

# ARBOR II

## COLLECTION

### MAINTENANCE AND CARE GUIDELINES

#### PREVENTATIVE MAINTENANCE

- To reduce wear, use area rugs at work stations, dining areas, and at heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.), especially if there is a large family or indoor pets.
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease, and oil outside.
- Sweep or vacuum regularly, since built-up grit can damage the finish. The vacuum head must be a soft brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the flooring. Do not use a vacuum with a beater bar head.
- NEVER mop or flood floor with water on Titanium products. This can severely damage the flooring.
- Thoroughly clean and rinse used and even new sponge mops to eliminate detergents.
- Remove spills promptly using a soft cloth and cleaning products recommended by Trinity Surfaces (Pro-Care Citrus Floor Cleaner, Pro-Coat products). See below for regular maintenance.
- IMPORTANT: Do not use oil soaps, liquids, or paste wax products or other household cleaners that contain lemon oil, tung oil, or ammonia since Trinity Surfaces warranty does not cover damaged caused by non-recommended products.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Office chairs with rollers must have a hardwood floor approved breathable mat over the floor covering to prevent scratching and roll marks. Excessive rolling will damage the finish over time.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
- Make certain furniture casters are clean, operate properly, and approved for hardwood floors.
- Remove shoes with spiked or damaged heels before walking on floor.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. We recommended rearranging rugs and furniture periodically so the floor ages evenly.
- Close drapes/blinds where excessive sunlight hits the floor. Heat and light can cause furniture, carpets, wallpaper, curtains, and floors to fade or discolor over time. The warranty does not cover damage from the sun.

#### REGULAR CARE MAINTENANCE OF HARDWOOD FLOORS:

To keep floors their best, we recommend that they be dust-mopped or vacuumed at least twice a week, more often on high traffic areas. Regular dust-mopping or vacuuming is essential to the care of hardwood floors. A good quality dust mop or vacuum attachment is the most effective tool for cleaning dust and dirt off the floor. Any spills tracked in by dirt or caused by beverages, chemicals, and/or bodily fluids should be wiped up promptly and be cleaned with Pro-Care Citrus Floor Cleaner. NEVER use wet mops to clean. If necessary, weekly cleaning with Pro-Care Citrus Floor Cleaner is harmless (for Trinity Surfaces Titanium/Urethane finish floors only).

For Nature GARD/Oil finish floors: Any spills tracked in by dirt or caused by beverages, chemicals, and/or bodily fluids should be wiped up promptly and be cleaned with WOCA Natural Soap (please see last page for specifics). If necessary, weekly cleaning with WOCA Natural Soap is harmless.

**Trinity Surfaces RECOMMENDS THE FOLLOWING CLEANING PRODUCTS:**

- Pro-Care Citrus Floor Cleaner for Titanium finishes only

**DO NOT USE THE FOLLOWING PRODUCTS OR ANY PRODUCT SIMILAR IN NATURE:**

- Bona X Hardwood Floor Cleaner
- Bona X Hardwoods Floor Refresher
- Fantastic
- Orange Glo
- Old English
- Formula 409
- Dishwashing Detergent
- Powdered All Purpose Cleaners
- Murphy's All Purpose Cleaners
- Paste Wax
- Endust, Pledge, or other dusting products
- Future, Mop N Glow, Brite, or any other polish

## HOW RELATIVE HUMIDITY IMPACTS WOOD FLOORS

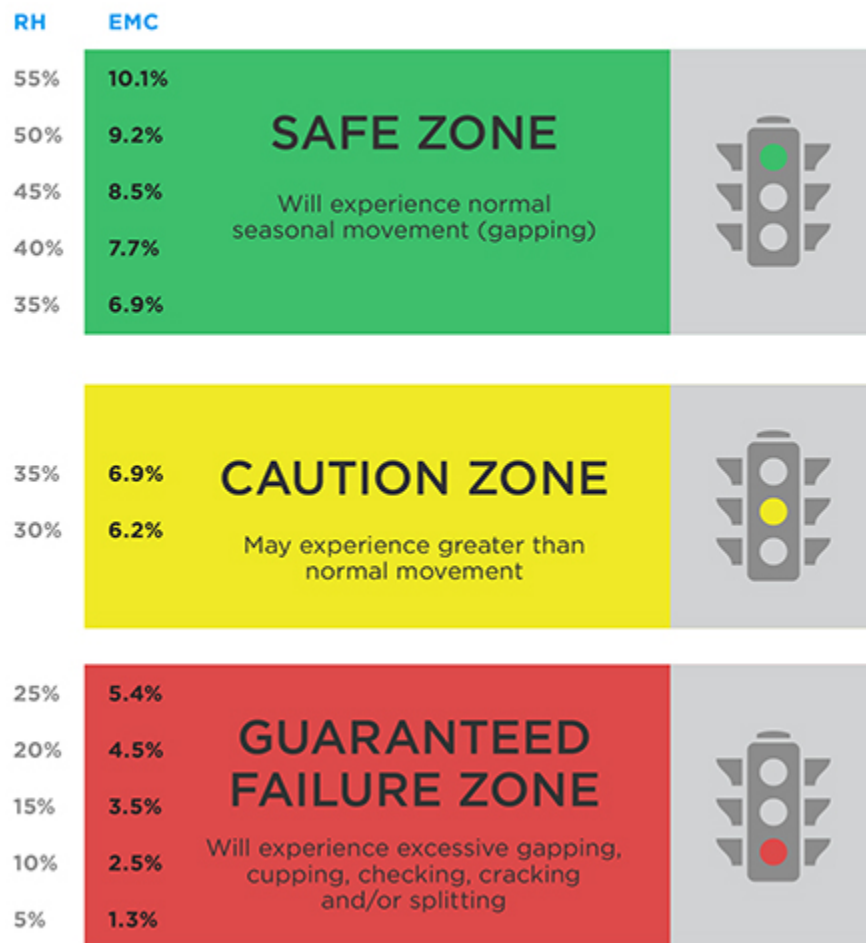
Over the past decade there has been huge controversy over engineered vs. solid wood flooring. Engineered flooring was designed to be more dimensional stable than solid under certain conditions. Most manufacturers have found by maintaining proper relative humidity (typically between 35 to 55%) engineered flooring remains reasonably stable where solid flooring will see side effects like gapping. Engineered will also see side effects but at lesser amounts.

If engineered flooring is exposed to high or low RH conditions one may see irreversible affects like checking, splitting, shearing, delamination, dry cupping, etc. When environmental conditions go beyond the caution zone and into the guaranteed to fail zone these side effects will become permanent. Where solid wood flooring will see side effects as well but usually will just have larger gaps between the planks.

Listed below is a chart which helps outline some of the relative humidity boundaries by flooring manufacturers:

### Factory Finished Flooring Performance by Zone

Relative Humidity (RH)    Equilibrium Moisture Content (EMC)



Source: <http://nwfcblog.blogspot.com/>

**URETHANE FLOORS (Titanium finish)**

- Trinity Surfaces does not recommend wet mopping.
- **Never** use a household dust treatment such as Pledge or Endust.
- Always use Trinity Surfaces recommended cleaning products (Pro-Care Citrus Floor Cleaner)
- **Never** use wax on top of a non-wax surface finish.
- Wipe up spills immediately with a lightly dampened cloth, then follow up with a recommended cleaning product.
- For stubborn stains, lightly dampen a soft cloth with a Trinity Surfaces recommended hardwood floor cleaner (Pro-Care Citrus Floor Cleaner). Apply directly to the stain and repeat as necessary.
- **Never** use petroleum-based cleaners on water-based finishes.