



CARE AND MAINTENANCE

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GENERAL CARE

- 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, as it may discolor the finish, and do not use polyfilm or other non-breathing coverings as they can cause the floor to become damaged 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.
- Place walk-off mats at all entrances to help 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 top-coating recommendations.
- 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.
- Sweep or vacuum frequently.
- 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.
- 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. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface.

CLEANING & RECOATING

- Clean the floor regularly with Bona Hardwood Floor Cleaner or Basic Coatings Squeaky Commercial Floor Cleaner. Never apply waxes, oils, oil soaps, or petroleum-based cleaners under any circumstances. Do not use abrasive cleaning implements or steam mops.

- 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 or Basic Pure Matte. These systems clean and prepare the floor to receive the new topcoat, allowing for easy recoating without sanding. 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, as the gloss of the finish in the installed floor may have dulled somewhat depending on age.

Reward Flooring wants 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 Reward in writing at the following address:

Attn: Customer Service
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