



VILLAGIO FLOORS, INC.
TOLL FREE: 888.488.3331 Fax: 323.406.8207
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Care and Maintenance

Keep in mind, like any floor covering, hardwood floors will show signs of wear over time. By observing a few precautions and setting up a regular cleaning routine/maintenance program, you can expect years of beauty from your floor. The following are examples of the simple and necessary maintenance you should perform to help keep your floors looking great.

- ❖ Dirt, grit and sand act like sandpaper to scratch, dent and dull hardwood floors. You should place floor mats at exterior entrances to trap dirt.
- ❖ Avoid walking on floor with high heels or spiked shoes.
- ❖ Sweep, vacuum or dust mop at least weekly since built-up grit can damage the surface of the wood. The vacuum head should be a soft brush or felt type to avoid scratching. Be certain the wheels of the vacuum are clean and that they roll softly so that they do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD.**
- ❖ Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- ❖ Rubber backed rugs are not recommended as discoloration may occur due to plasticizers migrating out of some rug backings. Instead, rubber liners/pads that are made especially for rugs over hardwood floors are recommended. These liners also have holes in them for the wood to breathe and can be found at your local home improvement and some hardwood flooring stores.
- ❖ Remove all spills promptly using a soft cloth and recommended cleaning products. Any spills with acidic properties like pet urine, soda, etc. should especially be cleaned as soon as possible. Long periods of time uncleaned will likely damage your floor.
- ❖ **NEVER** drench-mop, wet-mop, or flood your floor with water or other products. This can severely damage the flooring and will void the warranties. The use of a Swiffer® or other similar product that is lightly dampened is highly recommended. Always make sure to wipe dry any excess moisture. Do not use hardwood floor cleaning machines.
- ❖ Use approved maintenance and floor-care products from companies such as, but not limited to, Woca and Bona for your oil or lacquer finished floors (contact your local retailer or Villagio Floors, Inc. at 888.686.3997 / info@VillagioWoodFloors.com to discuss which product best suits your need).
- ❖ Keep pets' nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains, etc.



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- ❖ Place protective pads beneath furniture legs and feet to reduce scratches and dents.
- ❖ Remove any buttons or caps from the feet of chairs/tables and replace with felt.
- ❖ Use a dolly and protective sheets of plywood when moving heavy objects, furniture or appliances.
- ❖ Make certain furniture casters are clean and operate properly (a minimum 1" width is recommended). Rubber casters are recommended as plastic wheels can trap in dirt.
- ❖ 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 change color. We recommend closing curtains and blinds or adding sheer drapes to protect the floor from intense and direct sunlight. Rearrange rugs and furniture periodically so that the floor ages evenly. The warranty does not cover damage from the sun and its UV rays.

Oil Finished Flooring

Once your new oil finished wood flooring has been installed, it's necessary to vacuum up any dust/dirt from the installation process and then clean the flooring with an oil refresher diluted with water using a well wrung out mop.

After the initial cleaning, you can clean your oiled floor by simply vacuuming on a regular basis. If a deeper clean is necessary (usually recommended about once a month or so), make sure to use a cleaner specifically made for oiled wood flooring.

We recommend **WOCA Natural Soap** which needs to be diluted in water prior to mopping your oiled wood floor. Work with two buckets: one with the soap mix and the other with clean water for rinsing. Mop the soap mix onto your oiled floor (with as little water transfer as possible). After letting the soap sit briefly on the oiled wood floor to dissolve any dirt, make sure to clean up any dirty soap water with your wrung out mop. After cleaning, let floors dry for at least 30 minutes before walking on them.

*Please note: there are two different soaps available: one for use on white colored oiled floors and a different one for darker colors.

For added protection, and on a quarterly basis, an **Oil Refresher** should be used to clean and re-oil the surface of your oiled wood floor. This process is generally the same as with the Soap (dilute and use two buckets). Work in sections and allow the newly cleaned oil floor to dry before walking on it. For the Oil Refresher, dry time is approximately two hours. For commercial applications, the Oil Refresher can be used on a monthly basis.



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WCCA makes a **Master Oil** product for oil finished hardwood floors which will absorb into shallow scratches and make them virtually disappear. There are two types of Master Oil: one for natural flooring and one for stained products. Simply choose the product appropriate for your flooring.

With oiled hardwood flooring, spot stain removal is made easy. WCCA makes a **Spot Remover** which you just spray evenly right onto the stain. Let it sit for 10 to 20 minutes while it dissolves the stain and then just scrub the spot until the stain is removed. Finish by wiping with a damp cloth and then re-oiling the surface of the flooring. Removes blood, coffee, wine and more.

