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Remember, like any floor covering, our factory finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your ceramic-finished floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish.  
 DO NOT USE A VACCUUM WITH A BEATER-BAR HEAD.
2. Never wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring and will void the warranties. Do not use hardwood floor cleaning machines or steam cleaners.
3. Clean the floor with Bona® Swedish Formula® Hardwood Floor Cleaner.
4. Vacuum the floors prior to using the recommended wood floor cleaner. DO NOT allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
5. IMPORTANT: Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoatability.
6. Keep pets' nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains.
7. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
8. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
9. Make certain furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
10. Remove shoes with spiked or damaged heels before walking on floor.
11. Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
12. The proper humidity level (35%-55% relative humidity) and temperature (60 to 80 degrees F) must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring. Seasonal gapping should be expected. Surface checking can be expected if the proper humidity level is not properly maintained between 35-55% R.H. or if the floor's surface temperature exceeds 82°.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Title : \_\_\_\_\_

Company Name: \_\_\_\_\_