



## General Care

- For general cleaning, use Bona Pro Hardwood Floor Cleaner & Bona Pro Hardwood Floor Mop.
- Never use a steam mop or wet-mop as standing water may cause permanent damage and/or dull the finish. You may periodically use a very slightly dampened (near dry) mop to spot-clean. The moisture from the dampened mop should evaporate off the floor very quickly.
- Although the CALI GeoWood Flooring is water resistant, it is still a best practice to avoid excessive moisture on the floor. Therefore, we recommend soaking up spills immediately using a dry towel or dry mop. For flooring in the kitchen, place an area rug in front of the kitchen sink.
- Flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 35% - 65% and a temperature range of 50° to 100° Fahrenheit. It is the owner's responsibility to maintain appropriate conditions via the use of humidifier and/or de-humidifier. Ventilation, humidity, and temperature control is a must even when the home is not occupied.
- To clean up dried glue use either Bostik Ultimate Adhesive Remover or Titebond Adhesive Remover cleaning wipes.

## Preventative Care

- Vacuum or sweep the floor with a broom or dust mop on a regular basis or as needed to remove dirt, sand, or grit to protect the floor from scratches. A grain of sand has dozens of sharp edges and can create scratches if tracked across the floor. Be careful of other debris such as small rocks and pebbles being drug across the floor.
- Do not use vacuums that use a beater bar or turn beater bar off; brush or felt vacuum heads are recommended as opposed to hard heads.
- Fit furniture legs with felt tips and fix rolling furniture with soft rubber casters to avoid scratches. Periodically check the felt tips for wear or build up of grit/debris and replace as needed.
- Pick up heavy furniture or appliances; do not slide.
- Keep pet nails trimmed to avoid excessive scratching.
- To prevent dents and scratches, avoid walking on the floor with cleats, sports shoes, and high heels. High heels concentrate pressure in a small area and may dent the floor.
- Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor. Area rugs are also recommended in front of kitchen sinks and in high traffic areas. Rugs must be made of a breathable material to prevent moisture entrapment. We recommend using a breathable rug underlay; mesh or grid patterns are best. Do not use rugs with solid rubber or vinyl backings as this may damage the finish.
- Natural products, especially those that are smoked/fumed or reactive stained, will change color over time as a result of oxidation and UV rays. This color change is inherent and not a defect. Limit direct sunlight on the floor by using curtains and blinds in areas that are exposed to high UV rays. We recommend rearranging rugs and furniture periodically so that the color changes evenly, especially in the first few months the floor is installed.
- Abrasive or harsh chemicals should not be used to clean the floor. Never use any of the following products on the floor: mineral spirits, paint thinner, acetone, ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never apply wax treatments to the floor.
- Heating units or non-insulated ductwork close to the flooring or subfloor may cause "hot spots" which must be eliminated prior to installation.

- Heavy furniture (500+ lbs.) may obstruct the free, natural movement of a floated floor. Restricting this movement in certain areas can lead to problems such as buckling or separation when the floor experiences natural expansion and/or contraction. Do not install flooring under permanent or fixed cabinetry and never nail or screw anything through a floated floor.
- Lighter colors and darker colors naturally show more dirt, flaws, and marks and are considered higher maintenance.

### Frequently Asked Questions

#### How do I fix a scratch on my finish?

If the scratch is white, the finish has not been compromised and is repairable. Simply using a flooring cleaner, like Bona, should eliminate these blemishes. If the scratch is deeper but the raw wood is not exposed, light buffing with a microfiber cloth can shine up the dull area. Often the damage becomes less obvious. For scratches that cannot be buffed out, use a CALI touch-up marker.

CALI touch-up markers can be purchased at <https://www.calibamboo.com/floor-care-items.html>

#### The wood veneer was damaged through the finish. Can it be repaired?

If you have a minor chip or slight damage, this may be minimized using a CALI touch-up marker and/or Fil-Stik. CALI Fil-Stiks are wood fill products that work great to reduce the appearance of deeper blemishes. In most cases, more than one shade may be appropriate. If the damage is severe enough, board replacement is typically the best option.

CALI Fil-Stiks can be purchased at <https://www.calibamboo.com/floor-care-items.html>

#### How can I remove a stain?

When removing stains from any wood floor, always begin at the outer edge of the stain and work toward the middle.

#### Can I refinish my CALI™ Flooring?

GeoWood Flooring cannot be refinished. Sanding is not covered under warranty.

#### Occasional Flooring Noise

Floor noise is normal and will vary from one installation type to the next. Occasional noise is due to structural movement and may relate to sub-floor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect.