



Care & Maintenance

With today's advances in wood flooring stains and finishes, cleaning prefinished floors has never been easier. There are other steps you can take to minimize maintenance and maintain the beauty of your prefinished floors. Regular maintenance requires little more than sweeping with a soft bristle broom if your wood floor includes a beveled edge that could collect debris.

- Clean your floors periodically with a professional wood floor cleanser. BHW Floors® recommends *prefinished* hardwood flooring cleaners such as Bona®.
 - For moderately soiled areas, use a mild solution of isopropyl (rubbing) alcohol and distilled water. Dilute the mixture by mixing one-part alcohol and 2 parts distilled water. For tougher spots, use a higher concentration of isopropyl alcohol and distilled water. Always spot test in an inconspicuous area.
- Avoid using any cleaning agents containing wax, oil or polish. Left over residue will form a dull film.
- Do not use sheet vinyl or tile floor care products on bamboo floors. Self-polishing acrylic waxes can cause the surface to become slippery and appear dull quickly.
- Do not use vinegar as a cleaning solution, its acidic properties will harm the finish.
- Use area rugs both inside and outside doorways to help prevent grit, dirt and other debris from being tracked onto your floor. Please use a breathable rug pad underneath all throw rugs to prevent scratching.
- Place an area rug in front of the kitchen sink
- Do not wet-mop a wood floor. Standing water can dull the finish, damage the floor and leave a discoloring residue.
- Wipe up spills immediately.
- Protect your floor with floor protectors made of non-staining felt under the legs of furniture to help prevent scuffing and scratching; Larger pads may be required on bigger objects. Scratching due to insufficient protection are not covered under by the warranty.
- Avoid walking on your wood floors with cleats, sports shoes and high heels.
 - A 125-pound woman walking in high heels has an impact of 2,000 pounds per square inch. An exposed heel nail can exert up to 8,000 pounds per square inch. This kind of impact can dent any floor surface.
- When moving heavy furniture, do not slide it on wood flooring. It is best to pick up the furniture completely to protect the wood flooring.
- Use a humidifier throughout the winter months (or dehumidifier in the summer months) to keep bamboo movement and shrinkage to a minimum
- Use a Hydrometer to monitor interior climate temperature and RH year-round. The use of a humidifier/dehumidifier may be required to maintain proper conditions. Consult a local HVAC vendor for information on maintaining.

Floor Repairs

- Very light and small surface scratches can be repaired with a staining "touch up" pen of the appropriate color or by using an almond stick. Please refer to manufacturer's recommendations on proper application.
- Slightly deeper scratches can be repaired by means of colored putty and or stains. Fill the scratches with the putty, level with putty knife and use terry cloth towel to wipe off excess.
- Very deep scratches may require the replacement of planks.

Please refer to www.BHWFloors.com for the latest updates to our Installation Guidelines.