



Norwood Hill Engineered Hardwood Flooring Care and Maintenance

General cleaning

- Use a damp cloth to blot spills and spots as soon as they happen. For tough spots, such as oil, paint, markers, lipstick, ink, tar, or cigarette marks, you may use mineral spirits on a clean white cloth, then wipe with a damp cloth. Always avoid allowing liquids to stand on your floor.
- Sweep, or vacuum the floor regularly with a soft floor attachment (not the beater bar) to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Wipe the floor regularly with a dry mop.
- Clean the floors with products safe for urethane finishes
- Bona Hardwood Floor Cleaner and Bona Micro-Fiber Mops are highly recommended to maintain your floors.

Things to avoid

- Don't use oil based, wax, polish, strong ammoniated or abrasive cleaners.
- Don't use steel wool or scouring powder.
- Don't wash or wet-mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delaminating, and joint-line separation, and void the warranty.
- Don't use any type of buffing machine, this can produce dull spots.
- Use protective mats. Good quality entry and exit mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that can otherwise be tracked onto your flooring. Do not use petroleum based rubber-or foam-backed plastic mats as they may discolor the flooring.

Use floor protectors on furniture

Use floor protectors and wide-load-bearing leg bases/rollers to minimize indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector should be.

Maintain relative humidity level and temperatures

Maintain a normal indoor relative humidity level between 35-55% and temperature between 60-80F throughout the year to minimize the natural expansion and contraction of wood.

Watch your feet

Don't walk on your flooring with stiletto-style heels, spiked golf shoes, or cleats. They may cause indentations and scratches in your flooring.

Watch your pet's feet

Keep pet's nails trimmed to keep them from scratching your flooring.

Rearrange your rugs and furniture

Periodically rearranging your area rugs and furniture will allow the flooring to age evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.