

## 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.)

## PREVENTIVE 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.

## DOS AND DONTs

### DOs

- 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).
- 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.

### DONTs

- 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.

## WIREBRUSH TEXTURED STYLES

With a wirebrushed texture, the finish on some planks may contain minor snags and raised grains. This is normal for this style. For maintenance procedures on this style, we recommend a lint-free cotton cloth mop with no loops, rather than a micro-fiber applicator. Micro-fiber material contains very fine fibers that can catch and snag on a textured surface.

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TIP: If you have a cleaning kit that includes a microfiber cleaning pad, wrap and cover the pad with a cotton material such as an old t-shirt.

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To keep snags and raised grains to a minimum, maintain the relative humidity in the home to the recommended level of 30%-50% year-round and room temperature between 60°-80°F. A humidifier may be necessary to keep relative humidity within recommended levels.

## 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.**

\*Urbanfloor recommends Bona® cleaning products. Bona (also known as BonaKemi®) is widely regarded as the best cleaning solution available. Visit their website: [www.mybonahome.com](http://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.

## VILLA CAPRISI, CHENE, TIMBERTOP - LIFESTYLE SERIES, SAVANNA, L'ARTISTE

The above collections are a high quality engineered flooring with a water based, UV-lacquered, surface finish.

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

\*Urbanfloor recommends Bona® cleaning products. Bona (also known as BonaKemi®) is widely regarded as the best cleaning solution available. Visit their website: [www.mybonahome.com](http://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.

## COMPOSER SYMPHONY – 11.5” WIDE, TIMBERTOP – CHEVRON SERIES

The above collections are engineered, natural wood flooring with a UV oiled finish.

**NEVER USE a cleaning product made for a Polyurethane or lacquered floor on an oil finish.**

A UV oiled finish does not require any special treatment directly after installation, however, we recommend, in addition to regular maintenance, that the floor be treated with an oil REFRESHER product (e.g., from WOCA or Bona) every 3 to 6 months or whenever the floor needs revitalizing.

NOTE: Observe the cleaning product manufacturer's instructions prior to using their product on your floor.

Even pre-finished engineered flooring will naturally get worn over time; therefore regular maintenance is very important to protect and to preserve its surface.

Daily cleaning should be done with a vacuum cleaner (with felt pads fitted to avoid scratching), a static damp, lint free, cotton cloth mop or a smooth floor broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface.

Whenever necessary, the floor surface can also be cleaned with a damp mop or a special spot remover/cleaner to remove stains, grease, shoe tracks etc. Cleaning products can be obtained from WOCA or Bona\*. Never use the traditional wax or steel wool on your floor. When mopping with a well-wrung damp, lint free, cotton cloth mop, ensure that the residual water evaporates from the floor within 1 minute. If it takes longer, then there is too much moisture on the applicator.

## COMPOSER MAESTRO SERIES – 10.25” WIDE

The Composer Maestro 10 1/4" wide is a natural wood engineered flooring with a hard wax oiled finish.

**NEVER USE a cleaning product made for a Polyurethane or lacquered floor on an oil finish.**

Our hard wax, oiled finish does not require any treatment directly after installation.

\*Urbanfloor recommends OSMO Cleaning & Care products. Visit their website: [www.osmo.com](http://www.osmo.com) to find out more about their products.

NOTE: Observe the maintenance product manufacturer's instructions prior to using their product on your floor. Depending on the rate of traffic on the floor, maintenance may have to be done more often in line with the traffic intensity.

**DAILY DRY CLEANING:** Daily cleaning should be done with a vacuum cleaner (with felt pads fitted to avoid scratching), a static mop or a smooth floor broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface.

**DAY TO DAY STAINS:** For cleaning most day-to-day stains from your Maestro flooring, use the OSMO Wash & Care Concentrate. Dilute to suit the level of soiling on the surface and apply using a well wrung, damp cotton cloth mop. The oils that are contained in the OSMO Wash & Care help regenerate the wood surface.

**PERIODIC REFRESHING & INTENSIVE CLEANING:** To refresh a dull looking surface use OSMO Liquid Wax Cleaner. Apply a thin layer to an already (OSMO Wash & Care) cleaned floor. For heavily soiled surfaces, OSMO Liquid Wax Cleaner should be applied in small amounts directly to the affected area.

**PROTECTIVE SURFACE RENEWAL:** When necessary, to retain the original surface properties over years you must renew the worn surface areas using OSMO Polyx-Oil products (appropriate to the original finish). Clean floor thoroughly, allow to dry, and then apply a thin coat of Polyx-Oil.

## **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 and ensure that the residual water evaporates from the floor within one minute. If it takes longer, there is too much moisture on the applicator.

### **Moving Appliances**

When moving heavy items, such as appliances, slide a 1/8" Masonite sheet under the heavy objects to prevent floor damage.

**VISIT OUR WEBSITE: [URBANFLOOR.COM](http://URBANFLOOR.COM) FOR ANY RECENT UPDATES OF CLEANING AND CARE INSTRUCTIONS.**

Call Urbanfloor technical department for any questions or concerns.



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