

PRODUCTS WARRANTY Floors with Hardwax Oil

WOOD CONCEPTS warrants that its products meet all established internal and industry quality standards and offer the following warranty to the original purchaser.

Structural Integrity Warranty - Engineered

WOOD CONCEPTS warrants its products to be free for a lifetime from defect in assembly, milling, dimensions and grading in their original manufacturing conditions and packaging.

WOOD CONCEPTS floors will not buckle, cup or warp when properly installed according to the industry installation instructions procedures, and when properly maintained in accordance with such instructions and the floor care instructions provided in this brochure. Being a 100% natural product, the wood floor will continue to expand and contract through normal heating and non-heating seasons. This warranty does not cover minor gaps and cupping that can occur due to the above. If an WOOD CONCEPTS floor should ever delaminate, warp, buckle due to a manufacturing defect, WOOD CONCEPTS will arrange for the repair or removal and replacement of the defective board(s).

Commercial & Residential Finish Warranty

There is no Finish Warranty on floors with a Hardwax Oil Finish. These floors, depending on the traffic of the household, should be maintained in accordance with the attached maintenance instructions.

The products to maintain the hardwax oil finish, needs to be one that is specific to the finish.

The maintenance/cleaning materials actually refresh the floors everytime it is cleaned. If other cleaners are use, this could effect the longevity of the finish.

All Finishes will scratch, will show indentations or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand or insufficient protection of furniture.

If a manufacturing finish defect should occur (peeling or bubbling), WOOD CONCEPTS, at its sole option, will repair, refinish or replace the portion of the floor with the defect, with the same product or another product of equal value.

Warranty disclaimers and exclusions

- Exposure to sunlight and UV light as well as floor ages bring subtle changes in the shading of any hardwood floor; area rugs and other sunlight barriers should be moved occasionally to avoid appearance of discolouring under them. This is not a product defect.

- Damage due to water and/or moisture, including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from this warranties.

- This warranty does not cover indentations, scratches or any other damage caused by negligence, water, moisture, excessive heat or excessive dryness, erosion, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, improper installation as per the industry standards, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured products. WOOD CONCEPTS warranty does not cover natural expansion and contraction resulting in separation between the floorboards, or damage caused by low or excessive humidity.

WOOD-CONCEPTS PRODUCTS WARRANTY

Floors with Wax Finishes

WOOD-CONCEPTS warrants that its products meet all established internal and industry quality standards and offer the following warranty to the original purchaser.

Structural Integrity Warranty - Engineered

WOOD-CONCEPTS warrants its products to be free for a lifetime from defect in assembly, milling, dimensions and grading in their original manufacturing conditions and packaging.

WOOD-CONCEPTS floors will not buckle, cup or warp when properly installed according to the industry installation instructions procedures, and when properly maintained in accordance with such instructions and the floor care instructions provided. Being a 100% natural product, the wood floor will continue to expand and contract through normal heating and non-heating seasons. This warranty does not cover minor gaps and cupping that can occur due to the above. If an WOOD-CONCEPTS floor should ever delaminate, warp, buckle due to a manufacturing defect, WOOD-CONCEPTS will arrange for the repair or removal and replacement of the defective board(s).

Residential and Commercial Finish Warranty

There is no Finish Warranty on floors with a Wax Finish. These floors, depending on the traffic of the household or site, should be maintained with regular coats of Wax as needed. An entire room does NOT need to be recoated to coat a section of the room that gets more traffic. Wax gives the owner the option of doing spot touch ups.

All Finishes will scratch, will show indentations or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand or insufficient protection of furniture. Wax Floors will tend to start looking more dry when they are in need of an additional coat.

See Maintenance for Wax Floors

Warranty disclaimers and exclusions

- Exposure to sunlight and UV light as well as floor ages bring subtle changes in the shading of any hardwood floor; area rugs and other sunlight barriers should be moved occasionally to avoid appearance of discolouring under them. This is not a product defect.

