

Peninsula Flooring: Maintenance Instructions NatDura Engineered Hardwood Flooring

IMPORTANT DISCLAIMER Please read carefully. Failure to follow these maintenance guidelines, or the use of unapproved, abrasive, or harsh cleaning products or tools, will void the Peninsula Flooring Residential and Commercial Warranties.

GENERAL INFORMATION Your new NatDura Engineered Hardwood flooring will generally be easy to maintain. A floor must be well-maintained in order to keep its finish and beautiful appearance year after year. Continuous maintenance also makes it harder for stains to take hold and makes future cleaning easier.

Just remember that water is the biggest enemy of hardwood floors. Your floors can warp, shift, and lose their luster if you allow them to get wet repeatedly or for extended periods of time. The best way to avoid these problems is to wipe up spills immediately and never use a wet mop to clean the floors. Keep floors dirt-free with a broom or vacuum and only use cleaning products that are safe for wood floors.

Wood is hygroscopic, which means that it will move with changes in relative humidity. We recommend that a relative humidity of between 30-60% be maintained to avoid large movements in the wood floor.

PREVENTING DIRT AND DAMAGE Sand, gravel and moisture cause wear on your floor. To help combat this, use long bristle welcome mats placed at all outside entrances for people to wipe their feet on before entering onto the floors. You can also extend the life of your wood floors by placing rugs in high traffic areas.

Always lift furniture, never drag it across the floor. Any furniture that rests directly on top of a hardwood floor should have felt protectors, or furniture coasters under all its feet. For extremely heavy objects such as a piano, use wide, non-staining rubber cups. Purchasing floor protectors is cheap insurance for protecting your hardwood floor investment. If you use chairs with wheels, the wheels must be made of soft rubber material.

Wood is a natural material and will dent under concentrated pressure. Keep pet nails cleanly trimmed, and avoid walking on the floor in stiletto high heels or sports cleats. Indentations and scratches from these sources are strictly excluded from the warranty.

Exposure to UV light changes the color of many products such as wooden floors and textiles. Sunlight can also damage wood, so keep an eye on the parts of the floor that get direct sunlight. You can use curtains or blinds to limit the sun. If you cover part of the floor with a rug, you should move it from time to time to create a more uniform color change of the floor.

RECOMMENDED CLEANING PRODUCT We recommend Bona Hardwood Floor Cleaner. For an effortless cleaning experience, purchase Bona's 4 Piece Hardwood Floor Care System fully equipped with an application pad and a pole.

DAILY CLEANING & VACUUMING Use mostly dry cleaning methods such as vacuum cleaners, dust mops or microfibre mops. When vacuuming, you **MUST** ensure the rotating brush (beater bar) is turned off or set to the 'bare floor' setting. A spinning beater bar will severely scratch and dent the hardwood finish. Small stones, mud, and gritty dirt tracked in from outside can also scratch the finish of your wood floor, so frequent sweeping or bare-floor vacuuming is highly recommended.

PRODUCTS & TOOLS TO STRICTLY AVOID

- **Never Use Steam Mops:** **NEVER** use a steam mop or steam cleaner on this flooring. The extreme heat and forced moisture will severely damage the wood, cause delamination, and immediately void all warranties.
- **Do Not Apply Tape:** Never apply adhesive tape (including blue painter's tape) directly to the hardwood finish. Tape adhesive can pull the protective polyurethane coating off the wood when removed. Always tape protective paper to the baseboards, never the floor.
- **Don't Damp Mop or Wet Mop:** Water and hardwood floors don't mix! Use only the manufacturer's recommended cleaning products on your hardwood floor. For general cleaning, we recommend using a spray bottle to lightly spray the floor and then going over that with a micro-fiber pad. Do not use cleaning agents containing ammonia.
- **Don't Use Oil Soaps:** There are many over-the-counter oil-based soaps and wax-based cleaning products that may damage or dull the finish of your wood floor. The best suggestion is to only use the manufacturer's recommended cleaning products on your hardwood flooring.
- **Never Wax a Urethane Floor:** If your hardwood floor has a polyurethane finish, never use a paste wax on the floor's surface. A paste wax may form a sticky film on your floor and allow tracked-in dirt to stick to your wood finish. Polyurethane finishes will not adhere to any wax, and adding a fresh coat of polyurethane to your floor will be very difficult.

STAIN REMOVAL AND SPILLS When accidents happen and some liquid gets spilled on your hardwood floor, you should use a slightly damp white cloth or paper towel to immediately clean up and dry the affected area. Remove stains as quickly as possible. They are easiest to remove when they are new.

PERIODIC MAINTENANCE & REFINISHING Hardwood floors can last a lifetime if maintained and cleaned properly. The best part of hardwood floors is that when it comes time to refinish, your floors can look just like they did the day they were first installed.

MAINTENANCE IN PUBLIC SPACES Floors in public areas are subject to much higher wear and tear than in residential areas. Prepare a thorough maintenance schedule and follow it to increase the service life of the floor. Gratings, preferably covered over, must be provided outside of entrances to public areas, with coarse mats inside the door followed by moisture-absorbing mats. As a rule of thumb, 7 steps should be taken in each zone to achieve sufficient drying. Not only does a well-functioning entrance significantly affect the life of the floor, but also cleaning

and maintenance costs. Follow the daily dry-cleaning and spot-cleaning routines at more frequent intervals.

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