



WOOD-CONCEPTS

747 North La Brea Avenue
Los Angeles, Ca 90038

maintenance instructions with WAX and CLEAN

WAX and CLEAN is a water-based maintenance and cleaning product, for our (Hardwax) Oil and Wax impregnated wooden floors.

The thin layer of wax has a high anti-slip effect and makes your floor more resistant to dirt, moisture and stains.

INSTRUCTIONS:

After the application of the last layer of Hardwaxoil, wait at least 21 days before cleaning the floor with Wax&Clean.

Add approximately 200-300 ml wax & clean to 10 litres of water.

Take a (cloth) mop and wring it out completely. Then clean the floor with the Wax&Clean/Water mixture.

Never use too much water on the floor and remove excess water from the floor immediately.

Let it dry for about 1 hour.

Residential Finish Warranty

There is no Finish Warranty on floors with Hardwax Oil Finish. These floors, depending on the traffic of the household, should be maintained in accordance with the maintenance instructions. Maintenance Oil should be scheduled as needed to keep your floors looking beautiful.

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 (finish bubbling, walking off), SMH Wood Products Inc. DbA 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

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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. SMH Wood Products Inc. Dba 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.
- Never wash your floors with excessive water. Clothes should be well rung when damp mopping and then followed up immediately with a dry cloth. Cleaning small areas at one time.
- 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.
- Place rugs at sinks and wet areas.

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.

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 as directed above
- Immediately remove liquid spills from the floor.
- For tough stains, use Intense Cleaner which is available from SMH Wood Products Inc. DbA Wood-Concepts
- Never use paste or liquid 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 from the manufacturer.

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 (available from SMH Wood Products dbA Wood-Concepts)

Re-coating the floor requires a professional wood flooring contractor to make sure that the proper products and procedures are used.