- Damage due to water and/or moisture, including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from this warranties.

- This warranty does not cover indentations, scratches or any other damage caused by negligence, water, moisture, excessive heat or excessive dryness, erosion, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, improper installation as per the industry standards, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured products. WOOD-CONCEPTS warranty does not cover natural expansion and contraction resulting in separation between the floorboards, or damage caused by low or excessive humidity.

The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

Tips on Protecting your Floor

To keep your floor in good condition, it is important to protect it from its three main enemies: abrasives, pressure and water.

Abrasives

When we talk about floor wear, we are referring to the protective finish and not to the wood itself. All flooring finishes are vulnerable to abrasives.

Tracked-in sand and hard surfaces that rub against the floor (chair and furniture legs, etc.) will eventually wear down even the most resistant protective finish. The following tips will help you protect your floor against premature wear.

- Place felt pads under chair and furniture legs. Ensure that the pads are kept clean and in good conditions.

- Sweep and vacuum the floor regularly to remove all sand and other abrasives.

Placing an outside mat and an indoor carpet at each door with exterior access will help keep gritty dirt from getting tracked through the house.

Pressure

Marks on the floor surface occur when the wood fibers is crushed. When this happens, the protective finish remains intact, simply molding to the shape of the hollow. Marking can be caused by heavy objects being moved or striking the floor, as well as by repeated rubbing or small impacts. To avoid marks on the floor:

- Protect the floor when moving heavy furniture such as refrigerator. Use specially designed glides or slide the furniture on a piece of upside-down carpet.

- For furniture and chairs with castors, use only castors designed for hard surfaces (wide rubber). Avoid hard ones made of plastic or wood.

- Watch for high heels, a dangerous enemy for any type of floor covering. Broken or worn heels can even damage a cement floor!

- If you have pets, keep their claws well trimmed.

Water

Wood interacts naturally with water, expanding as it grows more humid and contracting as it dries. The engineered structure of our wood floors allows the floorboards to resist some of the resulting movement. However, liquid spills or wide variations in humidity can have a visible impact of floors. To reduce the risks of floorboard movement:

- Keep relative humidity levels in your home between 35% and 55%. In summer, when the air is humid, keep rooms well ventilated and use a dehumidifier if necessary. In winter when heating dries out the air, use a humidifier.

- Wash floors with a slightly damp mop and then follow up with a dry towel.

- Immediately clean up any liquids spilled on the floor

- Avoid indoor rugs with undersides made of rubber or any other material that prevents air from circulating properly beneath the rug.

Last but not least, note that exposure to intense light will eventually discolour most materials, wood included. It is a good idea to move rugs and furniture from time to time so that the same sections of the floor are not permanently exposed to intense light.

Exposure to sunlight is responsible for a natural process (oxidation) that makes the surface of some of the exotic wood species darken considerably. Again, it is a good idea to move area rugs and furniture from time to time to allow the entire floor surface to get an even exposure to sunlight and a more consistent colour tone.



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

Regular Care

To maintain the look and performance of the finish and keep your floor looking beautiful longer, follow these few simple rules:

- Sweep or vacuum regularly, to get rid of dust, sand or any other abrasive grit.
- Immediately remove liquid spills from the floor.
- Only use cleaners specially designed for wood floors with wax.

Helpful Hints

Here are some tips on how to handle most problem situations:

Wet spills

Immediately clean up any food, alcohol, sweet liquids or other wet spills before they dry and stick. Wipe them with a well-wrung damp cloth.

