

What You Need to Know

Like any floor covering, factory finished 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 hardwood floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. However, this is not intended to be an exhaustive list:

1. 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. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
2. Remove spills promptly using a soft cloth.
3. Never wet-mop. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners.
4. Applying cleaner directly to the surface of the hardwood can cause staining. Instead, lightly spray it on a cleaning cloth or damp mop.
5. Important: Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia, since wood 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 ability to recoat.
6. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane to restore gloss. Damage resulting from the use of these products may not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pets' nails trimmed and their paws clean and free of dirt, gravel, grease, oil, and stains.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun and UV rays accelerates the oxidation and aging of wood. This can cause the wood and/or wood stain to fade or change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. Warranties do not cover damage from the sun and UV rays.
13. 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.
14. Use walk off mats in main entrances to prevent outside dirt and debris from tracking into the home.
15. Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
 - Heating Season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels.
 - Non-Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help maintain humidity levels during summer months.