



# GENERAL FLOOR CARE & MAINTENANCE

Schafer hardwood floors are durable and easy to maintain. The factory finish protects the wood and keeps the hardwood flooring looking beautiful with general and finish specific care and maintenance.

## Preventive Floor Care

- Place high-quality floor mats or area rugs with a soft felt backing near entrances and high traffic areas to prevent loose dirt, debris and other abrasive substances from being tracked directly onto flooring surface. Do not use rubber backed mats as these will damage the factory finish and void the manufacturer warranty.
- Hardwood flooring that is installed in the kitchen should be protected in areas subject to cooking splatter, spills and water splashes. High quality throw rugs with a soft felt backing should be placed in front of the cooktop, oven, sink and dishwasher to protect the flooring finish.

**IMPORTANT!** Water spills, splashes, hot oil or food debris that lands on an unprotected area of the hardwood flooring must be cleaned up immediately! Damage to the factory finish from a failure to protect it from, including but not limited to, water spills, hot oil and food debris is not covered by the manufacturer warranty!

- Apply felt furniture pads to movable furniture, including but not limited to, chairs, tables, sofas and heavy furniture to protect the hardwood factory finish.
- Rearrange rugs and furniture periodically so the hardwood finish ages evenly. UV sunlight exposure may change the flooring color over time and is not considered a manufacturing defect.
- Keep pet nails trimmed and filed in order to minimize scratches and indentations. All hardwood floors will indent with enough force or when exposed to sharp objects.
- Maintain a consistent room temperature of 65°- 85° F with relative humidity levels of 35-55%, for the life of the installed hardwood flooring at all times.
- Only use hardwood cleaning products specifically formulated for your flooring product finish. Improper use of cleaning products will damage the factory finish.

IMPORTANT! Required room temperature and humidity levels must be maintained at all times, even when the home or building is not occupied.

- Do not walk on the hardwood floor with sharp “stiletto” style high-heel shoes.
- Do not use harsh cleaning products, including but not limited to, ammonia, acetone, alcohol, bleach, STP, abrasive cleaners or furniture cleaners on your hardwood floors.
- Do not use oil-based wax, oil soap, mineral oil, polish, or other household dusting products on your hardwood floors.
- Do not wet mop hardwood floors as excess moisture will damage the finish and void the manufacturer warranty.
- Do not use a wet cloth to remove drywall dust from the hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.

## Regular Care

- Dry dust mop or vacuum (raised beater or suction type) on a frequent basis to remove loose debris and dirt anywhere from the hardwood flooring surface.
- Use only hardwood floor cleaning products designed for hardwood floors.
- Do not use steam or steam cleaners or power scrubbing machines on the hardwood flooring.
- When the hardwood floor requires refinishing or re-oiling, we recommend using the services of a NWFA Certified Professional. ([nwfa.org](http://nwfa.org)) \_\_\_\_\_

## FINISH-SPECIFIC GUIDELINES

### **OIL FINISH FLOOR CARE & MAINTENANCE**

Our UV oil finished floors provide a more natural looking matte finish that is durable and easy to maintain. Oil finished hardwood floors require the same general preventive, regular care and maintenance as other hardwood finishes.

Oil finished floors installed in high traffic or commercial areas will require more frequent maintenance including periodic deeper cleaning and rejuvenation.

#### **Regular Care**

Daily cleaning to remove debris from the flooring surface should be done with a soft broom, vacuum cleaner (raised beater or suction type) or Bona Microfiber Mop Set.

Use Bona Hardwood Floor Cleaner spray along with the Microfiber Mop Set to clean areas that have become soiled. Spray a small amount of cleaner on a soft dry cloth, then wipe to remove marks and dirt. This cleaner will not leave streaks or a film and can be used as often as desired.

**IMPORTANT!** Do not use products containing alcohol on oil finished hardwood flooring. Most general cleaning products contain alcohol as a drying agent and by its chemical nature will damage the factory oil finish and void the manufacturer warranty.

#### **Oil Finish Touch-up and Rejuvenation**

Over time, the hardwood floor oil finish may need treatment with Maintenance Oil. There is no set time when you will need to do this kind of touch-up. Areas of your oil finished floors that experience heavier traffic than others may require touch-up sooner, while other areas may not need it until much later. Most floors need maintenance oil applied within the first 5 years of use.

