

## CARE AND MAINTENANCE GUIDE

### Hardwood Engineered SPC

#### DAILY MAINTENANCE:

**Note:**

Hardwood SPC flooring is waterproof and exposure to moisture from normal daily activities will not affect its structural integrity and stability. However, prolonged exposure to water and other liquids may promote unhealthy growth of bacteria and mildew, therefore it must be avoided.

1. Sweep, dust mop or vacuum your floor regularly to remove any particles that could cause abrasion or scratch your floor.  
Note: Use vacuum cleaner which are approved for hard surface floor application.
2. Use a damp mop to remove spots and dirt.
3. For lightly soiled area, use distilled water. Spray on the spot allow a few moments then wipe with a dry towel.
4. For moderately soiled area, use a mild solution of isopropyl alcohol and distilled water. Isopropyl alcohol is commonly referred to as rubbing alcohol and is sold in 50% to 70% concentrations. This product should be diluted by mixing one part alcohol and 2 parts distilled water.
5. For tougher spots, use a higher concentration of isopropyl alcohol and distilled water.

Hint: For best results, clean the floor in the same direction of the planks. When the cleaning cloth/mop becomes soiled, rinse or replace it with a clean one. Rinse thoroughly and soak up residual water completely. Following up with a clean, dry cloth will remove residual streak marks and spots.

6. For difficult to clean spots or stains, use solution of mild detergent or cleaner marketed and sold to be used for waterproof bamboo with rigid core flooring. Apply appropriate cleaning solution to the cleaning cloth / mop. Do NOT apply directly to the floor.
7. Do not use chlorinated solvents.
8. Do not use wax or varnish coating.
9. A residential steam mop may be used provided the steam is applied to a microfiber pad and not applied directly to the floor. Follow all instructions provided by the steam mop's manufacturer and make sure to set the temperature of the steam mop to the appropriate setting for wood floors, or to the lowest setting. Do not allow the steam mop to remain in place while heated.
10. Do not leave any amount of liquids (water, juice, soft drinks, spills, etc.) on the floor. Clean any wet spots immediately.
11. Do not use steel wool or scouring powder which will scratch the floor.

#### BRANDED OFF-THE-SHELF FLOOR CARE PRODUCT:

- If you choose to use a store bought product, test the product in a non-conspicuous area (i.e., closet, corner, or scrap pieces) for potential adverse side effects.

#### PREVENTIVE MAINTENANCE:

- Protect your floor when using a dolly for moving furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.
- Place protective pads beneath furniture legs and other heavy objects.
- Do not use rubber backed rugs.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- Avoid localized exposure to extreme sunlight/UV rays. Close curtain or blinds during such times.
- Avoid localized exposure to heat from fireplace or other heat sources.
- Use protective mats beneath rolling chairs.
- Keep furniture casters clean.
- Minimize or avoid constant impact from rolling motions.
- Keep pets' nails trimmed.
- Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.
- Rearrange furniture and rugs periodically to avoid uneven color and shade changes from light exposure.

### **CLIMATE MAINTENANCE:**

- Care should be taken to control temperature.
- Extreme temperature changes may result in unacceptable thermal expansion or contraction of the SPC core specifically and the floor plank as a whole. Acceptable temperature range is 60° F to 80° F.
- Extreme humidity changes may result in unacceptable expansion or contraction of the bamboo veneer specifically and floor plank as a whole. Acceptable Relative Humidity (RH) range 35% to 55%.
- Do not expose the core to alkaline or basic liquids, like caustic solution. It will affect the SPC core
- Expansion may cause buckling or edge peaking. Shrinkage may result in gapping.
- Once shrinkage or expansion has taken place, the floor will not appear as it was initially installed. This is not a manufacturing defect.

### **FLOOR REPAIR:**

- Very light and small surface scratches can be repaired with a staining “touch up” pen of the appropriate color.
- Slightly deeper scratches can be repaired by means of colored putty and or stains. Fill the scratches with the putty. Level with putty knife. Wipe off excess putty.
- Very deep scratches may require the replacement of the planks and professional services.