- Sweep and or vacuum. Electro static swifters work best.
- Do not use the chemically treated swifter, these will inhibit future waxing of floors from burnishing properly.
- When you spot wash your floor use a mild solution of Murphy's Oil Soap. Spray the infected area. Wipe up the excess moisture as you go.
- The more you use the Murphy's the more your floor will start to cloud from the oils. This is ok. A soft cotton cloth will buff this out. Old fashioned diapers work best.
- When water spots occur: Dab a little bit of wax on the spots. Allow it to set up for 10 minutes and then rub lightly with the steel wool in a circular motion until the wax has integrated with the wood. Take a soft cotton cloth polish and you're done. You can omit the steel wool and go with the cotton cloth- sometimes this will work if they are surface spots.
- Bad spills (Sticky) - Use a mild concentration of white vinegar/warm water solution (2-3 capfuls per gallon). Wipe up excess water. The vinegar will breakdown the wax. This is to be used occasionally. The more you use it the quicker you will wash off your wax.
- When a full wash of your floor is needed, there is nothing better than clean pure water, filtered, therefore removing all the irons out of it. If you have this use a low concentration of "soap" Murphy's or a mild solution of Ivory Liquid. Two buckets are needed. Lightly damp mop, wring out your mop as best as possible in bucket #1 wipe down area and then wipe up all excess water. Then use your second bucket to clean out the mop prior to dipping the mop back into bucket #1.
IMPORTANT: Damp mop requires wringing out excess water. It is important that you are drying the floor as you go so that the water is not left on the wood to dry itself.

Severely Damaged Floorboard

In case of deep scratches or other major damages (surfaces burns, etc.), replacing the floorboard will be the solution. This can be done only by a professional wood flooring installer.

Restoring the Floor

Depending on the traffic, the floor surface is likely to show signs of wear in high traffic areas. Generally, the floor can be restored by applying a coat of finish. This may be needed in as early as 1 year.

Re-coating the floor requires a professional wood flooring contractor to make sure that the proper products and procedures are used. Should in-depth sanding and re-finishing be required, professional equipment and craftsmanship are necessary to ensure a quality result.

WOOD-CONCEPTS PRODUCTS WARRANTY

Floors with Tung Oil Finishes

WOOD-CONCEPTS warrants that its products meet all established internal and industry quality standards and offer the following warranty to the original purchaser.

Structural Integrity Warranty - Engineered

WOOD-CONCEPTS warrants its products to be free for a lifetime from defect in assembly, milling, dimensions and grading in their original manufacturing conditions and packaging.

WOOD-CONCEPTS floors will not buckle, cup or warp when properly installed according to the industry installation instructions procedures, and when properly maintained in accordance with such instructions and the floor care instructions provided. Being a 100% natural product, the wood floor will continue to expand and contract through normal heating and non-heating seasons. This warranty does not cover minor gaps and cupping that can occur due to the above. If an WOOD-CONCEPTS floor should ever delaminate, warp, buckle due to a manufacturing defect, WOOD-CONCEPTS will arrange for the repair or removal and replacement of the defective board(s).

Residential Finish Warranty

There is no Finish Warranty on floors with a Tung Oil Finish. These floors, depending on the traffic of the household, should be maintained with regular coats of Tung Oil every 1-3 years. An entire room does NOT need to be recoated to coat a section of the room that gets more traffic. Tung Oil gives the owner the option of doing spot touch ups.

All Finishes will scratch, will show indentations or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand or insufficient protection of furniture. Tung Oil Floors will tend to start looking more dry when they are in need of an additional coat.

If a manufacturing finish defect should occur (finish bubbling, streaking, etc.), WOOD-CONCEPTS, at its sole option, will repair, refinish or replace the portion of the floor with the defect, with the same product or another product of equal value.

Warranty disclaimers and exclusions

- Exposure to sunlight and UV light as well as floor ages bring subtle changes in the shading of any hardwood floor; area rugs and other sunlight barriers should be moved occasionally to avoid appearance of discolouring under them. This is not a product defect.

- Damage due to water and/or moisture, including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from this warranties.

- This warranty does not cover indentations, scratches or any other damage caused by negligence, water, moisture, excessive heat or excessive dryness, erosion, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, improper installation as per the industry standards, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured products. WOOD-CONCEPTS warranty does not cover natural expansion and contraction resulting in separation between the floorboards, or damage caused by low or excessive humidity.

