

# Hardwood Floor Care & Maintenance Guide

## Preventative Maintenance

It is only natural that hardwood floors will show signs of wear over time. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines.

- Keep dirt, sand, grit and water off the floor by placing outside mats in front of all entrances to your home.
- Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- Keep pets' claws trimmed, paws cleaned and free of dirt or soil.
- Always apply felt pads under any furniture or chair legs to prevent scratches and to ease movement. Keep pads clean at all times and regularly check and replace as necessary.
- Protect the floor when moving heavy furniture or large appliances. Place on mat and slide smoothly over floor.
- Never flood or wet mop floor with water or any other liquid products. Severe damage may occur that voids the warranty.
- Wipe up spills immediately with damp cloth.
- Exposure to sunlight with its UV rays accelerates oxidation and aging of materials. This may change the colour of the floor. Periodically rearrange the furniture to allow the floor to age evenly.

## Ongoing Routine Care and Maintenance

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Spray Cleaner onto a clean cloth and rub into the spot.
3. Periodically, as necessary, thoroughly clean the floor with Hardwood Spray Cleaner using a swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess Hardwood Spray Cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Never clean or wet mop with water, it may permanently damage the floor.
7. Never use any of the following products (or similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimise finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, nails or gravel.
10. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Colour shade variation can occur if the floor is exposed to direct sunlight.
15. The use of a steam mop is not recommended on any of our floors.