



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. Flooring should be one of the last items installed in a project. In order to protect the floors (while other trades are finishing their work) use a breathable protective covering such as Ram Board or Floorotex. Do not use Red Rosin paper, as it may discolor the finish, and do not use polyfilm or other non-breathing coverings as they can cause damage from humidity buildup. Clean the floor thoroughly before laying the covering to ensure that no debris is trapped underneath. Tape pieces of protective covering together but **do not tape them to the wood flooring**. 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, they should be moved occasionally to allow natural color changes caused by light to occur evenly in all areas. This is **especially important** over the first few months the flooring is installed.
- ❖ Avoid walking on floor with high heels or spiked shoes, not doing so could damage even the hardest woods and finishes.
- ❖ Work boots and shoes that may have pebbles lodged in the soles should be removed prior to entering.
- ❖ Sweep, vacuum or dust mop at least weekly since built-up grit can damage the surface of the wood; most damage to wood floor finishes is caused by debris that is walked on.
- ❖ 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. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface and wear through a finish over time.



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- ❖ Rubber backed rugs are not recommended as discoloration may occur due to plasticizers migrating out of some rug backings. Instead, natural 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 sometimes be found at your local home improvement/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. Allowing these spills to remain untended 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 all warranties. With water or any other cleaning agent, be sure to **thoroughly** ring out the applicator or mop prior to applying it to the floor. A lightly damp mop, where the moisture is limited to an amount that will evaporate almost immediately, is acceptable. Moisture that is allowed to seep into the seams between the planks may cause damage to your flooring. The use of a Swiffer® or other similar product that is lightly damp 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 Woca and Bona for your oil or lacquer finished floors (contact your local retailer or Villagio Floors, Inc. at 888.488.3331 / [info@VillagioWoodFloors.com](mailto: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.
- ❖ 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 shutting curtains and



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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

While all Villagio prefinished floors are ready for use, applying a fresh coat of oil to your newly installed floors is **required**; this will add protection and help build a timeline for future maintenance. Please choose the best maintenance option(s) for your use below.

Initial Oiling - Once your new, oil-finished wood flooring has been installed, vacuum up any dust/dirt from the installation process and then clean with WOCA Natural Soap. Should a more durable coat be desired the Natural Soap may be substituted with WOCA Oil Refreshing Soap/Spray. Unfinished and high traffic flooring must be coated with WOCA Diamond Active Maintenance Oil.

Continued Maintenance - Simple vacuuming / sweeping on a regular basis and using WOCA Natural Soap for regular cleaning (See instructions below). Swiffers and well wrung out rags are acceptable methods of cleaning as well. **Never** repeatedly hard scrub an oil finished floor, to remove stains use WOCA Natural Soap by scrubbing the affected area lightly with a rag or soft bristle brush. WOCA Spot Remover can be used for overly stubborn stains but only as a last resort (recoat with oil after use).

For added protection, or on a quarterly basis, WOCA Oil Refreshing Soap can be used to clean and revitalize the surface of your floors; this will help lengthen the intervals between maintenance re-oiling. Use sparingly, should the floors begin to feel tacky/sticky cease use until smooth again.

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 few years in residential settings and once a year in commercial



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settings. WOCA Maintenance Oil is recommended for commercial use and WOCA Oil Refreshing Soap is recommended for residential use.

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.

**WOCA Natural Soap** – Needs to be diluted in lukewarm water (3 oz per 1 gallon) prior to mopping your oil finished 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 30 minutes before walking on them. Do not exceed use beyond 1 - 2 times a month (or as needed). Please see water to soap ratio on bottle.

**WOCA Oil Refreshing Soap** -Similar to the Natural Soap, using two buckets, dilute soap in lukewarm water, work in sections, and allow the newly cleaned oil floor to dry before walking on it; dry time is approximately two hours. For commercial applications, the Oil Refreshing soap can be used on a monthly basis. For a light shine, polish the dry floor with a white pad, manually, or with a buffer.