The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.

Tips on Protecting your Floor

To keep your floor in good condition, it is important to protect it from its three main enemies: abrasives, pressure and water.

Abrasives

When we talk about floor wear, we are referring to the protective finish and not to the wood itself. All flooring finishes are vulnerable to abrasives.

Tracked-in sand and hard surfaces that rub against the floor (chair and furniture legs, etc.) will eventually wear down even the most resistant protective finish. The following tips will help you protect your floor against premature wear.

- Place felt pads under chair and furniture legs. Ensure that the pads are kept clean and in good conditions.
- Sweep and vacuum the floor regularly to remove all sand and other abrasives.

Placing an outside mat and an indoor carpet at each door with exterior access will help keep gritty dirt from getting tracked through the house.

Pressure

Marks on the floor surface occur when the wood fibers is crushed. When this happens, the protective finish remains intact, simply molding to the shape of the hollow. Marking can be caused by heavy objects being moved or striking the floor, as well as by repeated rubbing or small impacts. To avoid marks on the floor:

- Protect the floor when moving heavy furniture such as refrigerator. Use specially designed glides or slide the furniture on a piece of upside-down carpet.
- For furniture and chairs with castors, use only castors designed for hard surfaces (wide rubber). Avoid hard ones made of plastic or wood.
- Watch for high heels, a dangerous enemy for any type of floor covering. Broken or worn heels can even damage a cement floor!
- If you have pets, keep their claws well trimmed.

Water

Wood interacts naturally with water, expanding as it grows more humid and contracting as it dries. The engineered structure of our wood floors allows the floorboards to resist some of the resulting movement. However, liquid spills or wide variations in humidity can have a visible impact of floors. To reduce the risks of floorboard movement:

- Keep relative humidity levels in your home between 35% and 55%. In summer, when the air is humid, keep rooms well ventilated and use a dehumidifier if necessary. In winter when heating dries out the air, use a humidifier.
- Wash floors with a slightly damp mop and then follow up with a dry towel.
- Immediately clean up any liquids spilled on the floor
- Avoid indoor rugs with undersides made of rubber or any other material that prevents air from circulating properly beneath the rug.

Last but not least, note that exposure to intense light will eventually discolour most materials, wood included. It is a good idea to move rugs and furniture from time to time so that the same sections of the floor are not permanently exposed to intense light.



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

Exposure to sunlight is responsible for a natural process (oxidation) that makes the surface of some of the exotic wood species darken considerably. Again, it is a good idea to move area rugs and furniture from time to time to allow the entire floor surface to get an even exposure to sunlight and a more consistent colour tone.

Regular Care

Standard oil finishes makes floor care easy. To maintain the look and performance of the finish and keep your floor looking beautiful longer, follow these few simple rules:

- Sweep or vacuum regularly, to get rid of dust, sand or any other abrasive grit.
- Apply cleaners directly to the mop designed for the job rather than pouring it directly onto the floor. Mop the floor in the same directions as the floorboards.
- Immediately remove liquid spills from the floor.
- For tough stains, use cleanser on a sponge or damp cloth and rub.
- Never use wax, oil-based soap or other household cleanser. These products may dull the finish or leave behind a damaging oily film. This can make the floor slippery or harder to maintain.
- Only use cleaners specially designed for wood floors with tung oil finishes. Waterlox is a manufacturer of Tung Oil, and they carry these types of cleaners.

Helpful Hints

Here are some tips on how to handle most problem situations:

Wet spills

Immediately clean up any food, alcohol, sweet liquids or other wet spills before they dry and stick. Wipe them with a well-wrung damp cloth, then spray the soiled area with a wood floor cleanser and mop clean.

Fatty and oily substances, crayon, shoe marks, etc.

