

ENGINEERED HARDWOOD FLOORING

The longevity of hardwood flooring is directly related to proper installation and a lifetime commitment to appropriate care and maintenance.

Care and Maintenance Information for Urethane Finish Flooring - pg. 1

HUMIDITY

Wood is a natural, living material that reacts to changes in its climate and surroundings. Summer brings higher humidity, and the wood absorbs moisture and expands. In very moist conditions, humidity can be controlled with a dehumidifier, or periodically turning on the heating system. During winter, humidity drops and the wood releases moisture, causing it to shrink and contract. A humidifier is recommended to help prevent excessive shrinkage of wood flooring due to low humidity conditions (i.e., wood stoves, electric heat). The humidity in the room(s) must be maintained at a level of 45 – 60%. *If the humidity variation is more than 40% (summer/ winter) and no counter measure is taken, it may cause delamination or other damages **which are not covered by the Limited Warranty.***

PROTECT THE FLOORING

- *Avoid excessive sunlight* or artificial light directly on the floor surface for an extended period of time. Wood will age, resulting in color changes on the wood surface. This is normal and natural. After some time, a professional can also redo the floor lacquering and even change the color if necessary. Contact the nearest dealer for additional information.
- *Area rugs and doormats can be an asset* in the preservation of the flooring—especially if it lies adjacent to an external door. Placing a mat on the outside of the entrance(s) will help keep abrasives, dirt and moisture from being tracked in, while an area rug on the inside of the entrance may help ensure the safety of the remaining flooring. Put a good rug or mat at all sinks, washing machines and anywhere else water or detergents could be a threat. NOTE: Some rubber/foam backed rugs and non-slip pads contain ingredients that may discolor the floor.



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- *Put felt pads under any furniture bases, chair legs, etc. to prevent scratches.* Never wax the base of chair or furniture legs. Use extra caution when moving heavy furniture and/or appliances across hardwood floors.
- *Keep all shoes and high-heels in good condition.* Shoes in poor repair may cause denting in hardwood floors.

CLEAN REGULARLY

- We recommend Bona Hardwood Floor Cleaner for urethane finished floors.
- Regular cleaning will remove any sand or dirt to avoid abrasion and scratches
- Vacuum or sweep flooring regularly
- NEVER use: steel wool, traditional wax, strong detergents, silicone-, pine-, solvent- or oil-based detergents for cleaning wood floors. These may dull or damage the finish
- Wipe and dry all spills immediately — NEVER allow water to stand on floor surface for any length of time

TROUBLESHOOTING TIPS

- Keep unused flooring planks after installation is completed for later repair of damages or accidents, if necessary.
- Light scratches can be smoothed with 120 to 150-grit sandpaper, followed by a touch up lacquering on that area.
- Test the touch up lacquer beforehand on a small part of the flooring in a hidden area to judge the result first.

GENERAL GUIDELINES FOR REFINISHING & REPAIRING DAMAGED FLOORS

In order to properly repair, refinish or replace damaged or worn flooring, first assess the degree of damage. There are two levels of wear/damage:

- **Finish Wear** is finish which may be scratched or dulled in areas, but has not worn through to the wood below. In these cases, the floor may be repaired by recoating the floor, with the method to use determined by the type of factory finish applied to your flooring.

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- **Deep Damage** is where the finish is cut through to bare wood and the underlying wood itself is worn or gouged. In this case, depending on the depth of the damage, as well as how thick the wear layer is, you have two choices of repair. Wither sand the finish off the floor and then sand down the wood below the finish to take out the worn area or gouges, or replace the individual damaged boards.

REPAIR METHODS

Replacing – Cutting out/removing the damaged pieces/sections and installing new pieces in their place. This is only necessary when the pieces are deeply gouged/worn.

Sanding & Refinishing – Sanding the existing finish completely off the installed floor down to the bare wood and then re-coating the floor in the field with multiple coats of sealer and topcoats. *Sanding and refinishing the entire floor is only necessary in cases of severe damage such as deep gouges/scratches or excessive wear down to bare wood over large areas. *It is also necessary if the floor has ever been waxed or oiled.* In the case of severe damage to just a few boards, these pieces can usually be repaired by replacing them. This avoids having to sand and refinish the entire floor.

Physical Screen & Re-coat – Lightly abrading the top surface of the factory applied finish by screening and then applying another top coat or two in the field to the existing abraded finish.

Chemical Screen & Re-coat – Recoating a finished floor utilizing a system whereby the floor is first chemically abraded using a special chemical sealer and is then top coated with additional coats of finish. No sanding or screening is performed. Two companies offer products which do this. Please follow the instruction of the two companies that offer these products:

Bona Kemi – 800-872-5515 – www.bonakemi.com * Bona Tech Prep System

Basic Coatings – 800-441-1934 – www.basiccoatings.com * TyKote System

**** FOLLOW MAINTENANCE RECOMMENDATIONS****

Any repairs or refinishing of your floor must be performed by a Flooring Professional specializing in refinishing wood floors. Consult your local Directories to find a suitable professional.

STAIN REMOVAL TIPS

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STAIN REMOVAL TIPS

Type Of Stain	Removal
Fruit, berries, juice, milk, cream, soft drinks, beer, wine, coffee, tea, urine	Synthetic liquid detergent (diluted)
Chocolate, grease, oil, shoe polish, tar, heel marks	Mineral solvent / Varsol
Typewriter ribbon, correction fluid, ballpoint pen, lipstick	Methylated spirits
Blood	Cold water

If you need additional information, please contact us at:

Oregon Lumber Company
6420 SW Macadam Ave., Suite 216
Portland, OR 97239
Phone: 800-824-5671
Fax: 503-635-6140
Website: www.oregonlumber.com