

## CARE AND MAINTENANCE GUIDE

### DAILY MAINTENANCE:

1. Sweep dust mop or vacuum your floor regularly to remove any particles that could cause abrasion or scratch your floor.  
CAUTION: Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.
2. Use a damp mop to remove spots and soil. Apply appropriate cleaning solution to the cleaning cloth / mop. Do NOT apply directly to the floor.
  - For lightly soiled area, clean with distilled water.
  - For moderately soiled area, use a mild solution of isopropyl alcohol and distilled water. Isopropyl alcohol is commonly referred to as rubbing alcohol and is sold in 50% to 70% concentrations. This product should be diluted by mixing one part alcohol and 2 parts distilled water.
  - For tougher spots, use a higher concentration of isopropyl alcohol and distilled water.
  - For extreme cases, a solution of nail polish remover and distilled water can be used.

HINT: For best results, clean the floor in the same direction of the planks. When the cleaning cloth/mop becomes soiled, rinse or replace it with a clean one. Following up with a clean, dry cloth will remove residual streak marks and spots.

3. Do NOT leave any amount of liquids (water, juice, soft drinks, spills, etc.) on the floor. Clean any wet spots immediately.
4. Do NOT use a steam cleaner.
5. Do NOT use a wet mop or douse floor with water or liquid cleaners. Liquid can seep between the cracks and cause moisture damage.
6. Do NOT use any cleaning agents containing wax, oil or polish. Left over residue will form a dull film.
7. Do NOT use steel wool or scouring powder which will scratch the floor.

### BRANDED OR OFF-THE-SHELF FLOOR CARE PRODUCT:

- If none of the above are effective and you choose to use a store bought product, test the product in a non-conspicuous area (i.e., closet, corner, or scrap pieces) for potential adverse side effects.

### PREVENTATIVE MAINTENANCE:

- Protect your floor when using a dolly for moving furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.
- Place protective pads beneath furniture legs and other heavy objects.
- Avoid excessive exposure to water from being tracked in during periods of inclement weather.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas
- Rearrange furniture and rugs periodically to avoid uneven color and shade changes from light exposure.
- Use protective mats beneath rolling chairs and keep furniture casters clean.
- Keep pets' nails trimmed.
- Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.

### CLIMATE MAINTENANCE:

- Care should be taken to control humidity levels within the 35% - 55% range. Flooring, especially hardwood and bamboo, dimensions will be affected by varying levels of humidity.
- Dry Climates: A humidifier is recommended to maintain humidity levels. Wood stoves and electric heat tend to create very dry conditions during the winter months this also will cause shrinkage in flooring.
- Humid, Wet Climates: By using an air conditioner, heater, or dehumidifier proper humidity levels can be maintained to prevent excessive expansion due to high moisture content.

### FLOOR REPAIR:

- Very light and small surface scratches can be repaired with a staining "touch up" pen of the appropriate color.
- Slightly deeper scratches can be repaired by means of colored putty and or stains. Fill the scratches with the putty. Level with putty knife. Wipe off excess putty.
- Very deep scratches may require the replacement of the planks.