

PROVENZA - GENERAL FLOOR CARE & MAINTENANCE

Provenza hardwood floors are durable and easy to maintain. The factory finish protects the wood and keeps the hardwood flooring looking beautiful with general and finish specific care and maintenance.

Preventive Floor Care

- Place high-quality floor mats or area rugs with a soft felt backing near entrances and high traffic areas to prevent loose dirt, debris and other abrasive substances from being tracked directly onto flooring surface. Do not use rubber backed mats as these will damage the factory finish and void the manufacturer warranty.
- Hardwood flooring that is installed in the kitchen should be protected in areas subject to cooking splatter, spills and water splashes. High quality throw rugs with a soft felt backing should be placed in front of the cooktop, oven, sink and dishwasher to protect the flooring finish.

IMPORTANT! Water spills, splashes, hot oil or food debris that lands on an unprotected area of the hardwood flooring must be cleaned up immediately!

Damage to the factory finish from a failure to protect it from, including but not limited to, water spills, hot oil and food debris is not covered by the manufacturer warranty!

- Apply felt furniture pads to movable furniture, including but not limited to, chairs, tables, sofas and heavy furniture to protect the hardwood factory finish.
- Rearrange rugs and furniture periodically so the hardwood finish ages evenly. UV sunlight exposure may change the flooring color over time and is not considered a manufacturing defect.
- Keep pet nails trimmed and filed in order to minimize scratches and indentations. All hardwood floors will indent with enough force or when exposed to sharp objects.
- Maintain a consistent room temperature of 65°- 85° F with relative humidity levels of 35-55%, for the life of the installed hardwood flooring at all times.
- Only use hardwood cleaning products specifically formulated for your flooring product finish. Improper use of cleaning products will damage the factory finish.

IMPORTANT! Required room temperature and humidity levels must be maintained at all times, even when the home or building is not occupied.

- Do not walk on the hardwood floor with sharp “stiletto” style high-heel shoes.
- Do not use harsh cleaning products, *including but not limited to*, ammonia, acetone, alcohol, bleach, STP, abrasive cleaners or furniture cleaners on Provenza hardwood floors.
- Do not use oil-based wax, oil soap, mineral oil, polish, or other household dusting products on Provenza hardwood floors.
- Do not wet mop Provenza hardwood floors as excess moisture will damage the finish and void the manufacturer warranty.

- Do not use a wet cloth to remove dry wall dust from the hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.

Regular Care

- Dry dust mop or vacuum (raised beater or suction type) on a frequent basis to remove loose debris and dirt anywhere from the hardwood flooring surface.
- Use only hardwood floor cleaning products designed for hardwood floors.
- Do not use steam or steam cleaners or power scrubbing machines on the hardwood flooring.
- When the hardwood floor requires refinishing (acrylic or polyurethane) or re-oiling (oil finished floors) Provenza recommends using the services of a NWFA Certified Professional. (nwfa.org)