



## Care & Maintenance Instructions

### **Protect the Floor During Construction/Renovation:**

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. 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.

### **When You Move In:**

- Place walk-off mats at all entrances to help collect dirt and debris that could damage or dull the flooring finish.
- Install felt floor protectors underneath all furniture.
- In areas such as bathrooms, kitchens, and spaces where food service occurs, top-coating the floor will help prevent against moisture damage. In heavy food service areas such as restaurants, two to three top-coats may be required. Contact Reward for advice 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.

### **Regular Cleaning & Maintenance:**

- 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.
- To clean Reward Flooring products coated with urethane finishes, we recommend the Bona-X® Swedish Formula Hardwood Floor Cleaner. **Floor waxes, oil soaps, and petroleum-based cleaners should not be used on urethane finishes under any circumstances.** (For Reward Flooring products coated with oil finishes, please contact Reward for specific cleaning instructions. Do not clean oil-coated floors with cleaning products designed for urethane finishes. When in doubt, use only water on a lightly dampened mop.)
- 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.

**Top-coating/Re-coating:**

- Periodic recoating in any area will help prolong the life and restore the new appearance of your floor. By recoating the floor at the first signs of wear, you will be able to bring your floor back to new condition with relatively little cost and inconvenience. We recommend the top-coating and re-coatings systems from Bona® ([www.bona.com](http://www.bona.com)) and Basic Coatings® ([www.basiccoatings.com](http://www.basiccoatings.com)).

*Reward Flooring wants every customer to be happy and satisfied with their floor purchase. If you have any questions, contact your local retailer first. If the retailer is unable to answer your questions you may contact Reward Flooring at the following address:*

Attn: Customer Service  
Reward Flooring  
9303 Greenleaf Ave.  
Santa Fe Springs, CA 90670  
(800) 448-9663