



## MAINTENANCE AND CARE GUIDELINES

### PREVENTATIVE MAINTENANCE

- To reduce wear, use area rugs at work stations, dining areas, and at heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.), especially if there is a large family or indoor pets.
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Sweep or vacuum regularly, since built-up grit can damage the finish. The vacuum head must be a soft brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the flooring. Do not use a vacuum with a beater bar head.
- NEVER mop or flood floor with water on Titanium ScuffGARD products. This can severely damage the flooring.
- Thoroughly clean and rinse used and even new sponge mops to eliminate detergents.
- Remove spills promptly using a soft cloth and cleaning products recommended by Regal Hardwoods (Pro-Care Citrus Floor Cleaner, Pro-Coat products). See below for regular maintenance.
- IMPORTANT: Do not use oil soaps, liquids, or paste wax products or other household cleaners that contain lemon oil, tung oil, or ammonia since Regal Hardwoods warranty does not cover damaged caused by non-recommended products.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Office chairs with rollers must have a hardwood floor approved breathable mat over the floor covering to prevent scratching and roll marks. Excessive rolling will damage the finish over time.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
- Make certain furniture casters are clean, operate properly, and approved for hardwood floors.
- Remove shoes with spiked or damaged heels before walking on floor.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. We recommended rearranging rugs and furniture periodically so the floor ages evenly.
- Close drapes/blinds where excessive sunlight hits the floor. Heat and light can cause furniture, carpets, wallpaper, curtains, and floors to fade or discolor over time. The warranty does not cover damage from the sun.

### REGULAR CARE MAINTENANCE OF HARDWOOD FLOORS:

To keep floors their best, we recommend that they be dust-mopped or vacuumed at least twice a week, more often on high traffic areas. Regular dust-mopping or vacuuming is essential to the care of hardwood floors. A good quality dust mop or vacuum attachment is the most effective tool for cleaning dust and dirt off the floor. Any spills tracked in by dirt or caused by beverages, chemicals, and/or bodily fluids should be wiped up promptly and be cleaned with Pro-Care Citrus Floor Cleaner. NEVER use wet mops to clean. If necessary, weekly cleaning with Pro-Care Citrus Floor Cleaner is harmless (for Regal Hardwoods Titanium ScuffGARD/Urethane finish floors only).

For Nature GARD/Oil finish floors: Any spills tracked in by dirt or caused by beverages, chemicals, and/or bodily fluids should be wiped up promptly and be cleaned with WOCA Natural Soap (please see last page for specifics). If necessary, weekly cleaning with WOCA Natural Soap is harmless.

**REGAL HARDWOODS RECOMMENDS THE FOLLOWING CLEANING PRODUCTS:**

- Pro-Care Citrus Floor Cleaner for Titanium ScuffGARD finishes only
- WOCA Natural Soap & WOCA Oil Refresher for Nature GARD finishes only

**DO NOT USE THE FOLLOWING PRODUCTS OR ANY PRODUCT SIMILAR IN NATURE:**

- Bona X Hardwood Floor Cleaner
- Bona X Hardwoods Floor Refresher
- Fantastic
- Orange Glo
- Old English
- Formula 409
- Dishwashing Detergent
- Powdered All Purpose Cleaners
- Murphy's All Purpose Cleaners
- Paste Wax
- Endust, Pledge, or other dusting products
- Future, Mop N Glow, Brite, or any other polish

