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## WATER DAMAGE INSTRUCTIONS

### What To Do If Your Hardwood Floors Get Wet

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In the unfortunate event of water damage, please follow these steps immediately and carefully. Our MRP® engineered hardwood floors can often be saved if you act quickly and patiently. These guidelines will give your floor the best chance to fully recover without the need for replacement.

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#### STEP 1: REMOVE THE WATER

- Act **immediately**. Use **towels, rags, or a wet vacuum** to absorb and extract as much water as possible.
- The longer water remains on the floor, the more extensive the damage will be.

**Note:** When wood absorbs moisture, it expands with great force. Since flooring is tightly installed, this expansion causes the boards to **push against each other and rise (buckle)** — this is **normal** and part of the process.

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#### STEP 2: TURN OFF ALL HEAT SOURCES

- **Heat is your wood floor's worst enemy** during this time.
- Lower or shut off **forced air, radiant heating systems, space heaters**, or any other nearby heat sources in the affected area.

**Note:** Keeping the area cool will help slow down the expansion and promote balanced drying.

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#### STEP 3: SET UP AIR CIRCULATION

- For **smaller areas**, use at least **2 fans**. For **larger areas**, use **3 or more**.
- Aim the fans **low to the floor**, pointing at one another to **circulate air across the surface**.
- Keep fans running continuously on **low to medium settings**.

**Note:** This airflow helps push the water vapor into the air and promotes **natural evaporation** of moisture from the wood.

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#### WHAT TO EXPECT

- Drying can take **from one week to several months**, depending on severity.
- **Be patient** — rushing the process or introducing heat can make things worse.

**Note:** If the floor is allowed to dry **naturally**, there is a **90% or greater chance** it will return to its original shape. Once dry, the floor may require minor **touch-up staining** or a **new finish coat**. We have **never had to replace a floor** when these instructions were followed properly.

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#### SUBFLOOR CONSIDERATIONS

- Water may have also **penetrated the subfloor** (plywood or concrete).
- Even if the surface appears dry, **hidden moisture** may still be present.
- Allow **extra drying time** — this is essential before considering any refinishing work.



**ABOUT OUR FLOORING ADHESIVE**

- We use **moisture-cure adhesives** that are specifically designed for this type of situation.
  - These adhesives absorb moisture as they cure, maintaining a strong bond while allowing the floor to **move and settle back into place** naturally.
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**STEP 4: INSPECT FOR MOLD**

Once the area is fully dry and stable:

- **Inspect all affected areas** (floor, baseboards, wall bottoms, subfloor, drywall) for signs of **mold or mildew**.
- Look for **discoloration, musty odors, or dark spotting** — particularly around joints or where water pooled.
- If mold is suspected, consider consulting a **professional remediation service** to ensure the area is safe and healthy.

**Note:** Mold can develop in hidden layers, even if the surface looks dry. Don't skip this step.


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**IMPORTANT REMINDER**

**Your patience is crucial for a successful recovery.**

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**NEED ASSISTANCE?**

 **Call Us:** 866.554.4252

 **Email:** [sales@signaturehardwoods.com](mailto:sales@signaturehardwoods.com)

We're here to help guide you through the process.

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