

FLOORING MAINTENANCE INSTRUCTIONS

Please read this entire document carefully before cleaning your flooring.

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GENERAL RULES TO FOLLOW

Keep a few planks

After installing your bamboo/wood floors, it's always good to keep at least a few extra planks (or boxes) to use as possible replacement boards in case of future damage, or to use as sacrificial planks for new cleaning solutions.

Maintain Appropriate Humidity Levels

Wood & bamboo floors require humidity levels between 35%-55% to remain stable. This can be achieved via the use of a humidifier and/or de-humidifier and will help avoid separation and/or damage to the flooring planks. Wood flooring is a living material which is hygroscopic and therefore reacts to changes in relative humidity and consequently its dimensions will change. Never turn off or drastically change your HVAC settings for periods of more than 24 hours (like when you go on vacation). When a wood/bamboo floor is

deprived of air flow in the environment, it can and will change shape. Avoid these issues by leaving windows "ajar", or have a neighbor, friend or family member air the house out occasionally – air flow and moisture in the air is important!

Avoid Mineral Spirits, Turpentine, Paint Thinner, & Other Harsh Cleaners

Never use mineral spirits, turpentine, paint thinner or other harsh cleaners or chemicals to clean your floors as they may damage your finish.

Don't Wet Mop or Steam Mop Your Floor

Be sure not to use a wet mop or leave any excess water on your floor. Using a steam mop on your floors may cause irreparable damage. For further reading please visit this page: <http://flooring.about.com/od/floor-cleaning/a/How-To-Steam-Clean-Hardwood-Flooring.htm>

Don't Leave Puddles of Liquid on Your Floor

Leaving puddles of liquid on the floor or it may mark the finish or cause the planks to swell permanently. Leaving pet urine on the flooring surface will affect almost every floor (wood, concrete, carpet, laminate, etc) so you will want to be mindful to clean up pet accidents as soon as they occur. We also highly recommend placing protective rugs or mats under pet bowls/dishes to avoid water forming in puddles on the flooring.

Always Test Cleaners on a Sacrificial Plank

To be sure you will not damage your floor, always test any chemicals or cleaners on an extra/leftover flooring plank to see what the final effect will be.

Always Use a Chair Mat Under Rolling Office Chairs

Regardless of what type of casters you use, **always** use a chair mat under a rolling office chair or your finish will wear away (this is true of most any floor).

Move Furniture and Rugs When Exposure to Direct Sunlight is Frequent

Even though all of our floors have several UV protection layers in the finish, most wood floors will fade slightly over time if exposed to constant and direct sunlight on a daily basis. If your floors are in direct sunlight we recommend that you install the UV films on your windows, or occasionally move furniture and rugs around as to avoid resulting shade differences in your floor and/or furniture.

Use Rug Pads

To avoid damaging hardwood and bamboo floors it is always recommended that you use natural rubber or felt rug pads under all rugs. Furthermore, beware of using rug pads that are not breathable as they can trap moisture that can damage your finish. Natural rubber that has a breathable design is recommended over PVC (polyvinyl chloride) pad, as are 100% felt rugs or felt rug pads.

REPAIRING YOUR FLOORS

Large grooves or gashes can be avoided via the use of furniture pads under the legs of all heavy furniture including tables, chairs or couches. Take all the precautions you can when moving any type of furniture on your floor to avoid damage. If a large gouge occurs you can try Timbermate or Picobello floor repair kits. If that is unsuccessful, you have three options, which may require the help of a professional:

Repair

Flooring professionals can repair certain gashes and gouges. They will use floor putty to fill the existing gouge and finish that small section with a new coating, but they may also be able to use urethane. Please check with your floor installer to see if this option is available to you, and make sure they know what type of finish your flooring has.

Replace

Replacing a bamboo/wood flooring plank can be a bit more labor-intensive however this is often the best repair method if a plank is damaged to the point of no return.

Refinish

Your bamboo/wood floors can be refinished, however keep in mind that any distressed surface finish will be smoothed to a flat grain, and any stained floor will lose its stained color. Refinishing a floor is a process of sanding down the floor to remove all scratches, gashes and dents. Once the floor is smooth and flawless, a new protective coating is applied unveiling an almost brand new floor. You will want to choose your preferred flooring finish (oil vs polyurethane, etc)

I accidentally damaged or wore through my finish, what do I do now?

We recommend that you enlist the help of professionals to assist you with finish repairs as they can be tricky. If you are confident that you can make the repair on your own, we advise that you practice your method first on a sacrificial flooring plank or area in the installation. You can visit our website for instructions on how to refinish your flooring.

HARDWAX OIL FINISH FLOORS – CLEANING & CARE

Regular Maintenance

- When possible, clean only by sweeping or wiping with a dry cloth. Over-frequent washing will only needlessly expose your floor to moisture.
- Approved cleaning solutions, to be used with a lightly damp mop:
 1. Bona Professional Series – Natural Oil Floor Cleaner Kit
 2. Rubio Monocoat Surface Care/Rubio Soap. (make sure to dilute 100:1 with water)

3. Timberex Bio-C Cleaner

- Do not wet mop or steam mop.
- Do not use cleaners other than the products listed above or you may permanently damage your floor.

