

Maintenance Manual for Urban Floor Prefinished Wood Floors

Congratulations on Your New Flooring!

Here Are Some Important Tips to Help You
Protect Your Prefinished Hardwood Floor

- **Avoid spike heels and furniture glides**
- **Grit is one of the biggest dangers to your floor**
- **Excessive amounts of water and wood don't mix**

Wood is a natural material that swells when it absorbs water and shrinks when it dries.
Wipe up spills immediately to keep your floor unmarked, smooth and level.
Never use water to clean or mop your waxed hardwood floor.

Excessive amounts of water and wood don't mix. Do not use rugs with solid rubber or vinyl backings directly on your hardwood floor. Let your floor breath.

**Spike heels are damaging to hardwood flooring.
They strike a floor with more force per inch than an elephant's foot.
Spike heels in disrepair are especially harmful to your floor.**

Round-headed chair glides and narrow wheels on furniture legs are also damaging. They can scratch or permanently dent your floor. Spread the weight. Use commercially made felt protectors or furniture coasters to prevent scratches and dents.

**Tracked-in dirt is like sandpaper on hardwood flooring.
Use a walk-off or entry rug at every outdoor entrance to catch grit.
Vacuum or shake out regularly.**

Use of floor maintenance products not specifically manufactured for use on prefinished hardwood floors may damage your floor and will void your warranty.

PROTECT YOUR INVESTMENT

Hardwood floors are a lifetime investment and you have spent a considerable amount of money to beautify and add value to your home.

Most important in keeping your investment at peak condition (healthy) is to allow for the right room climate by maintaining a stable environment in the home. To keep your investment healthy, a room temperature of 60° to 80° F and a humidity range of 30-50% is recommended year round. (The use of a humidifier or de-humidifier may be required.)

PREVENTATIVE MAINTENANCE

Today's hardwood floors are quick & easy to maintain, and with a few low cost cleaning tools and a little preventative maintenance can look beautiful for years to come. In addition to maintaining a stable environment, your hardwood floor should be cleaned regularly. Simply sweep, dust mop or vacuum to remove dirt & grit.

When necessary clean your floor with a hardwood floor cleaning product. CAUTION: It is important to only use a cleaning product compatible with the type of finish of your flooring. (*See below for the type of cleaning product recommended for your particular flooring style.) Carefully follow the manufacturer's cleaning instructions. Avoid using a wet mop as over time this can damage the finish. Remember: water & wood do not mix.

All purpose cleaners are not recommended as they can dull your floor's finish or leave a hazy residue.

DO'S AND DON'TS

Do's

- Sweep, vacuum, or dust mop regularly.
- Immediately wipe up liquid spills with cloth or paper towels.
- Maintain with the appropriate floor cleaner. *See below.
- Use felt protectors or furniture coasters under heavy furniture.
- Close curtains or blinds to limit direct sun exposure.
- Maintain room temperature (60°–80° F) year round.
- Maintain relative humidity in room/building between 30-50% year round.
- Caster wheeled chairs should have wide casters.
- A protective mat should be placed under office chairs.
- In areas with icy or snowy winters, extra protection against salt & grit may be needed.
- Place mats and throw rugs at doorways, exteriors and interiors to help prevent the tracking of grit, dirt and sand.
- Remember that cleats, sport shoes and high heels can dent any floor surface.
- Place an area rug in front of the kitchen sink to catch water.

Don'ts

- Use oil based soaps.
- Use paste wax based products (NEVER wax a lacquered finished floor).
- Drag sharp wooden legs or metal furniture legs as it can scratch/dent hardwood floors.
- Expose to direct sunlight for extended period of time as it may dry/fade natural wood.
- Use steam cleaners. They are not recommended for use on natural wood flooring.
- Place porous flower pots or vases on the floor.
- Use steel wool or scourers.
- Move heavy furniture without protecting wood flooring by slipping a piece of cloth or pile under the legs or bottom of items.
- Ever wet-mop a wood floor. Standing water can dull a finish, damage the wood and leave a discoloring residue.

