



WATER DAMAGE INSTRUCTIONS

What To Do If Your Hardwood Floors Get Wet

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.

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.

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.

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.

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.

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.

IMPORTANT REMINDER

Your patience is crucial for a successful recovery.



Need Assistance? Call us at **847.758.9600**. We're here to help guide you through the process.