Spot Repairs – Scratches & Gouges

Due to the natural oil finish of our sawn floors they are a bit more vulnerable to scratching. However unlike standard urethane finishes, repairing a hardwax oil floor is simple with Mowhawk® touch-up markers and Fil-Stiks®. Furthermore, hardwax oil flooring comes with the advantage of never needing to be completely refinished. With proper cleaning and care your hardwax oil flooring

For our **Malaga and Rioja Sawn** floors, we recommend Mowhawk® Fil-Stiks® Driftwood (M230-0503) (http://www.mohawk-finishing.com/catalog_browse.asp?ictNbr=106) and Mowhawk® Ultra™ Bond Waterborne Clear Finish Marker (M292-0040) (http://www.mohawk-finishing.com/catalog_browse.asp?ictNbr=731)

For our **Toledo Sawn** floors, we recommend Mowhawk® Pro-Mark II Touch-Up Marker -Van Dyke Brown (M267-1478) (http://www.mohawk-finishing.com/catalog_browse.asp?ictNbr=119) finish pen and Mowhawk® Ultra™ Bond Waterborne Clear Finish Marker (M292-0040) (http://www.mohawk-finishing.com/catalog_browse.asp?ictNbr=731)

First clean the floor as described in the regular maintenance instructions above. Then apply the Mowhawk® Fil-Stik® on the scratch and wipe once with a clean cloth. The final step is to seal the affected area using the clear finish marker and then wipe it down again with a clean cloth.

Restoring oil and color – at 6-12 month intervals or as needed

1. Purchase appropriate restoration product to match your floor:
 - a. For **Malaga Sawn** use Rubio® Monocoat Super White Maintenance Oil
 - b. For **Rioja Sawn** use Rubio® Monocoat Super White Maintenance Oil
 - c. For **Toledo Sawn**, use Rubio® Monocoat Super White Maintenance Oil
2. Clean the affected area thoroughly with the approved Rubio Monocoat Surface Care or Timberex Bio-C cleaner, and allow to dry.
3. Apply the recommended color restore product (above) to a sponge or rag, and slowly work it into the flooring planks. Some colors may require less oil than others to restore color. Allow to dry for 60 seconds and then wipe off the excess product with a rag.
4. Now allow a full 6 hours for the color restoration oil to fully dry, do not walk on the restored area.

POLYURETHANE FINISH (ACCUSEAL SYSTEM) MAINTENANCE INSTRUCTIONS

Clean Regularly

For routine cleaning of your bamboo/wood floor, any approved hardwood floor cleaning system such as Swiffer Wet Jet (with hardwood insert) or Bona Hardwood Cleaning System will work. We recommend that you test the cleaning system on an out-of-the-way area first to ensure it doesn't damage the finish.

Otherwise you can also use a soap-based concentrate solution that is approved for pre-finished wood floors. First, use a good broom or dry microfiber mop to remove excess dirt and debris from your floor. Second, pour the recommended quantity of an approved hardwood floor cleaner concentrate into a half a bucket of warm water. Third, dip your mop into the bucket but then ensure to completely wring out all water from it leaving it only lightly damp – then use this lightly damp mop to clean the floor.

Surface/Finish Scratches

White “micro” scratches can occur on the surface of the floor's finish, which is designed to protect your flooring from damage. If scratches occur, first try to buff them out using a soft rag along with an acceptable hardwood floor cleaner, or use mineral oil or a scratch removal stick (same as are used for furniture). We have found that after a few cleanings and normal foot traffic, light scratches tend to wear away or buff out over time. If that fails to diminish the micro-scratch, we recommend trying the products below:

WearMax Scratch Concealer for Hardwood Flooring - This can be purchased from several online retailers like Amazon.

Wood Floor Repair Markers - Available at Bed Bath & Beyond, most big box stores, and many online retailers.

Removal of Cured Adhesive That Has Dried On Finish

Warning: once adhesive cures on a wood flooring surface it is very tough to remove and may leave behind a dulled effect/area on your finish. You can try the following method to remove the cured glue:

- 1) Pour a small amount of Bostik Urethane Adhesive Remover on the glue spot, or squeeze a small amount of remover from a Bostik Adhesive Remover Towel.
- 2) Let it sit for about 15 minutes.
- 3) Wipe the area clean.
- 4) Apply adhesive remover again to the same spot.
- 5) Let it sit for about a minute.
- 6) Use a Mr. Clean® Magic Eraser® to remove cured glue.
- 7) Clean the area well.

Removing Oily Residue

If adhesive remover leaves an oily residue on your floor:

- 1) Wipe the area with a warm damp rag, which helps to loosen the oil.
- 2) Wipe the area with a dry rag to soaks up and take away the oil.
- 3) Thoroughly clean the floor with an acceptable floor cleaner following the instructions above.
- 4) Repeat if necessary.

If you have a large room, work in sections to ensure that the damp rag is followed by the dry rag while the oils are still loose.