SHAW HARDWOOD MAINTENANCE

New hardwood floors represent a substantial flooring investment and with proper care the appearance and performance of your Shaw hardwood floor can be maintained over time.

A total care program consists of key areas:

- Post Construction Maintenance
- Preventative Maintenance
- Routine Maintenance
- Spot and Spill Removal.

POST CONSTRUCTION MAINTENANCE

- Dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw Hard Surface Floor Cleaner or Bona Wood Floor Cleaner, onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber damp mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Always rinse the floor by spray misting water on a flat micro fiber mop pad meant for wet mopping **(make sure there is no dripping water).**

In the event where dry wall dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

PROCESS TO REMOVE CONSTRUCTION RESIDUE OR CLOUDY FILM FROM HARDWOOD FLOORING

1. Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use micro fiber dry mop pad. If micro fiber dry mop pad gets dirty, replace pad with a clean pad.
2. Spray neutral pH cleaner, such as Shaw Hard Surface Floor Cleaner or Bona Wood Floor Cleaner, onto the floor in manageable area (spray mist will dry quickly). Work floor in sections. For embossed or textured flooring, use a cylindrical brush scrubber, such as the Clark MA10 12E Scrubber and a neutral pH cleaner applied to the floor to remove the residue film.
3. Spray mist water on a microfiber mop pad meant for wet mopping so it is damp (make sure there is no dripping water). Mop the floor to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad.
4. Repeat steps #2 and #3, if necessary.

When the hardwood flooring is cleaned properly, the floor will have the same visual as right out of the box!

PREVENTATIVE MAINTENANCE

- Always protect floors from direct exposure of sunlight that can cause the wood or stain to change colors. Warranties **do not** cover damage from UV exposure. Recommended humidity levels are between 35% R.H.- 55% R.H.
- Protect floors when moving heavy objects to prevent permanent scratches and tears. The use of Ram Board or equivalent and cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage. As a rule, the heavier the object, the wider the floor protector.
- Walk-off mats should be used at all entrances to absorb soil and moisture. The use of appropriate mats will help avoid scratches and damages to the floor. If mats are placed directly on top of the hardwood floors, use proper indoor mats. Mats that can trap moisture underneath have potential to cause possible discoloration. Latex and rubber backings should **not** be used.
- Area rugs are recommended in high traffic and pivot areas. Avoid shoes with spiked or damaged heels. Also keep pets' paws and nails cleaned and trimmed.

ROUTINE MAINTENANCE

- Daily removal of dirt and dust is important to prevent particles from abrading the floor's surface. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. **Do not** use vacuums with rotating beater bars on hard surfaces.

Shaw Hard Surface Floor Cleaner and Shaw's EPA/Dfe Green Formula Hard Surfaces Flooring Cleaner are recommended for general spotting and cleaning.

- Periodic cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of cleaning. Shaw Hard Surface Floor Cleaner or appropriate hardwood floor cleaning agents (neutral pH cleaners) are recommended.

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- **Do not** use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Never wet mop the floor with water and do not allow excess cleaner to remain on the floor's surface as this may permanently damage the wood.
- Steam cleaners are **not** recommended.
- It is recommended to use a flat microfiber damp mop pad when mopping the floor using a neutral pH cleaner, such as Shaw Hard Surface Flooring Cleaner or Bona Wood Floor Cleaner. **Do not** use a mop and bucket system.
- Expedite drying with air movers or fans.
- **Do not** use oil soaps, liquid or paste wax products, or cleaners with citrus type oils, Tung oils, silicon or ammoniated products as well as 2 in 1 cleaners with polish additives. Problems from these type products can affect the floor which would not be considered in the warranty.
- **Do not use tape to secure floor protection during construction or renovation.** Use ram board or similar to protect the floor.

SPOT AND SPILL REMOVAL

- Remove wet spills promptly by blotting with white paper or cloth towels.
- Dried spots should be removed by Shaw Hard Surface Floor Cleaner with gentle agitation from a clean towel or cloth. Always blot dry.
- **Do not** use detergents or abrasive cleaners since these products can result in a dull residue and appearance.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that hardwood cleaning agents cannot remove.

Please note that some stain conditions may become permanent.

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