

This document provides hardwood floor maintenance and guidelines that we recommend to our clients.

Cleaning:

- Luke warm water (lightly applied)
 - Pallmann cleaning spirits
 - Bona cleaning spirits
 - Generic cleaning products with wax compounds are not recommended by hardwood floor professionals
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Cracks / Separations:

- Any gaps in the floor larger than a quarter (coin) shall not be filled unless written consent from customer. Soft filler and strip-filler methods will also have written consent from customer.
 - Gaps larger than a quarter (coin), that has been filled, will begin to crack out in the winter months if temperature and moisture control is not at equilibrium.
 - **Equilibrium Moisture Content:** The moisture content (MC) of wood below the Fiber Saturation Point (FSP) is a function of both relative humidity and temperature in surrounding air. When wood is neither gaining nor losing moisture, equilibrium moisture content (EMC) has been reached.
 - **Shrinkage begins:** Go from 25%-30% moisture content to 0% moisture content.
 - **Swelling begins:** Go from 0% moisture to 25%-30% moisture content.
 - **Shrinkage:** Dry Environments (Winter Months)
 - **Swelling/Expanding:** Wet Environments (Summer Months)
 - Wood is Hygroscopic – meaning, when exposed to air, wood will lose or gain moisture until it is in equilibrium with the humidity and temperature of the air.
 - **The Secret Sauce for the best hardwood floor environment:** Relative Humidity Range = 30%-50% / Temperature range = 60-80 degrees. The same comfort range that humans enjoy! Your hardwood floors will NOT shrink nor swell if you keep your house at these temperature and moisture levels.
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Finish:

- **Protective coatings (finish):** Cannot prevent wood from gaining or losing moisture, it just slows the process.
- **Scratches & dents:** Large pets will scratch and dent the hardwoods with their claws.
- **Limiting scratches & dents:** Soft-paws are a great way to minimize scratches from your pets. Replacing felt pads on furniture regularly. Taking outside shoes off before walking on hardwoods. Dusting the floor regularly to keep grit and dust particles from sliding and causing scratches.
- **Matte & Satin Finish:** Has the lowest shine and will help camouflage the dents and scratches caused by pets, kids, and general 'wear and tear'.
- **Semi-Gloss & Gloss:** Has the highest shine and will show every scratch and dent caused by pets, kids, and general 'wear and tear'.