

Hardwood Flooring Information

Cleaning Hardwood and Laminate Flooring:

- Sweep, dust and vacuum regularly with the hard floor attachment.
- Clean floors with cleaning products made specifically for pre-finished hardwood and laminate floors.
- A more frequent dusting or vacuuming schedule may be required in very sandy areas.
- **Do not use a Swiffer Wet Jet or a similar product. Do not use buffing, polishing or steam cleaning machines.**
- **Do not** wash or wet mop the floor with furniture polish, soap (Murphy's Oil Soap), water or oil-soap detergents or any other liquid cleaning material. This could cause swelling, warping, delamination, discoloration and joint-line separation and void your warranty.
- **Do not** use steel wool, abrasive cleaner or strong ammoniated or chlorinated type cleaners (Bleach).
- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- For tough spot cleaning (oil, paint, markers, ink, lipstick), use an acetone based nail polish remover (10% solution) on a clean white cloth. Then wipe the area with a damp cloth and buff dry to remove residue.
- For spots like candle wax or chewing gum, harden with ice then gently scrape with plastic scraper, such as a credit card.
- For tough stains, you may need to use a heavy-duty stain remover made specifically for hardwood or laminate floors.

Before purchasing your solid 3/4' wood or engineered laminate flooring, there are certain characteristics that you should take note of:

- Wood is a naturally porous product that may expand or contract as seasons change. Humidity will drop in cooler months and rise in warmer months.
- When it is cooler outside with low humidity levels; you may experience gaps, squeaks and in extreme cases, splitting. A humidifier is needed to maintain correct humidity levels in your home.
- When it is warmer with higher humidity levels, you may notice the flooring expanding. Too much humidity may cause the wood to buckle. An air conditioner or de-humidifier will help to avoid this from happening.
- Finishes on pre-finished floors vary from product to product. It is inevitable that your floor will become scratched and dented. Be aware that pets, children and sand will make this happen at different rates in your own home.
- Wood Floors with Oil Finish: See manufacturer's warranty and maintenance.
- All woods change in color as they age. Also part of the natural beauty of real wood is that differing grains, shades and colors which can be found in the same piece of material. It is impossible to guarantee a high level of consistency in regards grain, shading and colors. Industry standards allow 10% waste and extreme variance/defects. For this reason, extra flooring is non-refundable.

Please review maintenance and cleaning information listed on this sheet and review any questions you may have with your salesperson. If you choose to not maintain or properly clean your flooring, you may void your warranty.

Carpet Bonanza is not responsible for damage that occurs after installation. If at all possible, try to schedule the wood installation as close to the completion of your project as you can. It is also a good idea that you mention your hardwood or laminate flooring to your other contractors so they take extra caution.

I have read the above characteristics of my real wood and laminate floor and accept them as possibilities.

Customer: _____ Date: _____

Salesperson: _____

*Many of these characteristics are similar for laminate floors as well.