or in the event that you are not totally satisfied with your hardwood floor, contact your local retailer first. If the retailer is unable to answer your questions you may contact us in writing at the following address: Attn: Customer Service, 9303 Greenleaf Ave., Santa Fe Springs, CA 90670.