## HOW RELATIVE HUMIDITY IMPACTS WOOD FLOORS

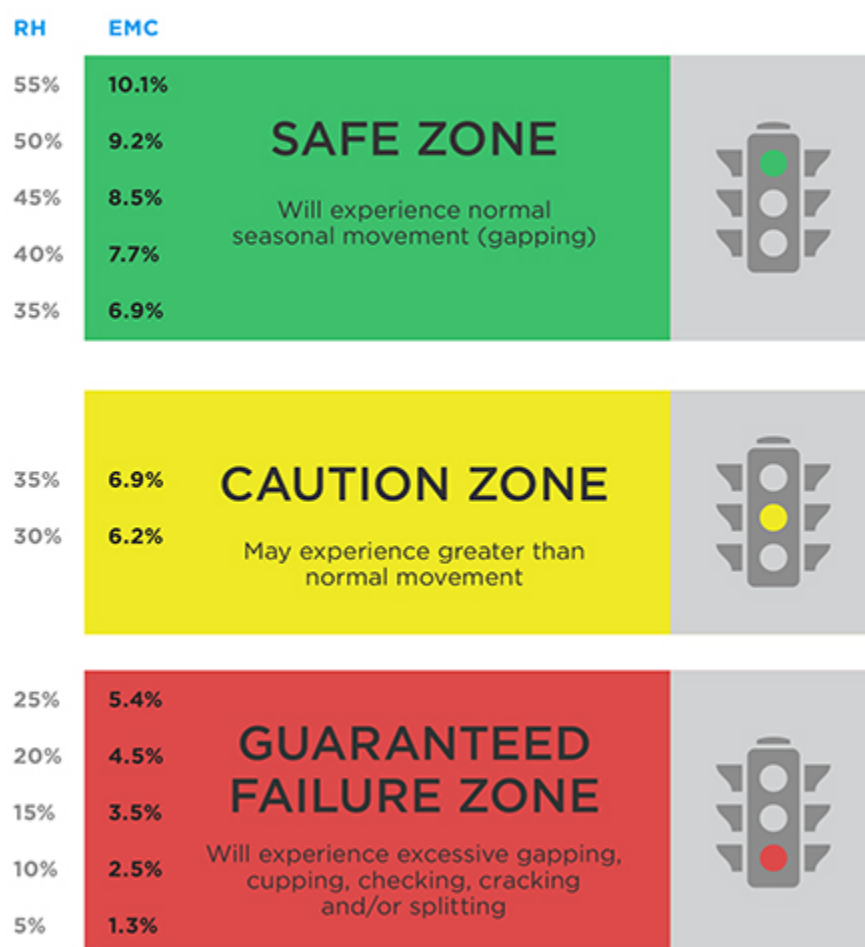
Over the past decade there has been huge controversy over engineered vs. solid wood flooring. Engineered flooring was designed to be more dimensional stable than solid under certain conditions. Most manufacturers have found by maintaining proper relative humidity (typically between 35 to 55%) engineered flooring remains reasonably stable where solid flooring will see side effects like gapping. Engineered will also see side effects but at lesser amounts.

If engineered flooring is exposed to high or low RH conditions one may see irreversible affects like checking, splitting, shearing, delamination, dry cupping, etc. When environmental conditions go beyond the caution zone and into the guaranteed to fail zone these side effects will become permanent. Where solid wood flooring will see side effects as well but usually will just have larger gaps between the planks.

Listed below is a chart which helps outline some of the relative humidity boundaries by flooring manufacturers:

### Factory Finished Flooring Performance by Zone

Relative Humidity (RH)    Equilibrium Moisture Content (EMC)



Source: <http://nwfcblog.blogspot.com/>

**URETHANE FLOORS (Titanium ScuffGARD finish)**

- Regal Hardwoods does not recommend wet mopping.
- **Never** use a household dust treatment such as Pledge or Endust.
- Always use Regal Hardwoods recommended cleaning products (Pro-Care Citrus Floor Cleaner)
- **Never** use wax on top of a non-wax surface finish.
- Wipe up spills immediately with a lightly dampened cloth, then follow up with a recommended cleaning product.
- For stubborn stains, lightly dampen a soft cloth with a Regal Hardwoods recommended hardwood floor cleaner (Pro-Care Citrus Floor Cleaner). Apply directly to the stain and repeat as necessary.
- **Never** use petroleum-based cleaners on water-based finishes.

