



FLOOR CARE FOR SHAW HARDWOOD FLOORING

Remember, like any floor covering, our factory finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your Shaw floor. A total care program consists of key areas: 1) Preventative Maintenance, 2) Routine Maintenance, and 3) Spot and Spill Removal.

Preventative Maintenance:

- Always protect floors from direct exposure of sunlight that can cause the wood or stain to change colors. Warranties do not cover damage from UV exposure.
- Protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage. As a rule, the heavier the object, the wider the floor protector.
- Walk-off mats should be used at all entrances to absorb soil and moisture. The use of appropriate mats will help avoid scratches and damages to the floor. If mats are placed directly on top of the hardwood floors, use proper indoor mats. Mats with foam, latex and rubber backings or even mats that can trap moisture underneath have potential to cause possible discoloration.
- Area rugs are recommended in high traffic and pivot areas. Avoid shoes with spiked or damaged heels.
- Also keep pets' paws and nails cleaned and trimmed.
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
- Make certain furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
- Maintain the proper Relative Humidity in your home between 35% - 55%.

Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the floor's surface.
- Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances.
- Do not use vacuums with rotating beater bars on hard surfaces.

Shaw's R2x Hard Surfaces Flooring Cleaner and Shaw's EPA/Dfe Green Formula Hard Surfaces Flooring Cleaner are recommended for general spotting and cleaning.

- Periodic cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of cleaning. Shaw's R2x Hard Surface cleaner or appropriate hardwood floor cleaning agents (neutral pH cleaners) are recommended.
- Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Never wet mop the floor with water and do not allow excess cleaner to remain on the floors surface as this may permanently damage the wood. Steam cleaners are not recommended.
- Do not use oil soaps, liquid or paste wax products, or cleaners with citrus type oils, Tung oils, silicon or ammoniated products as well as 2 in 1 cleaners with polish additives. Problems from these type products can affect the floor which would not be considered in the warranty.

Spot and Spill Removal:

- Remove wet spills promptly by blotting with white paper or cloth towels.
- Dried spots should be removed by Shaw's R2x Hard Surface cleaner and a clean terry cloth towel.
- Do not use detergents or abrasive cleaners since these products can result in scratches or leave a dull residue and appearance.

For further warranty or maintenance questions please contact Shaw at 800-441-7429 or www.shawfloors.com/customer-care/contact-us for additional assistance.