



CARE AND MAINTENANCE for UV Oil Finishes

Domaine, Forte, La Rue, & Storia II Collections

Not all floors are coated with the same type of coating. Different coatings require different maintenance procedures. The cleaning/maintenance products recommended for one coating may damage a floor finished with another type of coating. Before cleaning your floor, confirm whether it has a Urethane coating or a UV Oil coating. These instructions apply only to floors with UV Oil coating. Contact your retailer or distributor if you are not certain.

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.

General Cleaning Guidelines

- 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.
- 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 the cleaning guidelines specific to the applicable coating type.

Specific Cleaning & Maintenance Guidelines for Floors Coated with UV Oil

DO's:

- Immediately after installation and for regular cleaning, mop with WOCA Soap Natural or, for white colors, WOCA Soap White. These are concentrates that are mixed with water. They not only clean, but also help keep the floor nourished and better protected/sealed by leaving a thin layer of coconut and soy fats. Frequent cleaning with WOCA Soap (up to once weekly) will extend the time before re-oiling becomes necessary and will help prevent against staining and water-spotting. FREQUENT USE OF WOCA SOAP IS THE MOST IMPORTANT KEY TO MAINTAINING THIS FLOOR.
- Sweep or vacuum frequently. Oil finishes soak into the wood, protecting from within rather than forming a barrier above, so the natural wood texture is felt at the surface. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.
- When mopping, use a cotton mop (not micro-fiber). Use a second rinse bucket of clean water to remove dirt from the mop before re-soaking it in the cleaning solution. Change the rinse bucket water frequently. Avoid applying excess liquid – ring the mop out before applying to the floor.
- For convenient spot cleaning, use WOCA Soap & Spray Natural (or, for white colors, Soap & Spray White), which is pre-mixed with water for immediate use.
- For more difficult stains, use WOCA Spot Remover. If a mop or rag does not remove the spot, try scrubbing gently with a 3M 4100 Super Polish White Pad.
- Two to four times a year, depending on traffic, apply WOCA Oil Refresher Natural (or, for white colors, WOCA Oil Refresher White) to a freshly cleaned floor. This will introduce a small amount of oil to freshen the finish and extend the time before a re-oiling becomes necessary. If water is not beading on the floor or the floor seems to scuff easily, these are signs that more frequent Refresher is needed. If the finish is getting hazy, you may be using the Refresher too frequently. Reduce the frequency and use Soap instead.
- Light scratches are best repaired by hand rubbing WOCA Master Floor Oil Natural, WOCA Master Floor Oil White, or a Master Color Oil on the affected area using a cloth. If necessary, first clean the area to be repaired with WOCA Wood Cleaner. Be sure the area is dry before applying oil. Leave the oil to absorb for a short period of time before thoroughly buffing and removing the oil from the surrounding area.
- If the floor is beginning to look worn or losing its stain resistance, it may be time to re-oil the floor. This generally occurs between one and five years after installation, depending on foot traffic and maintenance. Re-oiling requires a thorough cleaning with Woca Wood Cleaner followed by the application of the appropriate colored Master Oil or Color Oil. Re-oiling is best done by a professional using a buffer.

DON'T's:

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, steam mops, or any other non-WOCA brand product to clean your oil-finished floor.

- Avoid mopping the floor with just water. Always use WOCA Soap or, when needed, Oil Refresher.
- Do not apply Refresher to a soiled floor. Refresher is not a cleaning product and should only be applied to a freshly cleaned floor. Applying Refresher to a soiled floor could create a dirty, hard-to-remove residue.
- Avoid using a micro-fiber mop, which over time may gradually remove oil from the floor.
- WOCA Wood Cleaner is not intended for regular cleaning. It is an aggressive cleaner that strips some of the oil from the floor. Other than using it for small repairs as described above, do not use WOCA Wood Cleaner unless you are preparing the floor for a new coat of oil.

For COMMERCIAL SPACES with UV Oil

- For commercial floors that require frequent cleaning, use WOCA Master Soap. The Master Soap is formulated to allow virtually daily cleaning without leaving behind residue, which may cause excessive buildup over time.
- On commercial floors, apply WOCA Oil Refresher or WOCA Oil Refresher White three to four times a year.

See the WOCA website (www.woodcareusa.com) for more details and instructional videos.

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.