Spray the wood floor cleanser on a cloth and wipe the soiled area. For stubborn stain, dab with ordinary white vinegar, let stand for 2 to 3 minutes then wipe off, rubbing vigorously.

Chewing gum, candle wax, etc.

Cool the substance to be removed so that it will harden or crumble (an ice pack or ice cubes in a plastic bag so they won't melt on the floor are ideal). Pick up what you can by hand or with a broom, then finish the job with the wood floor cleanser.

Severely Damaged Floorboard

In case of deep scratches or other major damages (surfaces burns, etc.), replacing the floorboard will be the solution. This can be done only by a professional wood flooring installer.

Restoring the Floor

Depending on the household traffic, the floor surface is likely to show signs of wear in high traffic areas. Generally, the floor can be restored by applying a coat of finish. This may be needed in as early as 1 year.

Re-coating the floor requires a professional wood flooring contractor to make sure that the proper products and procedures are used. Should in-depth sanding and re-finishing be required, professional equipment and craftsmanship are necessary to ensure a quality result.

The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.

Tips on Protecting your Floor

To keep your floor in good condition, it is important to protect it from its three main enemies: abrasives, pressure and water.

Abrasives

When we talk about floor wear, we are referring to the protective finish and not to the wood itself. All flooring finishes are vulnerable to abrasives.

Tracked-in sand and hard surfaces that rub against the floor (chair and furniture legs, etc.) will eventually wear down even the most resistant protective finish. The following tips will help you protect your floor against premature wear.

- Place felt pads under chair and furniture legs. Ensure that the pads are kept clean and in good conditions.
- Sweep and vacuum the floor regularly to remove all sand and other abrasives.

Placing an outside mat and an indoor carpet at each door with exterior access will help keep gritty dirt from getting tracked through the house.

Pressure

Marks on the floor surface occur when the wood fibers is crushed. When this happens, the protective finish remains intact, simply molding to the shape of the hollow. Marking can be caused by heavy objects being moved or striking the floor, as well as by repeated rubbing or small impacts. To avoid marks on the floor:

- Protect the floor when moving heavy furniture such as refrigerator. Use specially designed glides or slide the furniture on a piece of upside-down carpet.
- For furniture and chairs with castors, use only castors designed for hard surfaces (wide rubber). Avoid hard ones made of plastic or wood.
- Watch for high heels, a dangerous enemy for any type of floor covering. Broken or worn heels can even damage a cement floor!
- If you have pets, keep their claws well trimmed.

Water

Wood interacts naturally with water, expanding as it grows more humid and contracting as it dries. The engineered structure of our wood floors allows the floorboards to resist some of the resulting movement. However, liquid spills or wide variations in humidity can have a visible impact of floors. To reduce the risks of floorboard movement:

- Keep relative humidity levels in your home between 35% and 55%. In summer, when the air is humid, keep rooms well ventilated and use a dehumidifier if necessary. In winter when heating dries out the air, use a humidifier.
- Wash floors with a slightly damp mop and then follow up with a dry towel.
- Immediately clean up any liquids spilled on the floor
- Avoid indoor rugs with undersides made of rubber or any other material that prevents air from circulating properly beneath the rug.

Last but not least, note that exposure to intense light will eventually discolour most materials, wood included. It is a good idea to move rugs and furniture from time to time so that the same sections of the floor are not permanently exposed to intense light.



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

Wood-Concepts Floors with Waterbase Urethane

W-C (Wood-Concepts Inc.) warrants that its products meet all established internal and industry quality standards and offer the following warranty to the original purchaser.

Structural Integrity Warranty - Engineered

W-C warrants its products to be free for a lifetime from defect in assembly, milling, dimensions and grading in their original manufacturing conditions and packaging.

