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Prefinished Hardwood Maintenance Procedures

Our goal is to ensure that every hardwood installation is performed to the highest standards of quality, and that every new floor is delivered to you in excellent condition.

This package has been prepared in an effort to avoid or prevent many of the problems commonly associated with hardwood flooring maintenance. Following these recommendations will help ensure many years of trouble-free use of your new floor. It is very important that you read and understand this information completely, since abusing your floors and improper treatment can void the warranties.

DO:

- Wipe up spills immediately.
- Use door mats and throw rugs outside room entrances and in front of kitchen sinks, dishwashers and refrigerators to keep dirt and grit off your floor and to prevent damage and excessive wear.
- Place runners and area rugs (with slip resistant, breathable backing) along high traffic areas.
- Move heavy appliances by using an air sled or plywood/masonite (hardboard) over cardboard.
- Use furniture leg protectors under **all** furniture legs.
- Replace hard narrow furniture rollers with wide rubber rollers.
- Keep the relative humidity in your home between 35% and 55%.
- Keep the temperature in your home between 65–75 Fahrenheit degrees.
- Protect your floor from direct sunlight.
- Clean your floor with a manufacture-approved hardwood floor cleaner. (see enclosed Product Warranty Care & Maintenance Guide)

DO NOT:

- Clean wood floor with a mop and water. (will cause floor to cup)
- Clean wood floor with soap and water. (will leave film)
- Clean wood floor with oil soap. (leaves residue that attracts dirt)
- Clean wood floor with vinegar and water mixture. (will etch the finish over time)
- Clean or maintain a wood floor with any spray wax product. (will not penetrate and is very slippery)
- Allow water to stand on your hardwood floor for any length of time.
- Walk across your hardwood floor in poorly maintained shoes with heel taps, spike heels or with any sharp object protruding from your shoe.
- Allow furniture to rest on the wood floor on metal tips or hard domes.

Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood flooring may consequently experience some separation between boards at different times of the year. If such separation occurs, it is not considered a defect and is not covered by the manufacturer's warranty.

NOTE: For maintenance procedures please visit <http://www.metrofloors.com>. (see enclosed Kentwood – Product Warranty Care & Maintenance Guide)