

Engineered Hardwood Care & Maintenance Guide

Temperature and Humidity

The Service Range of the flooring is the Temperature and Humidity range in which the flooring is intended to operate in. It is mandatory that the minimum and maximum humidity and temperatures of the Service Range are never exceeded, or you will void the product warranty.

It is mandatory that the HVAC system be operational 7 days prior to the installation, during the installation and for the lifetime of the flooring, always able to sustain temperatures and humidity which are within the Service Range.

Service Range:

Temperature of +16°C to 26° C

Relative humidity of 30% to 55%.

Temperatures or humidity outside of the Service Range will result in gapping, splitting or cupping.

These, or other problems resulting from exposure to improper environmental conditions, are not covered by the product warranty.

Radiant In-floor Heat

Ensure that the subfloor temperature remains below 26°C at all times. To prevent sudden temperature shifts, gradually adjust the radiant heat system by a maximum 3°C increments over a 24 hour period.

UV Coating

It is crucial to acknowledge that UV-cured floors will experience a shift in color or slight fading as they adapt to the surrounding light conditions in the installation environment. The extent of this color change will depend on factors such as the specific environment and the amount of direct sunlight exposure. It is advised to utilize window treatments to prevent excessive sunlight exposure to the same spot. Additionally, it is recommended not to place area rugs on the freshly installed floor for a period of sixty days after installation. Afterward, regularly rearranging furniture and area rugs will help ensure that the floor ages uniformly.

Tips for Prevention and Protection

- To safeguard the hardwood surface, utilize entryway mats both outdoors and indoors that serve the purpose of preventing sand, dirt, and water from getting on your flooring. Ensure that the mats do not react with the flooring! Rubber mats often have reactions with wood flooring which may cause discoloration, staining, etc.
- Place protective mats in high-use work areas such as sinks, ranges, service counters, and workstations.
- Prevent the floor from coming into contact with liquids, water, and moisture of any kind. Attend to any spilled food, beverage, or liquid promptly by absorbing it.
- It is required to use felt protector pads on the feet of all furniture, and/or accessories that will be placed directly onto the floor surface. Inspect regularly for wear and replace as necessary. Always maintain and clean or vacuum your felt furniture floor pads regularly, especially on dining chairs and barstools as these are generally used more often than other pieces of furniture. This will minimize the grit buildup on the protective pads.
- Avoid letting sharp or pointed objects come into contact with the floor surface. Do not walk on the floor with high-heeled shoes, sports cleats, skates, inline roller skates, or other types of footwear that may damage the finish or cause indentations to the surface.
- Pets' nails will scratch and mark the floor surface. Keep pets' nails trimmed to minimize damage to the surface.
- Do not drag, push or roll appliances, furniture or any heavy object across the floor.

Routine Maintenance

- Vacuum, sweep or wipe the floor with a dry mop to prevent dirt, dust, and grit from scratching or dulling the finish. Failure to remove the dust, dirt, and grit prior to using a damp cloth or floor cleaner may result in the particles getting trapped and scratching the floor.
- Use Bona Hardwood Floor Cleaner as per the manufacturer's instructions. The floor should not look wet when you are done cleaning an area. If it does, remove the excess liquid and use less liquid as you continue.
- *NEVER* use a wet mop, steam mop, robotic mop or pour water directly on the surface of the floor.
- *NEVER* use household cleaners on your hardwood floor or cleaners with oils.

Failure to comply with the care and maintenance manual voids the products warranty.