SUPERIOR FLOORING CARE & MAINTENANCE

A GUIDE TO PROPERLY CARE FOR AND MAINTAIN YOUR SUPERIOR FLOOR.

SUPERIORFLOORING.CA

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GENERAL GUIDELINES & INSTRUCTIONS

FOLLOW THESE SIMPLE INSTRUCTIONS AND YOU WILL ENJOY YOUR HARDWOOD FLOOR FOR MANY YEARS.

- When necessary, regularly vacuum, sweep or dry-dust mop your floor as often as required to remove dust, soil or grit (sand and small stones) which can act like sandpaper and scratch your floor. Do not use a vacuum with a beater bar or power rotary brush head as it will scratch the wood.

- If your floor needs cleaning from time to time, spray a small amount of hardwood floor cleaner directly on the terry cloth mop head, not onto the floor. Use a back and forth motion with the mop in the direction of the length of the floor boards to prevent streaking. Cleaning against the width of the board can cause streaking and the dirt/debris to be pushed into the beveled edge of our products.

BONA HARDWOOD FLOOR CLEANER IS THE **RECOMMENDED CLEANER** FOR YOUR SUPERIOR FLOORS.

We recommend PH neutral or alcohol based cleaners for our hardwood floors. Our preferred cleaner is Bona hardwood floor cleaner. Use Bona as a spray or with a terry cloth dry mop. **DO NOT** dilute/mix Bona with water as it can cause damage to the finish and structure of the wood. Avoid the use of any oil based soaps or cleaners.

- Never wax the floor.

- Never clean your floor with water or any cleaner that must be mixed with water as this will void the warranty. Wipe up soil and spills promptly using the cleaner and a clean cloth. **Water and wood do not mix**. Water can and will cause damage to the finish and integral structure of wood flooring.

- Using a steam cleaner can cause damage to the wood flooring

- Do not place potted plants directly in contact with hardwood floors.

- Replace narrow hard chair rollers with wide non-marking rubber rollers.

- Floor mats at entrance ways and on all high traffic areas will keep soil and moisture from being tracked on your floor. Use of high quality mats and rugs will prevent damage to or discoloration of the floor. Note however, that when mats and rugs are placed directly onto hardwood flooring, they will abrade the flooring as they move around when they are walked on. As dirt and sand build up under the rug the constant movement of the rug will grind those small particles into the wood finish. They also pose an obvious slip, trip and fall hazard in the household. Only those mats with proper gripping backs should be used where elderly or infirm occupants will walk over the area in question. For rugs that do not have a gripping back, rug pads work well to protect your floor and keep rugs from moving around.

- Attach felt pads to all furniture and objects that will rest on your floor. This will help to prevent scratches and make your furniture easier to move when you want to clean your floor.

- Over time, exposure to sunlight will bring about minor changes in color to the hardwood floor. This colour change is caused by oxidation of the wood fibres, and is not considered a defect. Move your rugs occasionally to avoid uneven colour of your wood flooring due to strong UV light.

- Use protection like a blanket, towel, or carpet face-down underneath all furniture or appliances to be moved to avoid scratching and permanently denting the floor.

- Never allow persons wearing spiked high heel shoes to walk on hardwood flooring.

MAINTAINING THE CORRECT HUMIDITY LEVEL IN YOUR HOME

(35-50% FOR SOLID AND 30-65% FOR ENGINEERED AND ENHANCED)

Relative Humidity (RH) is the ratio of the actual amount of water vapour contained in the air at a given temperature to the maximum amount of water vapour that the air at that same temperature can hold, expressed as a percentage.

Wood is a hygroscopic material and always contains water. It constantly exchanges water vapour with the air, picking it up when relative humidity is high, and giving it off when relative humidity is low. Since wood swells as it absorbs water, and shrinks as it releases water, both its moisture content and its dimensions are controlled by the relative humidity of the surrounding air. Wood moisture content is equal to the weight of water contained in the wood divided by the oven dry weight of the wood, expressed as a percentage.