## Do's & Don'ts for Oil Finish Floors

- Clean up spills, hot oil/cooking splatter or other moisture immediately.
- Maintain a consistent room temperature of 65°- 85° F with relative humidity levels of 35-55%, for the life of the hardwood flooring at all times.
- Do not use harsh cleaning products, including but not limited to, ammonia, acetone, alcohol, paint thinner, bleach, STP, abrasive cleaners or furniture cleaners on oil finish hardwood floors.
- Do not use oil-based wax, oil soap, mineral oil, polish or other household cleaners or dusting products on oil finished hardwood floors.
- Do not allow cosmetic lotions or other oil based products to come in contact with the oil finish.
- Do not wet mop oil finish hardwood floors as excess moisture will damage the finish and void the manufacturer warranty.
- Do not use a wet cloth to remove drywall dust from the oil finish hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.
- Do not use Acrylic or Polyurethane wood cleaning products on oil finish flooring as doing so will damage the factory finish and void the manufacturer warranty.
- Only use hardwood floor cleaning products specifically formulated for oil finish hardwood flooring. The use of cleaning products not intended for oil finish hardwood flooring will damage the factory finish and void the manufacturer warranty!

IMPORTANT! Adhesive glue or tape that is used or left on the surface of an oil finished floor will damage the factory finish and void the manufacturer warranty. The use of any adhesive glue or tape removal product to remove adhesive glue or tape residue left on the surface of an oil finished floor, including but not limited to, acetone and paint thinner, will damage the factory finish and void the manufacturer warranty. Schafer Hardwoods will not be liable for damage caused by the use of adhesive glue or tape on its oil finish hardwood flooring, and/or adhesive glue or tape removing products used to remove their residue.

# RESIDENTIAL WARRANTY

The warranties described herein are given to the original retail purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. These warranties cover only approved product applications as recommended by SHFC.

## Regarding All Warranty Coverage

This warranty is not transferable and extends only to the original Owner/Purchaser. All pre-installation preparation, installation, floor care and maintenance must be in accordance with our requirements.

Schafer hardwood flooring is manufactured using a product with naturally occurring variations, including but not limited to, character, grain, color, mineral streaks, splintering and knots which are not considered manufacturing defects.

Variations between planks that are a result of collection specific wood working, including but not limited to, hand distressing, scraping, wire brushing, chiseling, smoking, carbonizing and color staining are not considered manufacturing defects.

As a product of nature, hardwood flooring will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience slight separation between boards at different times during the year. If such normal expansion and contraction occurs, it is not covered by this manufacturer warranty.

## Full Lifetime Structural Warranty

Schafer Hardwood Flooring Company warrants to the Owner/Purchaser, under normal residential use, that its products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading, for as long as the original purchaser owns the installed hardwood flooring product.

## Limited Finish Warranty

Manufacturer warrants that under normal residential conditions, with proper care and maintenance, the factory finish will not wear-through within ten years.

This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

## Warranty Exclusions

This warranty DOES NOT cover the following:

- Failure to perform required pre-installation jobsite testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or T&G glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65°- 85° F and relative humidity levels of 35%-55% at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, including but not limited to, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.
- Damages due to a leaky faucet or broken pipe.
- Damages due to insect infestation after the product has left the manufacturer.
- Damages due to improper flooring finish work, including but not limited to, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive or masking tape on the flooring surface.
- Damages due to the use of harsh chemicals, including but not limited to, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages to the flooring finish caused drywall dust.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- Scratches or stains caused by domestic pets or other animals.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Floor color changes due to direct & indirect sunlight or other UV light exposure.
- Flooring purchased online or sellers not authorized to sell Schafer products.

## **General Terms and Conditions**

- This warranty is limited to the original Owner/Purchaser.
- The liability of manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of SHFC.
- New or replacement hardwood flooring required to settle a claim are not guaranteed to match the existing installed hardwood flooring or retailer display samples.
- Manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- No other warranties expressed or implied are made including merchantability or fitness for any particular purpose.

- Under no circumstances shall Schafer Hardwoods be liable for loss or damage associated with special, indirect, incidental or consequential damages.
- No installer, retailer, agent or employee of SHFC has the authority to increase or alter the obligations or limitations of this warranty.

## **Manufacturer Inspection Rights and Claims**

Schafer Hardwood Flooring Company shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.

Claims submitted to SHFC must be supported with the original sales receipt.