

Floor Care & Maintenance NeoTech, UV-Polyurethane, Aluminum Oxide, UV-Oil Finishes

CARE AND CLEANING Hardwood Flooring is easy to clean and maintain. **Regularly sweep, dry-mop and vacuum** your floor with a soft brush attachment to avoid the accumulation of grit and dust on the surface. Any conditioning or stain removal from your floor should be performed using *products specially formulated* for use on pre-finished hardwood floors with terra legno's NeoTech +, UV-Polyurethane, Aluminum Oxide, NeoTech, and UV Oil Finishes.

HUMIDITY Wood is a natural fiber, changes in the level of humidity of the room, in which you have installed your hardwood floor, will cause it to shrink or expand. The humidity level must be kept at a normalized level (between 35% and 60%). This can be easily accomplished through the use of an appropriate ventilation and humidification system or dehumidification system. Many regions of throughout the United States and Canada will require a humidifier in the winter months.

SUNLIGHT The color of your hardwood floor will mature with time and exposure to sunlight. This will cause it to change color. Any area rug, which blocks out light, should therefore be shifted on a regular basis to keep the color of your floor more uniform.

LIQUIDS AND SPILLS All liquids and spills should be wiped off as soon as possible in order to prevent any possible damage. Ensure that a dry paper towel or terrycloth is used after clean up to ensure no liquid remains. You may consider using area rugs to protect susceptible areas (around kitchen sink, at exterior entrances etc.) If a spill occurs, please remember to check under the mat to ensure that no water is trapped and that there is no moisture touching the floor. Do not wet mop your floor. **Standing water can harm or warp your floor.**

PREVENTIVE MAINTENANCE

- *Abrasive dirt such as sand, street dirt and cat litter can damage any hardwood floor regardless of the strength of the finish.* Regularly sweep and vacuum with a **soft brush attachment** do not use a vacuum with a beater bar as found in most upright models.
- In addition, you can help protect your floor by using **entrance mats and area rugs** in high-risk areas such as entrances and doorways. When cleaning, remember to clean under the edges of rugs as it is a common place for trapped debris. Shake mats daily to ensure no trapped debris. For rug pads choose 100% non-solvent based rubber, an untreated natural fiber such as wool or jute, or 1/4" chopped urethane. Do not use sticky or tacky backers. The plasticizers they use can attack and discolor finish. These same plasticizers may also be present in the backers of some rugs. In kitchens, use area rugs in high spill locations and at work stations. Cotton is generally the best fabric since it easily washed, do not use rug backers in a kitchen area.
- **Check all items that come in contact with the floor.** Not only should felt pads be placed under the legs of the furniture standing on your floor but the felt pads should be cleaned regularly and checked for wear every 6 months in order to reduce the risk of damaging your floor. Wearing high heels should be avoided on your hardwood floor. The tremendous pressure exerted by the tip can dent and scratch the surface. Moving furniture across a floor can scratch and damage the flooring. If you must move heavy pieces of furniture (refrigerator, piano, love seat, etc.) never slide them directly on the flooring. Instead, place a piece of carpet face down between the furniture legs and the flooring and pull on the carpet to move the furniture. By doing so, you will prevent damage to your flooring.
- Chairs with rollers should have wide rollers installed and a protective pad placed beneath large enough to cover the area it will be used. The area covered by the pad must be cleaned on a regular basis. Children's toys should be checked as a source for dents and scratches. **Pets** with sharp nails can certainly **cause scratches** as well as a source of water spots on floors. Please keep their nails trimmed.

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CHOICE OF CLEANERS AND APPLICATIONS Although many hardwood flooring cleaners are advertised as suitable for prefinished flooring the results can be extremely damaging to the finish or leave your flooring looking hazy. An easy way to **test you cleaner** is to try it on a mirror or glass to see if a residue is left.

For routine everyday floor care maintaining terra legno's NeoTech, UV- Polyurethane and Aluminum Oxide Finishes Bona, Loba and Equals or Better floor care products formulated for polyurethane / aluminum oxide finishes are recommend.

For routine everyday floor care maintaining terra legno's UV Oil Finish Floors, OSMO Bona, Loba, and Equals or Better UV-Oil floor care products formulated for UV-Oil floors are recommended.

| terra legno Finish | Cleaners & Applications |
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| NeoTech, UV-Polyurethane Aluminum Oxide | Bona and Loba and Equals or Better floor care products formulated for polyurethane / aluminum oxide finishes are recommend. |
| UV-Oil | OSMO, Bona, Loba and Equals or Better UV-Oil floor care products formulated for UV-Oil floors are recommended. |

| Issues with some cleaners | |
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| Ammonia | Is too harsh and can discolor wood |
| Vinegar | Is an acid that can etch the finish and create dulling |
| Liquid polishes | Have a wax type material which shines and leaves a contaminating film on the floor |
| Household dust treatments | Leaves a slick and waxy residue |
| Household cleaners & Oil Soaps | Have strong detergents and may harm the finish and leave a residue or contaminating film behind |
| All products that instructions say mop and bucket | Introduce water to the flooring which can be catastrophic to the flooring |
| Steam Cleaners | This is currently the most damaging product on the market to clean your flooring with. The introduction of heat and steam can not only crack flooring but the introduction of water is very damaging to the finish |
| A product with a combination reservoir spray and mop | Introduces liquid directly to the flooring and can remain in the microbevel and cause damage if the spray is not fine enough |

"Knowing what you cannot do is more important than knowing what you can do." ~ LUCILLE BALL

Deep Cleaning

- Vacuum or dust mop floor to ensure the floor is clean and all dust, grit and abrasive materials before buffing the floor. This procedure will prevent damaging the scratching the finish when buffing. Use a low speed 175 buffer with a white polishing pad, lightly mist a workable area (6' x 6') with a manufacturer's premium wood flooring deep cleaner formulated specifically for your floor's finish.
- Remove dirt and residue immediately with a very lightly water dampened Micro-fiber mop. Then move on to the next area. Periodically inspect the white buffing pad, and replace as the pad becomes soiled.
- When necessary to move fixtures and heavy objects take necessary precautions to protect the floor. Do not drag the items across the floor. Lift and place the items carefully and safely back.

MAINTENANCE - SCHEDULE and PERIODIC PROCEDURES:

For best results a well -planned maintenance schedule should be strictly adhered to for residential and commercial areas. A periodic deep cleaning, based on the floors wear and tear, will help enhance and extend the performance of your terra legno Engineered Wood Floor. Commercial and higher traffic areas may require periodic refinishing (prep. & recoating) as it is first starting to show signs of wear before the finish wears completely down to the wood bare wood. For commercial use the average time frame for recoating could range from 9 to 18 months for high wear and tear street entry facility, to 1 to 3 years to interiors spaces for retail store design, corporate and hospitality spaces. The Proper Maintenance of a prep and recoating of the floor will save one the increased costs and dusty interruptions of a complete sand and refinish.

SUNLIGHT:

The color of your hardwood floor will mature with time and exposure to sunlight. This will cause it to change color. Due to the effects of light, moisture, and air (oxidation) some species will darken, while other will lighten. Oxidation, the color change in wood is natural, inherent characteristic of wood flooring. Any area rug, which blocks out light, should therefore be shifted on a regular basis to keep the color of your floor more uniform.

BEFORE EXPOSURE TO SUNLIGHT



AFTER EXPOSURE TO SUNLIGHT