- 6oz. Oil Refresher per gallon for traditionally oiled floors
- 3 oz. Oil Refresher per gallon for factory UV oiled floors

Always confirm oil to water ratio on the bottle.

**Spot Remover** - Spray evenly right onto the stain, let it sit for 10 to 15 minutes then scrub the spot with a soft bristle brush until the stain has been dissolved. Repeat steps if necessary, finish by wiping the spot with a damp cloth and re-oiling the surface of the flooring with original finish. Removes blood, coffee, wine and more. **DO NOT** let sit for longer than 20 minutes.



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**WOCA Intensive Wood Cleaner** - Mix a cleaning solution of 3 ounces Intensive Wood Cleaner per gallon of lukewarm water. Always work with two buckets, one with the Wood Cleaner solution and one with clear water to rinse and wring the mop between passes. Mop lengthwise of the wood and leave the solution on the floor surface to dissolve dirt. Scrub with a brush or pad manually or with a buffer if very dirty. Wipe clean with the mop. Always wipe a second time to minimize water left on surface. Rinse the mop head in clean water, wring well, and continue. Repeat if the floor is extremely dirty. If used on soaped surfaces, the protective soap shield will be removed. Therefore, use Natural Soap as second step when woodwork is completely dry. Allow the wood to **completely** dry before finishing.

**WOCA Diamond Active Maintenance Oil** – Damp mop the floor with WOCA Intensive Wood Cleaner (dilute 3 ounces of WOCA Intensive Wood Cleaner to 1 gallon of lukewarm water). Let the floor dry **completely**. This is a mandatory step that deep cleans the oiled wood surface and preps it for oiling. Shake oil container well before and during use. WOCA Diamond Active Maintenance Oil must be polished into the wood. Apply approx. 3 ounces per 40-50 sq.ft. on to the floor and polish the oil by hand (use a white pad) or with a floor buffer and white floor pad. Continue polishing until the wood appears saturated and the surface looks uniform. Polish off all excess oil from floor using cotton terry cloths either by hand or attached under the floor machine white pad before proceeding with the next section of floor to be finished. Hand wipe all edges and corners. The floor should not appear wet and no excess oil should be left on the surface. When using a floor machine the oil will be pre-hardened after approx. 4 hours and may be cautiously taken into use. Manually polished floors can be used after 24 hours. Do not expose floor or woodwork to water during the hardening time of 24 hours. After 48 hours the floor may be treated with WOCA Natural Soap to provide additional protection.

Tip: For fastest drying time, leave windows slightly open to ensure a steady flow of fresh oxygen.

\* Do not 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 urethane finished (or similar) wood floors are different. Oil cleaners and maintenance products should not be used on urethane finished (or similar) flooring and vice versa.



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\* Protect the surface of your oiled wood floor by using 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.**

### Don'ts

- 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.
- Avoid mopping the floor with just water. Always use WOCA Soap or Oil Refresher. Standing water can dull a finish, damage the wood and leave a discoloring residue
- 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.
- WOCA Wood Cleaner is not intended for regular cleaning. It is an aggressive cleaner that strips some of the oil from the floor. Other than using it for small repairs as described above, do not use WOCA Wood Cleaner unless you are preparing the floor for a new coat of oil.

**IMPORTANT**



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- ❖ 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 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 WCCA Maintenance Oil (or similar) to your oil finished floors shortly after installation, this will help protect from over-drying and other potential damages. Refreshing an oil finished floor thereafter is recommended every 6 - 36 months (or as needed); a sealer may be used in an effort to reduce upkeep. Please confer with your licensed installer about options.

### 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



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Oil finished floors: For regular cleaning use WCCA 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 6 - 36 months (or as needed) using WCCA Oil Refresher (residential) or WCCA Maintenance Oil (light commercial), this can be done without a professional, for instructions see back label or visit [www.WocaDirect.com](http://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](http://www.nwfa.org).

Lacquer finished floors: For regular cleaning use Swiffer pads, damp rags and soft bristle brooms, no hard-chemical or abrasive 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](http://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!