

CLEANING & CARE OF HARDWOOD

ROUTINE CARE

- Frequently sweep and vacuum the floor to remove loose dirt before it can scratch or be ground into the floor's surface.
- Never clean or wet mop your hardwood floor with water; water can dull the finish and permanently damage the floor.
- Do not use any wax or cleaner that must be mixed with water, such as oil soap, as this may ruin your floor and result in a loss of warranty.
- Do not allow puddles of cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
- Place walk-off mats designed for hardwood floors at each entryway. Tiny particles of dirt and stone are like sandpaper and will scratch your hardwood floors.
- Avoid using rubber-backed or non-ventilated mats or rugs as they can damage your floor by trapping moisture.

PREVENTATIVE CARE

Keep in mind that soon after your hardwood floors are installed, they'll begin to "mellow" and their color may change a bit. No matter what type of hardwoods you choose, you can expect some slight changes to occur due to exposure to sunlight, temperature, and oxygen. The first few months after installation will be the time of the most extreme change.

In addition to the photosensitivity your floor will be undergoing in the first few months, the coating is also curing in the first month or so. During this time, it is best to not put down rugs—even with rug pads—so that patterns don't wear into your hardwood floors' surface.

- Use floor protectors on the feet of furniture to avoid scratches.
- Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor.
- A humidity level of 35-55% is recommended for hardwood floors. In extremely dry conditions, a humidifier is recommended to prevent excessive shrinkage of wood floors due to low humidity levels.
- Spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate.
- Pets' paws and nails can scratch and dull hardwoods if your pet is not frequently groomed. Keep nails trimmed and dull (if you hear clicking when your pets walk on your hardwoods, their nails are too long).