COLOR CHANGE

Normal exposure to sunlight, heat, air conditioners, etc. will bring about natural changes in the original color as the floor ages. If possible, use blinds or drapes to protect floor from excessive sunlight. When some areas of the floor are covered, as in large furniture pieces and area rugs, the change under these pieces can be lighter than the surrounding floor, as they are not exposed to the same conditions. This is normal and is not a defect. Rotating the position of area rugs and furniture from time to time will allow the covered areas to slowly adjust in color to the surrounding floor.

SEASONAL GAPS

Seasonal gapping can be expected, especially on wider planks. This is normal and not a defect. Throughout its life, wood will naturally expand and contract in response to the wet & dry seasons and also from the environmental conditions in the home. To keep these dimensional changes to a minimum, maintain the home temperature & relative humidity within the range outlined above.

Surface Checks

During the winter months of low humidity, minor surface cracks (checks) may appear in wood flooring, then often close up again in the summer months when the humidity is higher. This is a normal characteristic of natural wood and not a basis of a complaint against the manufacturer, especially if there is no structural failure.

URBAN LIFESTYLE, PRESIDENTIAL SIGNATURE, MOUNTAIN COUNTRY, WELCOME HOME, ROYAL COURT

The above collections are natural wood collections with a **UV cured Polyurethane finish**.

NEVER USE a wax or oil based cleaning product on a polyurethane finish.

*Urban Floor recommends Bona® cleaning products. Bona (also known as Bona-Kemi®) is widely regarded as the best cleaning solution available. Visit their website: www.mybonahome.com to find out more about their products.

Remember all purpose cleaners are not recommended as they can dull your floor's finish or leave a hazy residue.

GENERAL CARE & MAINTENANCE TIPS

Dog & Animal Care

Keep nails clipped. Dogs running through the house will scratch any finish. Put down a mat to stand between your pet's water dish and your wood floor.

Area Rug Backings

Only rugs with a natural backing (i.e., felt) are safe for a wood floor. Avoid rugs with a rubber or abrasive backing, as these can damage or discolor a floor.

Floor Protectors

Non-abrasive, felt-backed products are best. Rubber or plastic backed products can trap moisture & discolor your floor.

Removing Scuff Marks

If scuff cannot be removed using a damp rag, stubborn scuffs can be removed by the use of a tennis ball or pencil eraser. Gently rub in direction of grain.

Floor Cleaning

During the cleaning process, rinse applicator often in a separate pail of clean water. A dirty applicator can spread dirt to other areas, causing streaks & haziness. Remember: use a damp (never wet) applicator — Squeeze out surplus water.

Repairing Scratches, Dents and Gouges:

Wood flooring serves a functional purpose and gets walked on and used more than any other product in the home. Over time, even with great care, scratches, dents and gouges can be expected. Here are a few steps to fix your wood floor:

Surface Scratches / Micro Scratches: Surface Scratches are blemishes that can usually be covered up with a color coordinated stain pen. We recommend Minwax Stain Markers that are offered in many shades to blend with most floor colors. Minwax products can be found at www.minwax.com and for similar products see Touch up Solutions at touchupsolutions.com. If scratches are only fine "Micro" scratches that only penetrate the top finish, a "cover-up" product may be sufficient. Cover-up products help mask and fill in "micro" surfaces scratches. See BONA "cover-up" products at www.mybonahome.com or Cal Floor "Scratch away" at www.cal-floor.com

Gouges and Dents: For deeper scratches, gouges and dents, where actual flooring material has been removed, a wood putty/ filler stick may be necessary. These color coordinated products can also be found at Minwax and Touch up Solutions. See Urban Floors web page for a "how to" video on fixing minor dents and scratches, www.urbanfloor.com. See *Flooring 101*.

The key to keeping scratches and dents to a minimum is proper care and maintenance. For further information on care and maintenance for your floor, visit our web page at www.urbanfloor.com.

After several years of use, and depending on the foot traffic the floor is exposed to, a polyurethane floor may begin to lose its luster and show signs of normal wear and tear; a re-coat may be necessary to restore the finish to its original beauty. Re-coating, with a new coat of finish can be completed with a minimum of inconvenience by a qualified wood floor professional.

If you have any questions or would like to schedule floor maintenance appointment, please contact Signature Innovations directly at 847.758.9600. Thank you.