

Care and Maintenance of your CRAFT Floor

Homeowner Responsibility ~ Please Read Carefully

CRAFT *Handcrafted Pre-finished Hardwood Flooring* is a quality and resilient hardwood product – but it is not indestructible. Wood is a natural and organic material and can be subject to irreparable damage if not handled properly and without proper care.

Now that the floor has been installed, you have three very important responsibilities: *cleaning, protection and moisture control*. Please carefully read and follow these guidelines for care and maintenance of your CRAFT *Hardwood Flooring*.

Cleaning

- It is extremely important to keep floors clean and dry so place entry mats outside exterior doors and absorbent floor mats at all entrance ways. This will keep dirt and moisture from being tracked onto your floors. Shake out, wash and vacuum these mats regularly. Do not use rubber or plastic backed mats inside as they may stick to or damage the finish.
- Sweep wood floors often with a soft, fine bristle broom, removing grit before it can scratch your floor. Sweep kitchen and entry areas twice as often as other areas.
- Vacuum your wood floors as often as your carpets, with a soft brush attachment to capture dirt, sand and clean out grooves and distressing marks. Be mindful to use a plastic attachment when vacuuming in corners and hard to reach areas to avoid scratches from any hard metal ends. DO NOT use a vacuum with a beater bar attachment as this can damage your floor.
- Since water is incompatible with any real wood product, even with a superior finish like ours, it is important to clean up any spills immediately! Wipe up with a soft dry cloth or very carefully with wet/dry vacuum. Make sure to dry thoroughly without blasting heat directly on the area. Areas in front of sinks should have absorbent mats to catch any spills. If wet, shake out and hang up mat until completely dry before placing down on floor.
- DO NOT WET MOP FLOORS OR USE STEAM CLEANERS ON YOUR FLOORS. Again, water is incompatible with real wood products and can seep down into cracks with a mop. Use BONA hardwood floor cleaner or equivalent. Clean as needed. NEVER use wax, oil-based detergent or any general-purpose household cleaner.

Protection

- Area rugs go very well with wood floors but must be shaken out and cleaned under regularly. Natural fabric rugs are best. Don't use any rubber or plastic backed mats as moisture can be trapped underneath and could damage flooring. In bright sun-lit areas, rotate rugs occasionally to minimize discoloration.
- Place felt pads or soft furniture protectors under all furniture. Narrow glides and casters can damage hardwood floors, so switch to wide types if possible. PICK UP all furniture to move over flooring. Large appliances must be moved with sufficient protection covering the flooring – such as plywood – to protect finish from scratching and wood from grooving.
- We suggest removing shoes when entering your house to minimize tracking in dirt on soles. This will also make for a more sanitary house overall. Do not wear high heels, cleats, cowboy boots or work boots on wood floors as the concentrated heel pressure can leave indents.
- Keep pet nails trimmed and minimize animal play on wood floors to prevent scratching and dulling of wood finish.
- Elevate potted plants from flooring as moisture can seep from ceramic pots and leave marks on wood floors.

Moisture control

- Wood flooring will expand and contract due to changes in humidity. To minimize changes, a humidifier in dry winter conditions and de-humidifier during steamy summer times is recommended.
- Keep the interior of your home at a constant temperature of 15–26° C (60–80°F).
- Keep the interior of your home at a relative humidity (RH) of 30–50%. Variances in these ranges could produce adverse reaction in the hardwood flooring.
- Purchase a good quality humidistat to monitor the RH within the home and, if necessary, purchase a humidifier or dehumidifier to help maintain the proper balance.
- Maintain the recommended levels of temperature and humidity at all times, even when the home is not occupied.
- Please be aware that because wood is a natural product, it is expected that a small amount of gapping may occur with changes in the seasons and the accompanying variances in relative humidity.

In-Floor Heating & Moisture control

- If your floor has been installed over an in-floor heating system, additional considerations must be followed.
- 24-48 hours after the installation has been completed, gradually increase the temperature of the system by 3°C (5°F) each day.
- It is essential to maintain a relative humidity of 30-50% throughout the year, and this is especially important when using in-floor heating systems due to the dry heat that these systems create. If necessary, permanent and /or portable humidifiers should be employed to achieve the required conditions.
- At time of installation, the maximum difference between the moisture content of the flooring and the subfloor must never be greater than 2%.
- The heat produced by the in-floor heating system must NEVER at any time exceed 29°C (85°F). Allowing the heat produced by the in-floor heating system to exceed this can severely damage any engineered wood floor.
- When turning the in-floor heating system on or off, it is imperative to avoid increasing or reducing the temperature of the subfloor by more than 3°C (5°F) per day.
- Upon turning the in-floor heating system on for the first time (or having been turned off for a lengthy period), be sure to introduce gradual heating over the course of several days so that the wood can properly acclimate.

ADDITIONAL INFORMATION

For additional information on applications that may not be covered in these instructions, please refer to the National Wood Flooring Association (NWFA) installation guidelines at www.nwfa.org.

Please ask your wood flooring provider if you have any further or more specific questions or concerns. They will be happy to help you protect your wood floor investment.