W-C floors will not buckle, cup or warp when properly installed according to the industry installation instructions procedures, and when properly maintained in accordance with such instructions and the floor care instructions provided in this brochure. Being a 100% natural product, the wood floor will continue to expand and contract through normal heating and non-heating seasons. This warranty does not cover minor gaps and cupping that can occur due to the above. If an W-C floor should ever delaminate, warp, buckle due to a manufacturing defect, W-C will arrange for the replacement of the defective board(s).

Residential Finish Warranty

W-C warrants to the original purchaser that the surface of all factory applied Waterbase Urethane finished products will not wear through or separate from the wood for a full 10 years, under normal residential traffic and conditions and with proper maintenance. This Finish Warranty excludes any scratches, indentations or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand or insufficient protection of furniture.

If a manufacturing finish defect occurs under the term of this warranty, W-C, at its sole option, will replace the portion of the floor with the defect, with the same product.

Warranty disclaimers and exclusions

- Exposure to sunlight and UV light as well as floor ages bring subtle changes in the shading of any hardwood floor; area rugs and other sunlight barriers should be moved occasionally to avoid appearance of discolouring under them. This is not a product defect.

- Damage due to water and/or moisture, including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from this warranties.

- This warranty does not cover indentations, scratches or any other damage caused by negligence, water, moisture, excessive heat or excessive dryness, erosion, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, improper installation as per the industry standards, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured products. W-C warranty does not cover natural expansion and contraction resulting in separation between the floorboards, or damage caused by low or excessive humidity.

The sole remedy provided herein is the repair, refinish or replacement of defective products, or refund for defective products.

Tips on Protecting your Floor

To keep your floor in good condition, it is important to protect it from its three main



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

enemies: abrasives, pressure and water.

Abrasives

When we talk about floor wear, we are referring to the protective finish and not to the wood itself. All flooring finishes are vulnerable to abrasives.

Tracked-in sand and hard surfaces that rub against the floor (chair and furniture legs, etc.) will eventually wear down even the most resistant protective finish. The following tips will help you protect your floor against premature wear.

- Place felt pads under chair and furniture legs. Ensure that the pads are kept clean and in good conditions.

- Sweep and vacuum the floor regularly to remove all sand and other abrasives.

Placing an outside mat and an indoor carpet at each door with exterior access will help keep gritty dirt from getting tracked through the house.

Pressure

Marks on the floor surface occur when the wood fibers is crushed. When this happens, the protective finish remains intact, simply molding to the shape of the hollow. Marking can be caused by heavy objects being moved or striking the floor, as well as by repeated rubbing or small impacts. To avoid marks on the floor:

- Protect the floor when moving heavy furniture such as refrigerator. Use specially designed glides or slide the furniture on a piece of upside-down carpet.

- For furniture and chairs with castors, use only castors designed for hard surfaces (wide rubber). Avoid hard ones made of plastic or wood.

- Watch for high heels, a dangerous enemy for any type of floor covering. Broken or worn heels can even damage a cement floor!

- If you have pets, keep their claws well trimmed.

Water

Wood interacts naturally with water, expanding as it grows more humid and contracting as it dries. The engineered structure of our wood floors allows the floorboards to resist some of the resulting movement. However, liquid spills or wide variations in humidity can have a visible impact of floors. To reduce the risks of floorboard movement:

- Keep relative humidity levels in your home between 35% and 55%. In summer, when the air is humid, keep rooms well ventilated and use a dehumidifier if necessary. In winter when heating dries out the air, use a humidifier.

- Wash floors with a slightly damp mop and then follow up with a dry towel.

- Immediately clean up any liquids spilled on the floor

- Avoid indoor rugs with undersides made of rubber or any other material that prevents air from circulating properly beneath the rug.

Last but not least, note that exposure to intense light will eventually discolour most materials, wood included. It is a good idea to move rugs and furniture from time to time so that the same sections of the floor are not permanently exposed to intense light.

Exposure to sunlight is responsible for a natural process (oxidation) that makes the surface of some of the exotic wood species darken considerably. Again, it is a good idea to move area rugs and furniture from time to time to allow the entire floor surface to get an even exposure to sunlight and a more consistent colour tone.

