

# THE GARRISON COLLECTION

## URETHANE FINISHED HARDWOOD FLOORING CARE & MAINTENANCE INSTRUCTIONS

**Instructions for:** Garrison II Distressed, Garrison II Smooth, Garrison III, Garrison Deluxe, Exotics, Carolina Classic, Big Sky, Competition Buster, Silverline, Cantina, Crystal Valley (Engineered), Villa Gialla (EXCEPT Romantique & La Belle), French Connection (Cloud ONLY), Garrison Plus & Red River

Like any floor covering, The Garrison Collection 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 Garrison Collection hardwood floor.

### CARE & MAINTENANCE GUIDELINES

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list:

- Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. **Do not use a vacuum with a beater bar head.** Be certain the wheels of the vacuum are clean and do not damage the finish.
- We recommend using Garrison, Woodwise, or DuraSeal cleaning products applied with a terry cloth mop. Always vacuum the floors prior to using cleaning solutions. Do not allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
- NEVER wet-mop, damp-mop, or clean your floor with water or other cleaning products. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty. (*See warranty exclusions under Improper Maintenance.*)
  - Do not use hardwood floor cleaning machines or steam cleaners.
  - Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. In addition to potentially voiding your warranty, use of these and similar products will harm the long-term performance of your floor and may also affect its re-coat ability.
  - Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss. In addition to potentially voiding your warranty, these may produce unsatisfactory results when not applied properly.

- Remove spills promptly using a soft cloth and cleaning products such as Garrison or those listed above.
- NEVER use tape on your floors, even those tapes with low adhesion properties.
- Use area rugs in high-traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
- Remove shoes with spiked or damaged heels before walking on floor.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
- 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.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays.
- Maintain the proper relative humidity in your home between 35% – 55% at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring. Seasonal gapping should be expected. Surface checking can be expected if the humidity level is not properly maintained between 35 – 55% R. H. or if the floor's surface temperature exceeds 82°.