

## ENGINEERED HARDWOOD FLOOR CARE & MAINTENANCE

Effective date January 20, 2020

Thank you for purchasing a BuildDirect floor. There are simple steps to keep the flooring looking its best:

All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Natural wood product is recommended to be installed in climate controlled environment, temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for areas that are non-climate controlled areas such as covered decks, porches or outdoors.

### Cleaning

- As with any wood floor, follow a program of cleaning, sweeping and vacuuming (no beater brush) to eliminate as much dirt and grit as possible, and remember that moisture should not come in contact with the floor. If it does, it should be wiped up immediately.
- Always use cleaning products based on the finish of the floor, which won't leave a contaminating residue on the floor.
- If the finish is not known, use a generic hardwood floor cleaner available at local retail wood flooring stores.
- Do not use cleaning oils, soaps, or wax to clean your floor.
- Do not use cleaners for oil/wax finish for urethane floor.
- Most warranties from finish manufacturers and factory-finished wood flooring manufacturers are voided by use of oil soap cleaners.
- Wipe up spills immediately with a lightly dampened cloth, then follow up with a recommended cleaning product.
- For stubborn stains, lightly dampen a soft cloth with a manufacturer's recommended cleaner or a generic hardwood floor cleaner. Apply directly to the stain and repeat as necessary. Never mop your floor with water.

## Maintenance

- Never use a wax/oil finish on top of a urethane finish. Use a cleaner specifically designed for use on urethane finished floor and vice versa.
- Use dirt trapping mats at all exterior doors to keep dirt, sand, and grit outside. Use rugs at high traffic stations to reduce wear.
- For oil/wax finish, it is recommended to use refresher every couple years depending on the traffic level of the floor, please consult with a professional flooring installer
- Keep your pet's nails clipped to reduce scratching of the floor. Use protective pads underneath all furniture legs that come in contact with the hardwood floor. Remove shoes with spikes or damaged heels before walking on the floor.
- If using area rugs in the house, make sure to move them periodically, to ensure the UV rays don't unevenly fade or change the color of the wood and/or stain. Consistent general cleaning and dust removal is more effective maintenance solution than occasional heavy cleaning.

## Moving

When moving heavy furniture or appliances, place a sheet of Masonite or plywood under the piece being moved to distribute the weight and reduce denting or scratching. For light pieces use a clean blanket or a piece of carpet face down under the piece to be moved. Be aware of any sharp edges as they can scratch and gouge your floor's surface.

## Humidity

Relative humidity should be maintained between 40-55%. Never shut off your heating, ventilation or air-conditioning system for long periods of time, such as summer vacations. Not only can moisture get in the walls and structure of a home, potentially can lead to other structural degradation and environmental issue such as mold.

## Repair

Consult your flooring professional immediately to fix areas that have been damaged, gouged or have a difficult problem.