



COMMERCIAL DENSIFIED ENGINEERED HARDWOOD MAINTENANCE INSTRUCTIONS

HELPFUL TIPS:

1. DO NOT CLEAN WITH WATER OR STEAM. This may permanently damage the floor and may void the warranty on your hardwood.
2. Area rugs are recommended at all pivot points and within high-traffic areas. Don't use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
3. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
4. Protect your floor from direct sunlight. Use window covering and/or UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
5. Keep animal nails trimmed to minimize finish scratches.
6. DON'T wear shoes with spike heels or heel taps on your hardwood floor.
7. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, lay a plywood panel on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
8. Use floor protectors or protective caster/caster cups on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
9. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them. Replace hard, narrow furniture rollers with wide rubber rollers.
10. Keep the relative humidity in your facility between 30% and 50%.

HUMIDITY'S IMPACT ON YOUR FLOOR:

- To protect your investment and ensure that your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. For best results, keep the relative humidity in your facility between 30% and 50%.
- Heating Season (Dry Conditions) – a humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid and Wet Conditions) – to prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

INITIAL CARE:

Following installation, clean the floor by sweeping, dust mopping or vacuuming and use Bruce® Hardwood & Laminate Floor Cleaner. If the floor was glued down, remove any residual adhesive with the recommended adhesive remover.

ONGOING ROUTINE CARE AND MAINTENANCE:

1. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
2. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A Bruce® swivel-head mop with soft cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
3. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Bruce® Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
4. Regularly clean the floor with Bruce® Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.

QUICK FIX TIPS:

Spills and Tracked-in Dirt

- Clean immediately.
- Apply Bruce® Hardwood & Laminate Floor Cleaner lightly to the surface and wipe with a sponge mop or a soft cloth.
- Excess cleaner that does not evaporate immediately should be dried with a clean towel. No rinsing is necessary.

Spots Caused by Food/Water/Animals

- Apply Bruce® Hardwood & Laminate Floor Cleaner to a clean, soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with odorless mineral spirits, followed by cleaning with Bruce® Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Bruce® Hardwood & Laminate Floor Cleaner to a clean, soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with odorless mineral spirits and follow by cleaning the area with Bruce® Hardwood & Laminate Floor Cleaner.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Bruce® Hardwood & Laminate Floor Cleaner.

Minor Abrasions/Scratches

- Use a Bruce® Touch-Up Kit, that blends with your factory stained floor color to make minor repairs.
- Apply Bruce® Fresh Finish™ to recondition larger areas.

Deep Scratches/Gouges

- Individual planks or strips that are heavily gouged or damaged maybe be repaired with Bruce® Touch-Up Kit. Major damage will require board replacement.
- If needed, the entire floor can be refurbished by applying one or more coats of Bruce® Fresh Finish.

Please refer to the hardwood warranty or call 1 866 243 2726 for additional instructions and product recommendations.