747 North La Brea Avenue
Los Angeles, Ca 90038
310-904-4816



WOOD-CONCEPTS

DESIGN CREATE CONSULT SUPPLY

Regular Care

Standard waterbase finish makes floor care easy. To maintain the look and performance of the finish and keep your floor looking beautiful longer, follow these few simple rules:

- Sweep or vacuum regularly, to get rid of dust, sand or any other abrasive grit.
- Apply cleaners directly to the mop designed for the job rather than pouring it directly onto the floor. Mop the floor in the same directions as the floorboards.
- Immediately remove liquid spills from the floor.
- For tough stains, use cleanser on a sponge or damp cloth and rub.
- Never use wax, oil-based soap or other household cleanser. These products may dull the finish or leave behind a damaging oily film. This can make the floor slippery or harder to maintain.
- Only use cleaners specially designed for wood floors with waterbase (urethane) finish. Bona Cleaner is recommended.*

Helpful Hints

Here are some tips on how to handle most problem situations:

Wet spills

Immediately clean up any food, alcohol, sweet liquids or other wet spills before they dry and stick. Wipe them with a well-wrung damp cloth, then spray the soiled area with a wood floor cleanser and mop clean.

Fatty and oily substances, crayon, shoe marks, etc.

Spray the wood floor cleanser on a cloth and wipe the soiled area. For stubborn stain, dab with ordinary white vinegar, let stand for 2 to 3 minutes then wipe off, rubbing vigorously.

Chewing gum, candle wax, etc.

Cool the substance to be removed so that it will harden or crumble (an ice pack or ice cubes in a plastic bag so they won't melt on the floor are ideal). Pick up what you can by hand or with a broom, then finish the job with the wood floor cleanser.

Severely Damaged Floorboard

In case of deep scratches or other major damages (surfaces burns, etc.), replacing the floorboard will be the solution. This can be done only by a professional wood flooring installer.

Restoring the Floor

After a number of years, the floor surface is likely to show signs of wear in high traffic areas. Generally, the floor can be restored by applying a coat of finish.

Re-coating the floor requires a professional wood flooring contractor to make sure that the proper products and procedures are used. Should in-depth sanding and re-finishing be required, professional equipment and craftsmanship are necessary to ensure a quality result.

Exposure to sunlight is responsible for a natural process (oxidation) that makes the surface of some of the exotic wood species darken considerably. Again, it is a good idea to move area rugs and furniture from time to time to allow the entire floor surface to get an even exposure to sunlight and a more consistent colour tone.

Regular Care

Standard hardwax oil finishes makes floor care easy. To maintain the look and performance of the finish and keep your floor looking beautiful longer, follow these few simple rules:

- Sweep or vacuum regularly, to get rid of dust, sand or any other abrasive grit.
- Apply cleaners directly to the mop designed for the job rather than pouring it directly onto the floor. Mop the floor in the same directions as the floorboards.
- Immediately remove liquid spills from the floor.
- For tough stains, use cleanser on a sponge or damp cloth and rub.
- Never use wax, oil-based soap or other household cleanser. These products may dull the finish or leave behind a damaging oily film. This can make the floor slippery or harder to maintain.
- Only use cleaners manufactured by Wood-Concepts.

Helpful Hints

Severely Damaged Floorboard

In case of deep scratches or other major damages (surfaces burns, etc.), replacing the floorboard will be the solution. This can be done only by a professional wood flooring installer.

Restoring the Floor

Depending on the household traffic, the floor surface is likely to show signs of wear in high traffic areas. Generally, the floor can be restored by applying Maintenance Oil. – recommended by Wood Concepts.

Re-coating the floor requires a professional wood flooring contractor to make sure that the proper products and procedures are used. Should in-depth sanding and re-finishing be required, professional equipment and craftsmanship are necessary to ensure a quality result.