

Limited Warranty and Floor Care Guide



LIMITED WARRANTY

CARE AND MAINTENANCE GUIDELINES FOR HARDWOOD FLOORS

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

Recommended Floor Care Products

Hardwood & Laminate Floor Cleaner: For use on all finished hardwood flooring products marketed. A unique cleaner that lifts soil from the surface of the urethane finish without leaving a film. Simply apply the cleaner onto a clean cloth for cleaning small areas or spray directly onto the floor and use a swivel-head mop with cloth cover for cleaning the entire area.

Hardwood & Laminate Cleaning System: An all-in-one, easy-to-use, quick-cleaning kit for all urethane-finished hardwood and laminate floors. Kit includes one spray bottle of Hardwood & Laminate Floor Cleaner; one large, swivel-head mop that collapses for easy reach under furniture and appliances and one terry cloth mop cover that is both reversible and machine washable.

Hardwood & Laminate Microfiber Cleaning System: An all-in-one, easy-to-use, quick-cleaning kit for all urethane-finished hardwood and laminate floors. Kit includes one spray bottle of Hardwood & Laminate Floor Cleaner; one swivel-head mop with telescoping pole that collapses for easy reach under furniture and appliances and two microfiber mop covers.

Replacement Mop Covers: Each pack contains two soft, absorbent, terry cloth covers, elastic-fitted for quick and easy replacement on the swivel-head mop. Covers are reversible and machine washable.

Microfiber Cleaning System Replacement Mop Cover: Each pack contains one soft, absorbent, microfiber cover.

Fresh Finish™ or Restore: An easy do-it-yourself touch-up for all pre-finished urethane floors. A great alternative to sanding and recoating, it restores the original gloss level of your floor even after years of traffic and wear. Available in two gloss levels – regular gloss for semi to high gloss floors and low gloss for ultra low to low gloss floors.

Touch-Up Kit: Used for blending scratches and nicks on hardwood floors. The kit contains touch-up markers and filler sticks that blend with the factory-finished stains plus complete instructions and materials to easily repair many problems.

Acrylic Filler: Designed to conveniently fill gaps, small openings and broken edges. Simply apply the material on the area to be repaired and wipe away excess with a damp towel.

Floor Protector Pads: For use on the feet of furniture and appliances to guard against scratching, abrasion and indentations.

For Dura-Satin (Wax) Finished Products ONLY.

Do not use the following products on urethane-finished floors.

Dark 'n' Rich®: Liquid paste wax with cleaner, formulated for use on dark shaded wax-finish wood floors.

Lite 'n' Natural®: Liquid paste wax with cleaner, formulated for use on light shaded wax-finish wood floors.

One Step: No buff acrylic finish for wax-finish hardwood floors.

Care and Maintenance Guidelines:

For all Hardwood Floors 1.

- NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
- Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
- Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
- Keep animal nails trimmed to minimize finish scratches.
- Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
- Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
- Use floor protector pads or protective caster/caster cups on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
- Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them. Replace hard, narrow furniture rollers with wide rubber rollers.
- Keep the relative humidity in your home between 35% and 55%.

Initial Care:

For Dura-Luster®, Dura-Luster Plus and Permion® Finish Floors

Following installation, clean the floor by sweeping, dust mopping or vacuuming and use Hardwood & Laminate Floor Cleaner (formerly Dura-Luster No-Wax Floor Cleaner). If the floor was glued down, remove any residual adhesive with Adhesive Cleaner.

Ongoing Routine Care and Maintenance:

For Dura-Luster, Dura-Luster Plus and Permion Finish Floors

- NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
- Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
- Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A swivel-head mop with soft cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
- Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
- Regularly clean the floor with Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.

Quick Fix Tips:

For Dura-Luster, Dura-Luster Plus and Permion Finish Floors

Spots Caused by Food/Water/Animals

- Apply Hardwood & Laminate Floor Cleaner (formerly Dura-Luster No-Wax Floor Cleaner) to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with odorless mineral spirits, followed by cleaning with Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Hardwood & Laminate Floor Cleaner to a clean soft cloth. • Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with odorless mineral spirits and follow by cleaning the area with Hardwood & Laminate Floor Cleaner.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Hardwood & Laminate Floor Cleaner.

Minor Abrasions/Scratches

- Use a Touch-Up Kit or Acrylic Filler, that blends with your factory stained floor color to make minor repairs.
- Apply Fresh Finish™ or Low Gloss Fresh Finish to recondition larger areas.

