



highrise care and maintenance

ecofinishes prefinished engineered highrise hardwood care & maintenance instructions:

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

- 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 vacuum with beater bar head.
- Remove spills promptly using a soft cloth and cleaning products recommended by ecofinishes.
- Remove shoes with spoked or damaged heels before walking on floor.
- Maintain the proper relative humidity in your home between 35%--55%
- **Never** wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners. See warranty exclusions under Improper Maintenance.
- 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 recoat ability.
- Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss—damage resulting from the use of these products may not be covered under warranty and may produce unsatisfactory results when not applied properly.
- Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
- Do not allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
- 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.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays.