

# **Sonoma Wood Floors**

## **Care and Maintenance Instructions**

**Rev5 08/2024**

Please check our website at [www.sonomawoodfloors.com](http://www.sonomawoodfloors.com) for any updates to these Care and Maintenance Instructions. If a version more recent than Rev4 05/2024 is present, you must use that in place of these instructions/document.

### **NOTE**

For the best performance, your Sonoma Wood Floors must be properly maintained. This means taking precautions against damage by abrasive substances such as sand and gravel, and by chair and table legs and castors. With proper use, care and maintenance, Sonoma Wood Floors will last for many years to come.

The Sonoma Wood Floors colors have 10.25" Reserve collection, 9.5" wide Coastal collection and 7.5" wide Mission collection.

It is important to protect your flooring and keep it clean to ensure that it retains its original appearance for many years.

### **PREVENTION AND PROTECTION:**

The maintenance of these floors starts with good prevention. It requires the use of a good doormat at the front door to retain abrasive materials such as sand, gravel, etc.

Some precautions must be carried out to protect the wood floors against heavy or sharp objects, furniture legs, castors and any other items that could cause scratches, dents, and/or damage to the floors. These aggravators are not suitable for the floors, could cause damage and need to be covered / protected. As a partial example:

- Replace plastic small wheels with a wider rubber model.
- Place a mat or a translucent plate under your chairs.
- Protect the legs of tables and chairs with felt pads.

Remember that the floor is a natural material and whatever the hardness of the wood, there is a risk of dents / depression. High heels or stilettos are one example.

### **DAILY MAINTENANCE:**

- Everyday cleaning is carried out with a soft broom or a vacuum cleaner.
- For UV Matte Lacquer finish colors: Bona Hardwood floor cleaner and Blanchon Lagoon cleaner are suggested products to clean your Sonoma Wood Floors.
- For UV Oil finish colors: Bona UV Oil hardwood floor cleaner, Ciranova UV Oil finish cleaner and Woca products made for UV oil (for UV Oil finishes) are suggested products to clean your Sonoma Wood Floors. Use Clear products without any tint.
- Steam cleaning should not be done on any hardwood flooring and is totally forbidden on Sonoma Wood Floors.
- Marks and light stains are wiped off using a sponge or lightly dampened cloth. Clean only with cold water. Only use the recommended cleaner above.
- In the case of brushed wood flooring, use a soft nylon brush and rub with the grain of the wood.
- Do not use solvent-based cleaners. Cleaners which may alter the look or finish of Sonoma Wood Floors are not to be used.

## **Maintenance Guidelines:**

### **1. Cleaning products:**

For UV Lacquer finish colors: Use Bona Hardwood cleaner or Blanchon Lagoon cleaner for daily or weekly cleaning. These products are designed to clean and maintain the hardwood surface without being too harsh on the floor finish.

For UV Oil finish colors : Use Bona UV Oil care and maintenance products, Ciranova and Woca cleaning and Maintenance products (for UV Oil finish)  
If you have any questions regarding maintaining finish of your floor please reach out to your retailer or email us at [info@SonomaWoodFloors.com](mailto:info@SonomaWoodFloors.com) .

**2. Do not use unauthorized maintenance products:** such as oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners or cleaners that contain acrylics or urethane polish to restore gloss. Do not use any product to change the

finish and look of the floor. Use of these products invalidates the product warranty.

**3. Pets:** Keep pets' nails well-trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine and vomit should be cleaned up immediately as they can damage the floor.

**4. Regular Maintenance / Dust Removal:** Since Hardwood flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out. Do not use a vacuum attachment with a rotating bar or beater-bar on any hardwood floors, including Sonoma Wood Floors. This will be too harsh on the floors and will void the wood flooring warranty.

*NOTE: Do not use treated commercial dust-mop or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue.*

**5. Maintenance of UV Oil finish:** Please refer to section 1 for recommended cleaning products. Your Sonoma Wood Floors UV Oil finish needs occasional (twice a year/ yearly or once in two year) Maintenance depending on traffic it is exposed to. We recommend Bona UV Oil care products and Ciranova flooring soap, in clear and Maintenance Oil without any tint (clear) thereafter. Please follow instructions on the product bottle/can for proper application. Should you have any questions about the care and maintenance of your Sonoma Wood Floors, please contact our team at [info@SonomaWoodFloors.com](mailto:info@SonomaWoodFloors.com). Sonoma Wood Floors does not take responsibility of improper usage of products or incompatible products used to care for your Sonoma Wood Floors.

**6. Clean Up All Spills:** Spills can be cleaned up with a moistened, well wrung out, soft cloth or sponge. Once the spill is removed, spray recommended cleaner specific to the finish of your floor

All spills must be cleaned up immediately.

**7. Wipe the Surface with a Microfiber Mop:** Wipe the microfiber mop in the *direction of the grain*. When the applicator is showing dirt, replace it with a clean

one as needed, and launder broom mop heads after every use.

**8. No Wet Mopping/Steam Cleaners:** Do not use string mops, sponge mops, or steam cleaners to clean Sonoma Wood Floors.

**9. Dent/Scratch Prevention:** Cloth or felt glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides. Please note scratches are not covered under warranty. Double barrel coaster wheels should replace hard rubber, metal wheels or any such wheels which may scratch or damage the floor. A clear floor protector mat must be used in combination with the proper wheels. The chair pad must have a smooth bottom. No pads with barbed bottoms can be used.

Wood is organic matter. When an object is dropped on it, it dents; because the impact of the object compresses the wood fibers. This causes the surface to deform and create an indentation sometimes. This is not a defect of Sonoma Wood Floors but inherent nature of almost all wood floors depending on the species.

**10. High Heel Shoes:** High-heel shoes can damage a hardwood floor. High heels must not be worn on Sonoma Wood Floors as it could cause irreparable damage and indentations.

**11. High-Traffic Areas:** To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove.

The following description is borrowed from educational material provided by the National Wood Flooring Association (NWFA)

WHICH PUTS GREATER FORCE ON A FLOOR? An elephant standing on a hardwood floor has a force of 50 to 100 pounds per square inch (psi) on a floor, while a 125-pound woman in high heels has the force of 2,000 psi. That's 20 times greater than the elephant. Such force can damage any floor, not just hardwood. Exposed nail-heads are especially brutal to the floor - their 8,000 psi is damaging enough to pulverize hardened concrete.

**12. Rug Backers & Pads:** Rugs with solid rubber backs should not be used as they cannot breathe and could discolor or make the surface of the floor more slippery. Jute back rugs can scratch a floor unless a rug pad is in place underneath. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish.

**13. Moving Kitchen Appliances:** Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator, the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved, this can create dent trails in the wood floor. To prevent such damage, make sure to use appropriate floor protectors.

**14. Wear and Tear:** Normal wear and tear is not covered under the manufacturing warranty.

**15. Dullness or scratching:** This can occur when the floors are not properly maintained. A re-occurring problem in the industry is the lack of proper maintenance. Use of unauthorized maintenance products can be very detrimental to the appearance of the floor. Another issue is failing to vacuum the floor prior to using the floor cleaner. Use of microfiber cleaning pads vs. terry boot mop cleaning pads can also leave dirt behind and create a hazy film over time. Applying too much cleaner to the surface of the floor can also over saturate the terry boot mop and prevent adequate cleaning of the floor. Using multiple terry boot mop heads per floor cleaning and light misting application of the Bona Hardwood Floor Cleaner to the floor is the best way to prevent hazy buildup. Sonoma Wood Floors recommends that you clean no more than 200 square feet with a microfiber mop before turning it inside out to clean another 200 square feet for no more than 400 square feet per cleaning per terry boot mop. Then replace the terry boot mop with a fresh one and repeat this process until floor cleaning is complete. This will prevent moving dirt from one part of the floor to another. Launder all terry boot mop heads prior to the next cleaning of the floor.

### **Additional Care and Maintenance information**

#### **Regular Maintenance:**

Dust mop, lightly sweep, or vacuum flooring to remove surface dust and or debris. When necessary, use a high-quality hardwood flooring cleaner, misting sparingly,

mop the floor with a clean terry cloth or microfiber bonneted mop to properly clean and maintain the finish.

### **Preventive Maintenance:**

As with any floor covering, proper care and maintenance will help to keep a new floor looking its best. Here are some tips to help:

- ✓ Never wet mop or clean your floor with water. Water can dull the finish and permanently damage the floor.
- ✓ Use outside door mats at the entrances to keep dirt and moisture from being tracked in. Inside you may want to add area rugs to further prevent dirt and moisture from being tracked onto your floor. Don't use rubber, foam back or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use an approved latex rug underlay from a reputable manufacturer.
- ✓ Normal exposure to any lighting source will bring about changes in the color of any floor. The aging/oxidation process causes your floor to darken.
- ✓ Sweep or vacuum your floor as often as required to remove loose dirt or grit before it can scratch the surface of the floor. Pet nails can also cause surface scratches and should be kept trimmed.
- ✓ Wipe up spills as soon as possible before they get sticky or dry.
- ✓ Use felt floor protectors on the feet of furniture. This should help avoid scratches and gouging.

- ✓ Avoid using wheels or casters on furniture; they may damage your flooring.
- ✓ A humidifier is recommended to prevent excessive shrinkage in floors due to low humidity levels in your home/establishment. Wood stoves and electric heat tend to create very dry conditions. Excessive humidity can also adversely affect your floor. A humidity level of 35% to 55% is recommended.
- ✓ In damp conditions proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system.
- ✓ Some types of high heel shoes may cause indentations and related damage to floors due to the extremely high compressive force they generate. Claims will not be accepted for damages which arise from such exposure.

### **FLOOR DARKENING OR NATURAL COLOR CHANGE**

Normal exposure to any lighting source will bring about changes in any hardwood floor due to the natural aging/oxidation process. Over time, this process will cause your flooring to take on a deeper, richer, and darker look. For the first 6 to 8 months, rugs and other furnishings that screen or block the flooring from natural or room lighting should be moved occasionally. This will minimize any appearance of discoloration under these objects. This is not a product defect and is not covered by any warranty.

## **Characteristics of your Sonoma Wood Floors**

Expansion and Contraction: Although cross-engineered hardwood floors are much more dimensionally stable than solid hardwood floors, there are a few things to remember. As a product of nature, wood reacts to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Hardwood flooring performs best at relative humidity rates between 35 and 55% and temperatures between 50 and 80°F.

*IMPORTANT NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture. Damage from such causes are not covered under the Sonoma Wood Floors product warranty. Please discuss whole house HVAC system requirements for your house with your NWFA certified wood floor contractor before bringing in the wood for acclimation, installation and usage during its lifetime thereafter.*

### **Ultraviolet Light & Color Changes in Floor:**

**Natural Visual Characteristics:** Our wood floors are made to showcase the natural beauty of wood. As such, the planks will contain natural mineral deposits/streaking, and both closed and filled knots. Boards include an array of light and dark portions depending on whether the wood comes from the inner (heartwood) or outer (sapwood) section of the tree.

**Touch Up Kits:** Containing colored markers, crayons and finish touch up can be used for minor damage to the floor.

**Re-coating and Finish Alterations:** In some cases, application of applied finishes may be necessary to correct excessive wear or overcome maintenance related damage (not covered by warranty). In such cases a professional may be hired to achieve the desired results at the homeowner's cost. This procedure is best performed by a floor finish contractor and the entire floor should be done. Please contact your distributor or our website for updated information.

**OCCASIONAL RENOVATION:**

If the UV Matte Lacquer finish looks worn, you can apply a metal-effect matte protective coat to restore its appearance. This should be done only by a licensed contractor.

Your reseller will advise you on how to clean serious spills or stains depending on the nature of such spills, stains, or damage.