Inside homes however, where the relative humidity of outdoor air is drawn inside and drastically altered by heating and cooling without humidification or dehumidification, wide seasonal swings in relative humidity will cause wood moisture content and dimensional changes to occur. Since warm air can hold more water vapour than cold air, the relative humidity of air with a certain absolute humidity can be changed by simply changing its temperature. Gapping and cupping are common results of improper relative humidity and moisture content for solid wood floors. If in winter, for example, outside air is at 20ºF and 65% RH is drawn inside and warmed to 70ºF without humidification, its relative humidity drops to about 10%. In summer, outside air at 70ºF and 60% RH that flows into a basement at 60ºF will end up at 82% RH.

EFFECTS OF EXCESSIVE OR INSUFFICIENT MOISTURE ON **SOLID HARDWOOD**

Moisture or lack of it is hardwood's worst enemy. Solid hardwood flooring will perform well if relative humidity is maintained within the recommended range as shown in **Chart 1.**

CHART 1: RECOMMENDED MOISTURE CONTENT FOR SUPERIOR **SOLID HARDWOOD**

Temperature		Relative Humidity (Percent)											
˚F	˚C	5	10	15	20	25	30	35	40	50	55	60	65
30	-1	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
40	4	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
50	10	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
60	15	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	9.4	10.2	11.1	12.1
70	21	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	9.2	10.1	11.0	12.0
80	26	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	9.1	9.9	10.8	11.7
90	32	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.9	9.7	10.5	11.5
100	37	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	8.7	9.5	10.3	11.2

Low relative humidity: Solid hardwood flooring installed in a house with low humidity will start to show gaps between the boards. This is strictly a cosmetic issue and does not affect the structural integrity of the product. When the humidity returns to it's recommended range, these gaps should start to disappear. If the gapping is extreme because the humidity was way below the recommended range, this will take more time to correct itself.

High relative humidity: If the humidity is too high in the house, the most common issue with solid hardwood floors is cupping. This damage can be either temporary (seasonal) or permanent depending on its extremity and the duration of the time it was exposed to high moisture. During this time of high humidity, the floor boards will expand. This expansion can exasperate the gapping during the winter months as the boards will not move back to their original location once they have been forced to move.

EFFECTS OF EXCESSIVE OR INSUFFICIENT MOISTURE ON **ENGINEERED & ENHANCED HARDWOOD**

Although Engineered and Enhanced Flooring is much more stable than solid hardwood, it will still react to changes in relative humidity according to the season. Engineered and Enhanced Flooring should be maintained within the recommended range on **Chart 2**. If the relative humidity is too low the flooring will start to dry cup and/or crack in winter months.

