

Disclaimer: This document is a general reference guide for cleaning and maintaining engineered wood. Always follow manufacturer recommendations for installing & maintaining products. If available, these are typically located in each box of tile and sometimes online. The following guide provides general information and should be read in its entirety.

[Recommended cleaners can be viewed & purchased here.](#)

New hardwood floors represent a substantial flooring investment and with proper care, the appearance and performance of your 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 microfiber mop pad or appropriate floor vacuum to remove dust particulate from the floor.
- Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface Cleaner or Bona Wood Cleaner, onto the floor in manageable area (spray mist will dry quickly). Use a microfiber wet mop pad to mop the floor with cleaner. If the pad becomes dirty, be sure to replace the pad with a new microfiber wet mop pad. Work floor in sections.
- Always rinse the floor by spray misting water on a flat microfiber mop pad meant for wet mopping (make sure there is no dripping water).
- In the event that 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 microfiber dry mop pad. If microfiber dry mop pad gets dirty, replace pad with a clean pad.
2. Spray neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface 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 the wet mop pad becomes dirty, be sure to replace the pad with a new microfiber 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 to 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 heavy 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 damage 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 the potential to cause possible discoloration. Latex and rubber backings should not be used.
- Use of Rug Pad - Use a PVC rug pad when placing rugs over all hard surface flooring products.
- 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.
- Periodic cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of cleaning. TOTALCARE® Hard Surface Cleaner or appropriate hardwood floor cleaning agents (neutral pH cleaners) are recommended.
- 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 wet mop pad when mopping the floor using a neutral pH cleaner, such as Shaw TOTALCARE® Hard Surface 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 of products can affect the floor which would not be considered in the warranty.

SPOT AND SPILL REMOVAL

- Remove wet spills promptly by blotting with white paper or cloth towels.
- Dried spots should be removed by Shaw TOTALCARE® Hard Surface 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.