Chips, broken edges and gaps

- Blend area with appropriate touch-up pen or fill stick from a Touch-Up Kit or the appropriate Acrylic Filler.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged may be repaired with Acrylic Filler or Touch-Up Kit. Major damage will require board replacement.
- If needed, the entire floor can be refurbished by applying one or more coats of Fresh Finish or Low Gloss Fresh Finish.

Initial Care:

For Dura-Satin (Wax) Finish Floors

Following installation, darker shaded floors should be waxed with Dark 'n' Rich® and light shaded floors should be waxed with Lite 'n' Natural®.

Ongoing Routine Care and Maintenance:

For Dura-Satin (Wax) Finish Floors 1.

- NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
- Sweep or vacuum the floor to remove loose dirt before it can scratch or be ground into the floor's surface.
- Wax the floor once or twice a year, about as often as you would shampoo your carpet.
- DO NOT use Hardwood & Laminate Floor Cleaner (formerly Dura-Luster No-Wax Floor Cleaner) on wax finish floors.
- DO NOT use any wax or cleaner that must be mixed with water such as oil soap, as this may ruin your floor and result in a loss of warranty.

Periodic Care:

For Dura-Satin® (Wax) Finish Floors

Buffing your hardwood floor between waxing will restore the original sheen. Large, heavyweight buffing machines impart a much higher sheen to wax finish than small, lightweight machines. Use a fiber bristle brush attachment only. It may be desirable to wax the floor slightly more often in drier climates, during the winter, and in heavy traffic areas.

Quick Fix Tips:

For Dura-Satin® (Wax) Finish Floors

Spots Caused by Food/Water/Animals

- Rub lightly with a scrub pad (3M white or equal) dampened with either Dark 'n' Rich® or Lite 'n' Natural®.
- If this does not remove the spot, repeat the process with odorless mineral spirits.
- Wipe dry and rub on a little wax. Then buff with a clean cloth, or the dry end of a scrub pad (3M white or equal).
- If an animal spot remains, apply household bleach to the spot (or oxalic acid from your druggist); let stand about an hour, rinse with a damp cloth, wipe dry, and smooth with a fine sandpaper. Touch up the spot with a Touch-Up Marker which will blend with your factory-stained floors. Let the stain dry, then wax and buff with a clean cloth or dry scrub pad (3M white or equal). (Protect your hands from the oxalic acid with rubber gloves.)

Grease/Lipstick/Crayon/Rubber Heel Marks

- Rub spot with a scrub pad (3M white or equal) soaked with Dark 'n' Rich or Lite 'n' Natural.
- If the stain persists, repeat the process using odorless mineral spirits. Then apply a light coat of Dark 'n' Rich or Lite 'n' Natural.
- Let dry, then buff with a clean cloth or the dry end of a scrub pad (3M white or equal).

Ink Spots

- Try household bleach or the oxalic acid treatment. Or lightly sand, wipe dry, and retouch with a Touch-Up Marker which will blend with your factory stained floors.
- Let stain dry, then wax with Dark 'n' Rich or Lite 'n' Natural and buff with a clean cloth, or a dry scrub pad (3M white or equal).

Cigarette Burns

- If the burn is not too deep, rub with medium and fine sandpaper.
- Restain with a Touch-Up Marker.
- Let stain dry, then wax with Dark 'n' Rich or Lite 'n' Natural and buff with a clean cloth.
- If the burn is rather deep, lightly scrape the burned area with a pen knife to remove charred fibers. Rub area with medium and fine sandpaper, then stain with a Touch-Up Marker which will blend with your factory-stained floors. Let dry, then wax and buff with a clean cloth or a dry scrub pad (3M white or equal).

Chewing Gum/Candle Wax

- Apply a plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off. Odorless mineral spirits can be helpful in removing stubborn areas.
- After deposit has been removed from the surface of the floor, re-wax and buff the entire area.

Wax Build-Up

- Occasionally, wood floors become unsightly or lose their shine because of successive layers of old wax. To restore their natural beauty, strip old wax away with odorless mineral spirits.
- Let dry and re-wax with Dark 'n' Rich or Lite 'n' Natural.
- Let dry, then buff to desired sheen.

Minor Abrasions/Scratches

- Scratches on Dura-Satin floors can be easily refurbished by using a Touch-Up Kit that blends with your factory stained floor color.