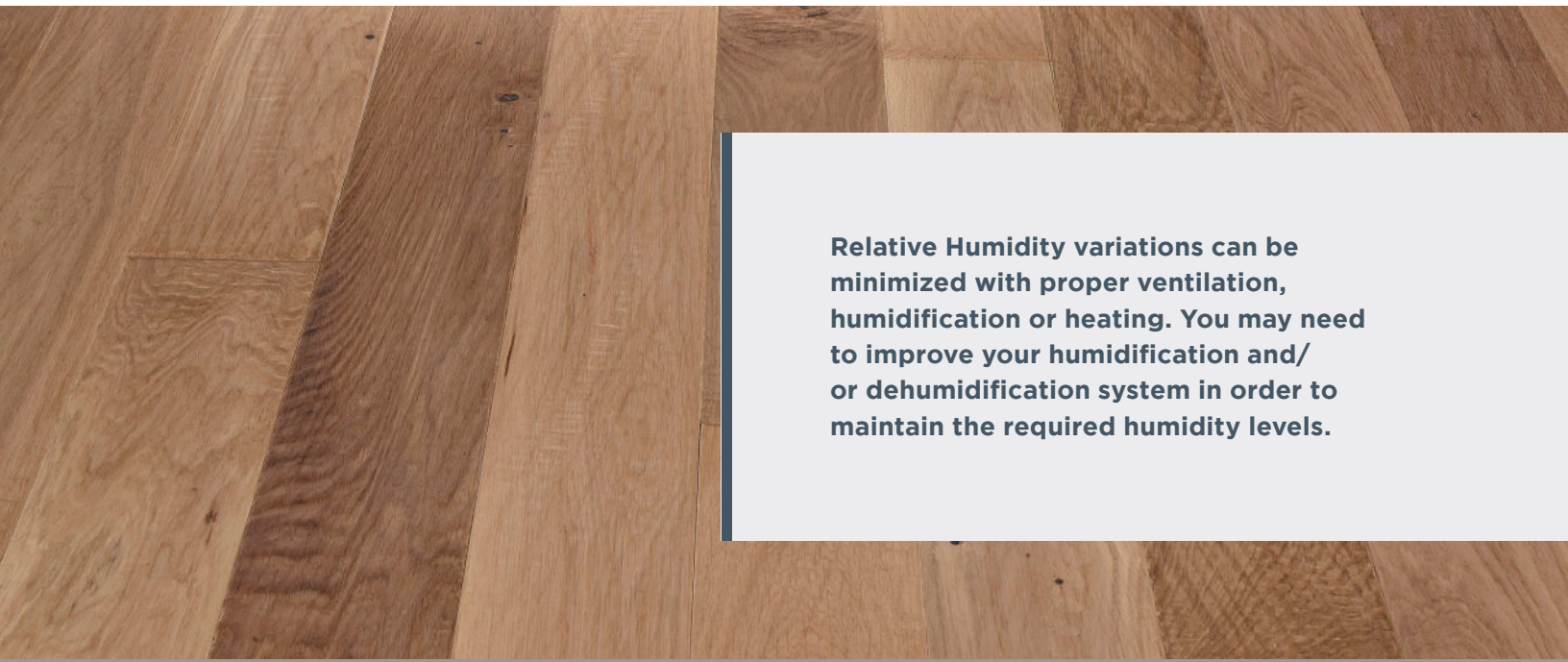
CHART 2: RECOMMENDED MOISTURE CONTENT FOR SUPERIOR **ENHANCED & ENGINEERED**

Temperature		Relative Humidity (Percent)											
˚F	˚C	5	10	15	20	25	30	35	40	50	55	60	65
30	-1	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
40	4	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
50	10	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	9.5	10.4	11.3	12.4
60	15	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	9.4	10.2	11.1	12.1
70	21	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	9.2	10.1	11.0	12.0
80	26	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	9.1	9.9	10.8	11.7
90	32	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.9	9.7	10.5	11.5
100	37	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	8.7	9.5	10.3	11.2

Low relative humidity: If the relative humidity is below 30% for a prolonged period, the face lamella will start to contract. This can cause what is called dry cupping and is considered normal when relative humidity is too low. The floor should return to its normal state once the relative humidity is back to normal (30-65%). If the relative humidity drops below 20%, the construction of Superior Engineered Flooring and Enhanced Hardwood Flooring is such that the core material will minimize the face lamella's contraction. If the lamella is under too much stress, and the core is not allowing the face to move (minimize cupping) the face lamella has no other choice but to relieve its pressure by stress cracking. Stress cracking is NOT covered under this warranty.

High relative humidity: In Engineered and Enhanced Flooring, if the relative humidity is too high, the flooring will start to crown. Once the relative humidity goes back to within the specified range, it can should settle down and return to it's original state.

DISCLAIMER: Failure to follow these recommendations can and will void your warranty. Refer to our warranty for any more information and exclusions.



Relative Humidity variations can be minimized with proper ventilation, humidification or heating. You may need to improve your humidification and/ or dehumidification system in order to maintain the required humidity levels.

SUPERIOR HARDWOOD FLOORING
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