



## Product Care + Maintenance

### CONGRATULATIONS ON THE PURCHASE OF YOUR NEW HOME

By selecting your interior finishes, you have created a home that is a unique expression of your taste and lifestyle. This brochure provides information to help you maintain these finishes properly, including many important do's and don'ts. Proper care and maintenance can extend the life of your floor and keep it looking new.

#### CERAMIC TILE

- Sweep your tile regularly or use a vacuum cleaner with beater bar in off position
- Use walk-off mats at entryways
- Regularly damp mop your floor with the manufacturer's recommended grout and tile cleaners
- Spot clean your floor with a sponge or clean cloth using a recommended cleaner
- Rinse well and wipe dry for better appearance
- Maintain caulk and sealants regularly

#### CARPET

- Vacuum weekly to remove loose dirt and dust
- High traffic areas may need vacuuming more frequently
- Use a vacuum with a good beater bar and maximum suction
- Some manufacturers of high pile or berber carpets recommend vacuuming with suction only
- Change your vacuum cleaner bag frequently
- Have carpets properly cleaned by a professional cleaner approximately once a year
- Place walk-off mats in entryways
- Treat spills as soon as possible
  - Immediately blot up the liquid with a dry cloth or paper towel
  - Do not rub or scrub the carpet with a rag which will damage the carpet fibers
  - Use warm (not hot) water to rinse the stained area completely
  - Press clean cloths into the carpet until the stain no longer appears on the cloth
  - If a stain remover is needed, blot excess moisture before applying
  - Do not over-apply stain remover
  - Rinse the area thoroughly with warm water and absorb moisture with a clean cloth
  - After carpet has dried, vacuum the carpet to restore texture

#### LAMINATE FLOORS

- Vacuum, dust mop and occasionally damp mop laminate floors
- Sweep or vacuum regularly. Use a vacuum cleaner with beater bar in off position
- Place doormats or walk-off mats at each entryway
- Use floor protectors on the bottom of furniture to prevent scratching
- Lift heavy furniture instead of dragging or pulling it  
When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it.
- Use manufacturer's recommended products for cleaning
- Never flood the floor with water or cleaner
- After damp mopping, use a clean dry cloth to wipe the floor thoroughly

#### HARDWOOD FLOORS

- Place walk off mats at each entryway to collect dirt and grit
- Do not use rubber-backed or non-ventilated mats or rugs
- Use mats made especially for hardwood floors
- Shake mats out regularly
- Sweep your floor regularly or use a vacuum cleaner with beater bar in off position
- Use manufacturer's recommended cleaning products
- Urethane finish floors should never be waxed and require cleaners that don't leave film or residue
- Use a pH neutral floor cleaner to remove scuffs or heel marks. Rub some cleaner into the stain lightly with a cloth
- Clean sticky spots with a damp towel or sponge
- Do not use ammonia cleaners or oil soaps on a wood floor
- Never use excessive water or steam cleaners to clean your floor
- Direct sunlight UV will fade floor over time
- Use floor protectors on the bottom of furniture to prevent scratching
- Keep pet nails trimmed to minimize finish scratches
- Pet excretions are not covered under warranty
- Avoid walking on wood floors with spike or stiletto heeled shoes
- Maintain relative humidity in the home between 30-50 percent year-round to reduce the likelihood of cupping, crowning and separations

## NATURAL STONE

- Sweep your tile regularly or use a vacuum cleaner with beater bar in off position
- Dust mop floors frequently using a clean non-treated dry dust mop or broom
- Do not use scouring powders or other abrasives which can scratch the finish
- Do not use products that contain lemon, vinegar or other acids on marble or limestone
- Use a pH neutral cleaner
- Rinse the floor thoroughly and dry the surface with a soft, clean cloth
- Routine sealing can provide protection from dirt and spills

## VINYL+VINYL LUXURY PLANKS

- Remove dust and grit particles frequently by sweeping or vacuuming
- Do not use rubber-backed or non-ventilated mats or rugs
- Do not use a vacuum with a beater bar as it may scratch your floor
- Mop the floor with clean warm water and rinse the floor thoroughly with fresh water
- Use cleaning products recommended by the manufacturer
- If you are unable to determine the manufacturer's recommendations, use one tablespoon of liquid dish washing detergent to one quart of water
- Another cleaning alternative is to use one tablespoon of ammonia to one quart warm water
- For spots or spills, use a clean cloth to wipe the cleaner onto the floor
- Rinse the floor thoroughly and wipe dry with a clean cloth
- Avoid highly abrasive scrubbing tools
- Use floor protectors on the bottom of furniture to prevent scratching