

Remember, like any floor covering, real wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

TEMPERATURE & HUMIDITY

You must always maintain a temperature between 65-75°F and a relative humidity level of 35%-55%. This may require HVAC and/or humidification system.

MAINTENANCE & CLEANING

Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. *DO NOT USE A VACUUM WITH A BEATER BAR HEAD.*

Remove spills and excessive liquids immediately using a soft cloth and recommended cleaning products.

NEVER wet-mop, damp-mop, or flood your floor with water or other products. This can severely damage the flooring and will void the warranties. The use of Dry Swiffer® by Procter and Gamble, or other similar product, is highly recommended. Do not use hardwood floor cleaning machines.

Never use bleach, wax, oil soaps, water or any other household cleaners (Old English, Pledge, etc.) on your floors as they can leave contaminants that can cause problems in the future. We recommend the use of cleaner that is made strictly for your type of flooring (such as PIDC8117).

IMPORTANT

Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, tung oil, silicon or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoatability.

Place protective pads beneath furniture legs and feet to reduce scratches and dents.

Use a dolly and protective sheets of plywood when moving heavy objects, furniture and appliances. Do not drag or slide heavy objects across the floor.

Make certain furniture casters are clean and operate properly (a minimum 1" width is recommended). Remove shoes with spiked heels before walking on floor.

Exposure to sun and its UV rays accelerated the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. These warranties do not cover damage from the sun and its UV rays. Use area rugs in high traffic areas and pivot points (e.g. stair landings, room entries, etc.), especially if you have a large family or indoor pets. Do not use rugs or mats with rubber backings.

Dirt and sand will act like sand paper - scratching, dulling and denting your floors. Use floor mats at entrances in order to trap most of the dirt. Sweep, dust mop, or vacuum at least once a week to reduce accumulation of dirt.

If you have large pets, it is a good idea to keep their nails trimmed to eliminate scratching. Pets also track in dirt - using rugs or bedding in pet areas is also advised.