



GARRISON

Matte Lacquer Finish Hardwood Care and Maintenance

Like any floor covering, these wood floors will show signs of wear over time, depending on the size and lifestyle of your application. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your hardwood floors.

CARE & MAINTENANCE GUIDELINES

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list:

- Maintain the proper relative humidity in your home between 35% – 55% at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring. Seasonal gapping should be expected. Surface checking can be expected if the humidity level is not properly maintained between 35 – 55% R. H. or if the floor's surface temperature exceeds 82°.
- Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum 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.
- We recommend using Bona Hardwood Floor Cleaner, Woodwise, or DuraSeal cleaning products applied with a terry cloth mop. Always vacuum the floors prior to using cleaning solutions. Do not allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
- NEVER wet-mop your floors. Damp-mop is acceptable and use only flooring cleaners approved for lacquer finished hardwood flooring. Failure to clean your floors properly can potentially damage your floors and would not be covered under warranty.
- Do not use hardwood floor cleaning machines or steam cleaners.
- Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. In addition to potentially voiding your warranty, use of these and similar products will harm the long-term performance of your floor and may also affect its re-coat ability.
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• Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss. In addition to potentially voiding your warranty, these may produce unsatisfactory results when not

applied properly.

- Remove spills promptly using a soft cloth and cleaning products such as those listed above.
- NEVER use tape on your floors, even those tapes with low adhesion properties such as blue tape or painter's tape.
- Use area rugs in high-traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances. Furniture should not never be dragged across flooring.
- Furniture and heavy items must have casters or feet to offset the weight it is bearing. Suitable materials should be plastic, glass, or other non-staining cups with flat surfaces not less than 2" in diameter. Clean wheels periodically to remove dirt and debris.
- Please do not have any rolling chairs or any rolling furniture on the flooring used without a pad.
- Use proper floor protectors on all chairs. Remove all small diameter buttons from legs of straight chairs and replace with medal glides no smaller than 1" in diameter. Examine your protectors periodically for burs, debris, or wear, and make sure the surface is smooth. Replace as needed.
- Avoid rolling type caster chairs if possible to prevent scratches and indentations from appearing on your floor. If im- possible to avoid, make sure the rollers are the double-wide and at least 2" in diameter.
- Remove shoes with spiked or damaged heels before walking on floor.
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
- Make certain furniture casters are clean and operate properly (a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the wood stain and/ or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Our warranties do not cover damage from the sun and its UV rays.