**HARD WAX OIL FLOORS (Nature GARD finish)**

- Daily cleaning of your oiled hardwood floor is performed by sweeping, vacuuming or dust mopping.
- Wipe up spills immediately with a lightly dampened cloth, and then follow up with a Regal Hardwoods recommended cleaning product.
- **Always** use Regal Hardwoods recommended care products (Woca Natural Soap & Woca Oil Refresher).
- For stubborn stains, lightly dampen a soft cloth with a Regal Hardwoods recommended hardwood floor cleaner. Allow the cleaner to set on top for 30-40 seconds, then lightly agitate and remove. Apply directly to the trouble spot and repeat as necessary. If the stain persists, please contact a professional floor covering repair expert.
- Close drapes/blinds where excessive sunlight hits the floor. Excessive heat may cause wax to become sticky.
- **Never** use petroleum-based cleaners on water-based finishes.
- **Never** use alcohol-based cleaning products, as it will dissolve the hard wax oil.
- We highly recommend contacting a professional floor covering repair expert to address gouges and/or scrapes.
- When installing:
  - To prevent finish damage, avoid tapping the face of the board with a rubber mallet.
  - Please do not use any tapes on oil finished floors.
  - Never adhere tape to finished flooring.
  - When taping paper or sheets together, tape them to each other, not the floor.
- After installing, Regal Hardwoods recommends applying a coat of Woca Natural Soap (mixture specifics and instructions on the following page).

## GUIDE: USING WOCA

### WOCA NATURAL SOAP

Woca Natural Soap is made up of emollients extracted from soy beans and coconut oils, which also retain the moisture in the floor, just as quality soap would for your hands. As they dry and form an invisible film on the surface, the floor receives added protection against wear and dirt. Natural Soap is only to be used for cleaning and maintenance of oiled, waxed, and soaped surfaces. Please follow Woca's maintenance instructions and schedules accordingly.

1. Prepare two buckets (one with Woca Natural Soap & one to rinse mop with water)
2. Shake container well
3. Mix with water (Specific mixing measurements in video on our support page)
  - For typical maintenance mixtures:
    - Mix at a ratio of 40:1 (3oz:Gallon)
    - 1 Liter covers 3400 to 4000 sq. ft.
  - For post-installation maintenance on Darker Floors:
    - Darker Floors: 20:1 (6oz:Gallon)
    - 1 Liter covers 2000-2500 sq. ft.
  - For post-installation maintenance on Lighter Floors:
    - Lighter Floors:10:1 (12oz:Gallon)
    - 1 Liter covers 1000-1200 sq. ft.
4. Clean the floor with clean mop/cloth with the grain
5. Dip used floor mop/cloth into second bucket to clean
6. Dip back in Woca mixture and repeat
7. Leave Woca Natural Soap to dry

Please view the videos on the support page of our website to see a demo.

### WOCA OIL REFRESHER

Woca Oil Refresher should be used for restoring luster and beauty to oiled wood floors, as well as adding a protective, moisture resistant layer to the surface of the floor. Woca Oil Refresher should only be used for natural oiled floors. Regal Hardwoods recommends an initial coat of Woca Oil Refresher right after installation for maximum resistance. Do not apply more than four times a year. Please follow Woca's maintenance instructions and schedules accordingly.

1. Prepare two buckets (one with Woca Oil Refresher & one to rinse mop with water)
2. Shake container well
3. Mix with water (Specific mixing measurements in video on our support page)
  - For typical maintenance mixtures:
    - Mix at a ratio of 40:1 (3oz:Gallon)
    - 1 Liter covers 3400 to 4000 sq. ft.
4. Clean the floor with clean mop/cloth with the grain
5. Dip used floor mop/cloth into second bucket to clean
6. Dip back in Woca mixture and repeat
7. Leave Woca Natural Soap to dry

The use of WOCA Oil Refresher will extend the life of the oil finish, therefore, extending the time between periodic oil maintenance applications. Please view the video on the support page of our website to see a demo.