



CARE & MAINTENANCE GUIDELINES

BONA HIGH DURABILITY FINISH & POLYURETHANE FINISH:

CLEANING YOUR FLOOR:

- Use a damp cloth to wipe up spills and spots as soon as they happen. For tough spots such as oil, paint, markers, lipstick, ink, tar, or cigarette marks, use acetone/nail polish remover then wipe with a damp cloth. Always avoid allowing liquids to stand on your floor.
- Vacuum, (using the hard floor attachment with only the bristles touching the floor, do not use the beater bar), dust mop or sweep the floor to minimize abrasive grit and dirt.
- Wipe with a damp cloth for spot cleaning as necessary.
- Periodically clean the floor with a recommended hardwood flooring cleaner, which is specially formulated for the finish. We recommend Bona Hardwood Floor Cleaner.
- Do not use oil-based, wax and polish, strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.
- Do not wash or wet mop the floor with soap, water, oil soap detergent, vinegar/water mix, or any other liquid cleaning material. This will damage the finish and cause swelling warping, delamination, and joint-line separation, which will void the warranty.
- Cleaning products that are not approved for hardwood flooring WILL damage your floor. These types of cleaners will leave hazy residue and damage your floor. Note: these products will say approved for hardwood floor cleaning on the bottles, this is their marketing and does not constitute Greyne's approval for their use.
- Do not use any type of buffing or steam mop machines.

PROTECTING YOUR FLOOR:

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer from being tracked onto your floor.
- Sweep, dust, or vacuum the floor regularly to prevent the accumulation of dirt or grit that can scratch or dull the floor finish.
- Use soft foot floor protectors (Do not use hard Teflon or plastic-type) and wide load-bearing leg bases/rollers (rollers with rubber wheels only) to minimize indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be. This helps to disperse the weight and minimize indentations.
- Place a protective mat or similar under any chairs or items that can roll on wheels.
- Do not use rubber or foam-backed plastic mats as they may discolor the floor. To prevent rug/mat slippage use an approved vinyl rug underlayment made with 100% natural rubber.
- Maintain a normal indoor relative humidity level between 35 and 55% throughout the year, to minimize the natural expansion and contraction of wood. In climates reaching below 35%, humidification is mandatory to maintain proper humidity levels.
- Maintain a steady temperature in the house that doesn't go below 60 degrees in the winter and over 80 degrees in the summer.
- Heating Season (Dry): a humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.



PROTECTING YOUR FLOOR (Cont)

- Non-Dry Heating Season (Wet): An air conditioner or dehumidifier or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather. NEVER turn your HVAC system completely off when not occupying the home; it can cause considerable damage to the floor.
- Avoid gouges or cuts in your floor from sharp objects. While your floor is one of the most wear-resistant floors on the market, sharp or pointed objects can nevertheless damage it.
- Don't walk on your floor with stiletto-style heels, spiked golf shoes, or cleats; they may cause indentations in your floor. Remember a 120lb woman will exert 2000 psi of force through the stiletto heel tip onto your floor.
- Rearrange area rugs and furniture periodically so the floor can age evenly, UV sunlight will soften the tone of different species of hardwood to varying degrees.
- Keep pet nails trimmed, this will help to minimize scratching they can cause.
- Use a dolly when moving heavy furniture or appliances. But first, put down a sheet of quarter-inch plywood or Masonite (never cardboard) to protect the floor and help prevent denting. Never try to slide or roll heavy objects across the floor to avoid denting, bruising, or scratching.

REPAIRING YOUR FLOOR IF NEEDED:

- Minor damage can be easily repaired with finishing putty available in blending colors.
- It is recommended that you retain several planks/cartons for use if any future repairs need to be made.

| |
|---|
| OXIDATIVE OIL & WAX OIL HYBRID FINISHES: |
|---|

INITIAL CLEANING:

- Floors finished with either Oxidative Oil or Wax Oil Hybrid will water spot if not cleaned up immediately.
- Use the Bona Hardwood Floor Cleaner by spraying the floor lightly and using the microfiber mop to clean.
- Allow this to dry for 45 minutes and apply the maintenance oil, Aqua Oil or Wax & Clean with a second microfiber cloth designated for the oil and then allow 30 minutes before any foot traffic.

*****After applying maintenance oil BE SURE TO DISPOSE OF USED RAGS PROPERLY TO AVOID SPONTANEOUS COMBUSTION.*****

MAINTENANCE CLEANING (Daily or as needed)

- Dry-clean your floor by using a mop, broom, or vacuum cleaner (with a soft-bristled head, no beater bar). Dirt and dust have the same effect as sandpaper and are to be removed instantly. Light mist Dry-Damp- mop your floor if required (e.g. in case of heavy stains, spots, etc.) using Bona Hardwood Floor Cleaner.

MAINTENANCE CARE (Monthly or as needed)

- Maintenance/Conditioning care can be carried out using the recommended maintenance Oil in the open areas and traffic areas. Moving furniture and area rugs is not necessary. Dirt spots, heel marks, and various stains can potentially be removed with this method.
- Using Vesting Wax & Clean for Wax Oil floors or Loba Aqua Oil for Oxidative Oil floors is used for deeper cleaning.



PERIODIC WHOLE FLOOR CLEANING (Semi-annually or Annually depending on traffic)

- Using a cotton cloth or Bona terrycloth mop, pour a 1" line of maintenance oil on the floor the length of the planks and spread the oil evenly with the grain.
- The cloth or mop will build up with oil working across the floor providing an increase of uniform application
- Overlap evenly across the floor adding each 1" line of oil as needed.
- Avoid any puddling or heavy applications. If a heavier amount of oil is desired, apply another coat of oil after each layer has dried.
- Let dry for 4 hours before walking traffic is permitted.
- Immerse cloth into water when complete. Cloths can spontaneously combust when wadded up or tossed into the trash causing smoldering smoke or fire.

FOR HIGH TRAFFIC RESIDENTIAL AND COMMERCIAL APPLICATIONS:

- Annual or Semi-Annual coats of Loba HS 2K Impact Oil or Vesting Hardwax Oil 300KZ may be necessary.
- Consult Greyne Co. to confirm topcoat used on your product and a wood flooring professional for proper application.

REPAIR OF SLIGHT WEAR AREAS:

- Common wear to oiled floors will appear as dull ("thirsty looking") areas over time. These areas can be addressed using the recommended maintenance oil and may require several coats depending on severity.
- Repair of Heavy Damage, Extraordinary wear, or serious staining (Consult a wood flooring professional).

DEEP SCRATCHES:

- Tough scuffs, spotting, or deep scratches may need a light touch up of a feathered coat of maintenance oil.
- Scratches of any kind should be discussed and dealt with by a professional as it may involve taking the finish down to, or through, the color and back up again.
- This involves specialized skills and techniques that require a hardwood floor professional with experience in oil finishes

NOTE:

- Failure to maintain your floor correctly will result in a voided warranty.

****This document supersedes all previously dated maintenance guidelines documents before 07-01-20****