

Maintenance and Care

Flooring is a large investment and therefore one must put in the proper time and effort for the care of their floors to keep their investment looking its best and protect it from unnecessary wear and damage.

Obligated to follow these methods in order to keep warranty valid. If any of one of the recommended routines and procedure are not followed correctly, the warranty will be void.

List of simple care and maintenance routines:

- Remove dust, sand and other abrasive materials by sweeping and vacuuming on a regular basis
- Place area rugs at entryways to assist in the prevention the floor being exposed to sand, dirt, oil and other harmful materials
- Do not use rubber-backed or other similarly dense matting materials that trap moisture between the mat and floor
- Must use mats that enable air flow
- Protective mats must be placed in high-traffic work areas such as but not limited to sinks, service counters, and workstations
- Do not expose floors to any liquids, water, and any form of moisture.
- Blot up any spilled food, drink, or other liquid immediately
- Liquid can never remain on the floor for longer than 30 minutes
- Never wet mop the floor
- Never walk on the floor with wet footwear or feet
- Avoid sharp objects coming into contact with your floors (no high heel, sport cleats, or other foot wear)
- Correctly place felt protector pads on the feet on all furniture and must check regularly that felt pads are kept in place and/or need replacement
- Pet nails will scratch surface. Must keep pet's nails trimmed to minimize damage
- Never drag, push or roll any item across the floor
- While moving heavy objects it is recommend to place heavy duty mats, dollies, and other moving aids to assist in the protection of the floor surface
- To ensure a uniform color change, must not place area rugs on the new floor before 60 days after installation and periodically re-arrange furniture and area rugs to ensure your floor colors evenly
- Avoid floors being exposed to direct sunlight
- Humidity level for solid hardwood must be between 40%-50%
- Humidity level for engineered must be between 40%-60%

List of cleaning routines:

- Must sweep and/or vacuum floor regularly to help ensure that your floors are free of harmful material (glass, stones, etc)
- Blot up any food and liquid immediately
- If any products, not approved by Black River, is used on floor, the warranty will be void
- Never use water to clean floors
- For products with a UV polyurethane finish, must use cleaner pre-approved by Black River, Woodpecker Laminate, Hardwood, and Parquet Floor Cleaner and follow the cleaner's. Failure to use Black River's pre-approved cleaner on products with a UV polyurethane finish and follow the cleaner's instructions will void warranty.
- For products with a hard wax and/or oil finish, one must clean the floor immediately after installation and apply Blanchon Natural Soap for oiled wood floor then once dried and waited an appropriate amount of time as stated by the Blanchon manufacturer

- Apply the maintenance oil for all oiled surface by Blanchon. Afterwards for thorough cleaning, one must use Blanchon Natural Soap for oil wood floor. Failure to do so will result in warranty void. (follow instruction carefully)

**Failure to follow any of the tips mentioned above will
void warranty**