

# CARE AND MAINTENANCE

## FOR ALL HAWA BAMBOO & WOOD FLOORING PRODUCTS

### Routine Maintenance

1. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
2. For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
3. Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
4. Periodically clean the floor with no-wax cleaning products made specifically for pre-finished hardwood floor care.
5. Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint-line separation, and void the warranty.
6. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
7. Do not use any type of buffing or polishing machine.
8. For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
9. For tough stains, you may need to use a heavy-duty stain remover made specifically for hardwood floors.
10. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.

### Environmental Protection

1. Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
2. Do not use rubber or foam backed plastic mats as they may discolor the flooring finish. To prevent slippage, use an approved vinyl rug underlayment.
3. Use floor protectors and wide-load bearing leg bases/ rollers to minimize indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.

4. Maintain a normal indoor relative humidity level between 35 and 65% throughout the year to minimize the natural expansion and contraction of the wood.

a. Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.

b. Non Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain proper humidity levels during summer months.

5. Avoid excessive exposure to water during periods of inclement weather.

6. Do not walk on your floor with stiletto heels, spiked golf shoes, or other types of sports cleats.

7. Do not allow sharp, pointed, or rough textured objects to be exposed to the hardwood flooring.

8. Keep your pet's nails trimmed to prevent them from scratching your floor.

9. Periodically rearranging your area rugs and furniture will allow the floor to age evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.

10. Use a dolly when moving heavy furniture or appliances; but first, put down a piece of quarter inch plywood or Masonite to protect the floor. Never try to slide or roll heavy objects across the floor.

11. A protective mat should be used for furniture or chairs with castors.

### Repairing Your Hardwood Floor

1. Minor damage to your hardwood floor can be repaired by using a color fill. This special product should be matched to the color of your floor and, when properly used, will make the damaged area virtually invisible. In addition, the repaired area will hold up to traffic and wear.

2. A qualified hardwood flooring installer should repair extensive damage to traditional engineered or solid hardwood flooring.

