

TPG WOOD

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CARE/MAINTENANCE INSTRUCTIONS FOR WATERBORNE URETHANE

Your new TPG wood floor is a major investment in your home. Your floor is manufactured for maximum durability and easy maintenance and is finished with a high quality finish that protects the wood and helps keep the flooring looking beautiful. While highly durable, this finish is NOT indestructible. However, by following the simple steps below and establishing a regular cleaning schedule using ONLY recommended cleaning products will allow your floor to bring you years of enjoyment and beauty.

Like any floor covering product, our real wood floors can show signs of wear over time. There are many factors that can affect the amount of wear that will occur. These include the size and lifestyle of your family and product location. The following are examples of the reasonable and necessary maintenance steps you are expected to perform regularly.

- Immediately after installation be certain that the flooring is completely cleaned as described below.
- During construction or during move in, be certain that installed flooring is protected from traffic.
- If the flooring must be protected from traffic, use only a brown "kraft" type paper or cardboard that will allow the flooring to "breathe".
- **NEVER** lay plastic of any kind or any other non-porous material over the flooring as this can trap moisture and damage the flooring and finish.
- Maintain proper and consistent humidity conditions in your home throughout the year (Ideal conditions range from 40% to 60% humidity.) This may require the use of a humidifier in dry or arid climates or a dehumidifier in high humidity regions. It is especially important to avoid extreme humidity changes from season to season.
- Sweep or vacuum regularly, since built-up dirt, grit and sand can damage the surface of the wood. If using a vacuum, the head **MUST** be a brush or felt type. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD.**
- Be certain the wheels of the vacuum are clean and do not damage the finish. If using a broom be certain that bristles are soft rather than stiff. You can also use a dry mop with a dusting head as long as it is clean and dry (when dirty, replace the duct cover). Rolling hand sweepers with stiff bristle rollers are **NOT** recommended.
- Use only approved maintenance and wood floor care products. While not the only product available, BonaX Swedish Formula Hardwood Cleaner is highly recommended when used as directed. Questions about your cleaner? Call us first.
- It is **IMPORTANT** to **NEVER** use: oil soaps, liquid, or paste wax products or other household cleaners that contain lemon oil, tung oil, silicone, or ammonia. Use of these and other such products will harm the long-term performance and appearance of your floor and may also affect its recoatability (Any damage caused by the use of these non-recommended products is not covered by the warranties). **NOTE:** This also includes the use of vinegar and water solutions. Vinegar is an acidic element that can have an oxidizing effect on the finish, plus water can damage wood.
- Remove all spills promptly using a soft, slightly damp cloth and recommended cleaning products. If a spill dries on the surface of the flooring use a recommended cleaning product with a soft clean towel to remove it.

- **NEVER, NEVER** wet-mop, damp-mop, swab or flood your floor with water or any other product. This can severely damage the flooring and will void the warranties.
- Place protective mats at entry doors to keep dirt, grit, sand and moisture from being track in from the outside.
- Use area rugs in heavily traveled areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- When using area rugs, use a rug or rug pad with a PVC based backing. **DO NOT** use area rugs with a petroleum based rubber backing (typically black) as this can cause permanent staining of the finish and flooring.
- Keep pet's nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents. Check and replace wore pads regularly.
- Use a dolly and protective sheets of plywood when moving heavy objects such as furniture and appliances over the floor.
- If you use furniture with casters (i.e., dining chairs, etc.) be certain that the casters are clean and operate properly. Use casters that are a minimum 2" in width.
- Remove shoes with spiked (stiletto) or damaged heels before walking on floor. A spiked heel less than 1/2" x 1/2" can exert as much as 2,000 lbs. of pressure (enough to crack concrete) and can scratch or otherwise damage the flooring and finish.
- Beware of the exposure to the sun and its UV rays. The sun and its UV rays can accelerate the oxidation and aging of wood. This causes the stain and/or wood to fade and/or change color over time

(**NOTE:** Some wood species change faster than others). We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. If you do not rearrange periodically, you may notice a dramatic color variation when they are removed. This is NOT a defect.

NOTE: The warranties do not cover damage or color change caused by the sun and its UV rays.

- * **NOTE:** Failure to fully follow the pre-installation, installation and post-installation procedures found in the TPG installation instructions can void your warranties and also lead to damage, poor performance and a reduced life span of your wood flooring.