

Hill Country Plank™ Wood Flooring CARE & MAINTENANCE

Required Care and Maintenance Procedures:

- * Never mop or allow significant amounts of water or other liquids on the floor.
- * Never use oil soaps, liquid or paste wax or other cleaners that contain lemon, tung oil, silicone or ammonia.
- * Small spills should be removed promptly with a soft cloth.
- * Floors should be protected from all furniture with protective pads.
- * Spike and damaged heels on shoes will damage the floors and should be removed prior to walking on floors.
- * Pet claws will scratch wood flooring. Pet claws should be kept trimmed to avoid scratches and gouges which are not warrantable items.
- * Dents and scratches from dropped items are not covered under warranty.
- * Discoloration due to area rugs is not covered under warranty.
- * Color changes due to the sun's UV rays are not covered under warranty.
- * Keep floors free of grit, sand, dirt, grease and oil.
- * Use only brush or felt vacuum heads – do not use beater bar head vacuums.

Common Issues:

Scratching: Use walk-off mats to remove small pebbles and dirt from shoes. Make sure no nails or sharp ends protrude from anything that contacts the floor.

Indentations: Spike and damaged heels on shoes will cause damage and should be removed prior to walking on floors.

Exposure to direct sunlight: Direct sunlight will fade all flooring over time. Use curtains or treated windows. It is also recommended to move area rugs from time to time to allow the flooring to acclimate to light conditions.

Excessive Moisture: Never mop or allow significant amounts of water or other liquids on the floor.