Because of the availability of spot treatments of oiled wood floors, sanding and refinishing of an aging oiled floor is pretty much unnecessary. However, oil finished wood flooring will start to show wear due to habitual residential traffic patterns. This can be remedied by re-applying an oil to your wood flooring. This is something that is typically done every year in residential settings and twice a year in commercial settings. WCCA **Maintenance Oil** is recommended for this application. Here as well, there are two types of Maintenance Oil products: one for white colored flooring and another for all other naturals and stain colors.

For application, follow the instructions on the Maintenance Oil packaging carefully. The Maintenance Oil involves using either a polishing machine or a roller (for manual application). Working in sections, make sure to saturate the surface of the wood floor and polish it into the wood. Once the floor looks evenly coated, use cotton cloths to wipe the section. Continue from section to section until the entire wood floor surface has been covered. The Maintenance Oil takes approximately 4 to 6 hours to dry if done with a polishing machine and approximately 24 hours to dry if applied manually. Proceed to walk on the newly oiled floor with caution. The entire floor should be fully hardened after 3 days.

Although the oil finish on a wood floor will bead up liquid spills and protect the wood from moisture, it's important to wipe up spills right away. Standing water for any amount of time is not good for wood flooring, regardless the finish type.

Don't use any cleaners or maintenance products on your oil finished wood flooring that aren't specifically made for oil finished wood flooring. This especially refers to products featuring waxes, ammonia, vinegar, detergents or bleach. Cleaners for oil finished wood floors and aluminum oxide finished wood floors are different. Oil cleaners and maintenance products shouldn't be used on aluminum oxide finished flooring and vice versa.

Protect the surface of your oiled wood floor with mats at doors leading to the outside, rug pads, and chair glides.

Never use tape or any other adhesive products on your oiled wood floor.



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Don'ts

- Use oil based soaps.
- Use paste wax based products (NEVER wax a lacquered finished floor).
- Drag sharp wooden legs or metal furniture legs as it can scratch/dent hardwood floors.
- Expose to direct sunlight for extended period of time as it may dry/fade natural wood.
- Use steam cleaners. They are not recommended for use on natural wood flooring.

- Place porous flower pots or vases on the floor.
- Use steel wool or scourers.
- Move heavy furniture without protecting wood flooring by slipping a piece of cloth or pile under the legs or bottom of items.
- Ever wet-mop a wood floor. Standing water can dull a finish, damage the wood and leave a discoloring residue.

IMPORTANT

- ❖ Do NOT wash or scrub the flooring for at least 5 days after the installation. This will allow the planks to become "seated" in the adhesive and prevent excess moisture and cleaning agents from interfering with the adhesive bond.
- ❖ Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon oil, tung oil, silicon or ammonia since the warranty will not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoat ability.
- ❖ Apply a new coat of WOCA Maintenance Oil (or similar) to your oil finished floors shortly after installation, this will help protect from over-drying and/or potential damages. Reconditioning an oil finished floor thereafter is recommended every 8-16 months (or as needed); a sealer may be used in an effort to reduce upkeep. Please confer with your licensed installer about options.



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SEASONAL GAPS

- ❖ Seasonal gapping can be expected, especially on wider planks. This is normal and not a defect. Throughout its life, wood will naturally expand and contract in response to the wet & dry seasons and also from the environmental conditions in the home. To keep these dimensional changes to a minimum, maintain the home temperature at 60° to 80°F & relative humidity within the range of 30%-50%.

SURFACE CHECKS

During the winter months of low humidity, minor surface cracks (checks) may appear in wood flooring, then often close up again in the summer months when the humidity is higher. This is a normal characteristic of natural wood and not a basis of a complaint against the manufacturer, especially if there is no structural failure.

RECOMMENDATIONS

Oil finished floors: For regular cleaning use Woca Natural Soap and soft bristle brooms, no hard chemical cleaners should be used. Avoid vacuums with beater heads and under **no circumstances** should a steam cleaner be used. Recondition your floors every 8-12 months (or as needed) using Woca Oil Refresher or Woca Maintenance Oil, this can be done without a professional, for instructions see back label or visit www.WocaDirect.com. With proper maintenance, refinishing must be done by a licensed professional every 7-10 years (residential) or as needed. Please follow all National Wood Flooring Association guidelines which can be viewed at www.nwfa.org.

Lacquer finished floors: For regular cleaning use Swiffer pads, damp rags and soft bristle brooms, no hard chemical cleaners should be used. Avoid vacuums with beater heads and under **no circumstances** should a steam cleaner be used. With proper care, refinishing must be done by a licensed professional every 6-8 years (residential use) or as needed. Please follow all National Wood Flooring Association guidelines which can be viewed at www.nwfa.org.

By following these few simple steps today, you can and minimize the need for repairs allowing you enjoy your new Villagio wood floors for years to come!