

Hardwood Flooring Owner Maintenance

Responsibility Toward Your Investment

1. IMPORTANT WARRANTY INFORMATION

Incorrect or insufficient maintenance of your hardwood flooring may result in void warranties. Accordingly, strict adherence to the manufactures' maintenance recommendations, including, but not limited to, ensuring the recommended relative humidity is consistently sustained, is vital to keeping the manufacturer's warranty valid. The condition of your hardwood flooring will reveal how it has been treated and maintained.

2. HUMIDITY

It is your responsibility to ensure that consistent relative humidity within the range of 30 – 50% is maintained inside your home. A humidity meter will allow you to measure your home's humidity. Use a functioning, good quality humidifier or de-humidifier as necessary to maintain this relative humidity.

If inadequate relative humidity occurs, bring it back to an acceptable level slowly to avoid damaging your hardwood flooring. As a general rule of thumb, increase or decrease relative humidity at a maximum of 5% per week.

3. CLEANING AND MAINTENANCE

DO NOT use large quantities of water or liquids on your hardwood floor during cleaning. Wipe up spills promptly, using absorbent cloth or paper towel.

Periodically clean the hardwood floor using mop and spray cleaner combination packages designed for hardwood flooring (such as Bona products). Be careful if using "grocery store" or generic spray & mop products as they may not meet the warranty requirements. Avoid using furniture oil products.

Use mats at all entrances to trap moisture and grit which can otherwise damage and prematurely wear the hardwood flooring. Clean these mats regularly.

If you employ a cleaning service, ensure they are properly instructed on the correct cleaning techniques for your hardwood floors. Do not assume they know what to do. Monitor their activities to make sure proper techniques are continuously used.

Felt floor protectors must be installed on furniture legs to prevent furniture from scratching the floor. These must be replaced annually as they become compressed, hard and/or dirty.

Avoid wearing stiletto-heeled shoes on the hardwood floor. They can cause indentation.

Regularly vacuum or dust your floor. This should occur daily for owners with children and pets, and less frequently for households with adults only.

4. ACKNOWLEDGEMENT

The undersigned, hereby acknowledges that he or she has received and reviewed these Hardwood Flooring Owner Maintenance instructions.

Date

Customer Signature