



## Care & Maintenance

1. All hardwood will change color over time. Some of Nature's exotic hardwoods, such as Brazilian Walnut, Tauari, and South American Walnut will change more rapidly than Oak and Birch.
2. Our quality milling techniques will make your floor as perfect as possible; however, because wood is a natural product, it has imperfections. The wood planks will likely not match exactly on the ends or the sides but will be within our quality specifications. Just keep in mind that imperfections are expected when it comes to wood floors.
3. Your hardwood floor will constantly move due to seasonal change and the relative humidity in your home. You will likely see your hardwood floor expand and contract. You will see high areas on certain boards, and seams between the boards will be more apparent in the colder months than in warmer ones. Although your floor will not always be perfectly flat, there are ways to reduce the unevenness. Keep the relative humidity in the room between 40% - 60% by using a humidifier in the colder, less humid months; and a dehumidifier in the summer months. As much as possible, keep a steady temperature in the house. This will help reduce the effects of expansion and contraction.
4. A natural product like wood means that each board will be unique. That means that no two boards will be alike. Samples are representative but due to natural variation, both grain and color may vary from the sample.
5. Professional installation of your floor is highly recommended.
6. Use an appropriate cleaner designed for your hardwood, not common household products, such as soap, water, etc. Water can damage your wood floor, so never use a wet or damp mop on your hardwood floors.
7. Protect your floors when using a dolly to move heavy furniture and appliances. Never slide or roll heavy furniture or appliances across the floor. Also keep in mind that even spiked heels or shoes in need of repair can severely damage your wood floor.
8. Use protective mats at all exterior entrances.
9. Use felt protectors under furniture.
10. For engineered hardwood installed over radiant heating systems, surface temperatures should never exceed 85°F.
11. Hardwood floor can be repaired, if your floor becomes scratched or dull, a professional installer can repair the surface in order to have more years of enjoyment. It is always a good idea to keep the extra wood for more extensive repairs.
12. For everyday maintenance, we recommend a spray on hardwood floor cleaner, no water or vinegar should be used.