



MURCIALVA

CARE, MAINTENANCE & PROTECTION

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Unlike most other floor coverings, wood floors are a long-term investment that, when properly maintained, will last for a lifetime. We at Murcialva ensure that our products can endure wear and tear resulting from regular use for many years when taken care of well.

However, the customer must be made aware of realistic expectations and learn about the hardwood floor maintenance since that is critical to the long-term performance of the wood floor.

While we ensure that we manufacture the highest quality flooring for our customers, a 25-year limited warranty [for terms and conditions, [please refer to Warranty guidelines], you are solely responsible for maintaining and caring for your floors to ensure that they will remain beautiful for the long term. Please read below a few general tips on keeping your floors looking their best.

PROTECTION

POST INSTALLATION

- After installation, if you choose to cover the floor protectively, cover the bottom completely- This is because some species are light-sensitive, and uncovered areas may change colour.
- Covering a glue-down application may not allow some adhesives to cure properly. Instead, follow the flooring and adhesive manufacturers' recommendations.
- Use a covering material with a vapour permeance (perm rating) of no less than one perm (class III vapour retarder).
- Any covering should be taped, using low-adhesion tape, to the base or shoe mouldings. Do not tape to finished flooring. When taping paper or sheets together, tape them to each other, not the floor.
- Do not allow the floor covering to sit on the installed floor for an extended period.

RUGS

- Use breathable throw rugs both inside and outside the doorways to help prevent grit, salt, chemicals, sand, moisture, and other debris from being tracked onto wood floors. Do not use non-breathable floor coverings or floor protectors on wood floors.
- Rugs should regularly be shaken out, cleaned, and thoroughly dried before being placed onto a wood floor.
- Unless otherwise defined by the finish manufacturer, area rugs should not be placed on a newly finished wood floor

for a minimum of seven days after the final coat of finish has been applied.

- Take special precautions with special non-skid pads frequently placed under area rugs. Some pads may imprint their pattern (surface impressions) onto the finish and wood floor. (Natural fibre pads may not transfer as much as synthetic pads.)
- Be aware that area rugs cover the wood floor, protecting it from UV/sun exposure, which results in colour differences in the wood floor.

GENERAL PROTECTION

- Put fabric-faced glides under the legs of furniture to prevent scuffing and scratching. Periodically check these floor protectors for embedded soil and replace them as necessary.
- Avoid walking on wood floors with cleats, sports shoes, and high heels.
- Keep pet claws trimmed and in good repair.
- Do not slide heavy furniture across wood flooring. It is best to pick up the furniture entirely and place it where it needs to be.
- Use safety glides when moving appliances (refrigerators, stoves, etc.). On newly finished floors, wait a minimum of three days before replacing appliances.

CARE & CLEANING

1. Establish a cleaning regimen and incorporate floor cleaning into the facility's cleaning routine.
2. Only use dust mops to clean; NEVER use wet mops- water and wood do not mix! Dry sweep wood floors frequently (daily) to remove fine and large particles from the floor's surface. Use a high-quality dry dusting mop with disposable or washable cloths that remove the surface's dirt. Particles have the potential to be ground into floors, potentially causing damage to a floor's finish. In addition, when introduced to moisture, fine dirt particles can turn into a film that dulls the look of the wood floor.
3. Only use vacuum cleaners that have a setting for hard surfaces. When present, turn off the carpet setting (beater/bar brush) on vacuum cleaners.
4. If spills occur, wipe them up immediately to prevent damage caused by standing liquid.
5. Damp-mop floors regularly (weekly) to keep wood floors looking their best.
6. The mop should be slightly moistened and well-wrung out, ensuring the amount of moisture left on the floor surface is minimal.
7. When using spray mops, use only high-quality spray mops that provide greater control over the amount of solution applied and come with super-absorbent, disposable or washable pads that remove the cleaning solution and soil from the floor surface.
8. Consult the flooring or finish manufacturer's recommendations for general maintenance practices and which cleaning products to use.
9. Wood floor finishes such as natural oils or waxes require extra precautions. Follow the additional instructions provided by the flooring and finish manufacturers.
10. When the flooring or finish manufacturer is unknown, a wood flooring professional should identify the type of finish on the floor and recommend an appropriate wood floor cleaning product.
11. It is essential to maintain a consistent environment to minimize floor movement throughout the year. Use a humidifier throughout the winter/dry months and a dehumidifier in the summer/humid months to help keep wood from gaining or losing moisture.
12. When the floor loses its lustre, it's time for a maintenance coat.
13. The installation guide also indicates that according to the National Wood Flooring Association, for long-lasting floors they need to have a controlled environment to say within 35-55% relative humidity, and between 65-75°F will promote the longevity of wood flooring.

MAINTENANCE

FACTORY-FINISHED WOOD FLOORS

Using a non-recommended cleaning product to clean the floor may ruin the intended appearance of the finish, and it may also cause finish adhesion problems when it is time for the floor to be recoated. In addition, excessive use of any wood floor cleaners can damage the wood floor. Only use cleaners as recommended by the flooring manufacturer.

SITE-FINISHED WOOD FLOORS

Using a non-recommended cleaning product to clean the floor may ruin the intended appearance of the finish, and it may also cause finish adhesion problems when it is time for the floor to be recoated. In addition, excessive use of any wood floor cleaners can damage the wood floor. Only use cleaners as recommended by the finish manufacturer.

OILED FLOORS

- Many natural oil finish manufacturers recommend a specific maintenance routine of using oils and soaps regularly. Failure to follow particular maintenance procedures will result in a finish that will not last as intended.
- The oil finish may periodically need to be reapplied. There are many different oil finishes, and each has a specific maintenance program.
- Never use traditional wood floor cleaners on oiled floors to damage the oil finish.

WAXED FLOORS

- Rebuffing existing wax finish can revitalize most dull waxed floors. However, the application of new wax may be necessary periodically. Avoid wax buildup under furniture and other light traffic areas by applying wax in these spots every different waxing session.
- On waxed floors, never use water-based cleaners, as they can cause water spots.

NON-URETHANE-COATED ACRYLIC IMPREGNATED FLOORS

- For white/bleached acrylic enhanced products, always use an untreated mop. Never use water or petroleum-based products. The floor should be buffed with a low-speed buffer and a specific product for white/bleached floors. More maintenance will be required for white/bleached floors.
- Some flooring manufacturers recommend that floors that have become dull can be lightly abraded, and then a recommended conditioning product should be used.
- Follow the manufacturer's directions for spot-cleaning stubborn stains. Methods may include spot-sanding or lightly abrading, applying the recommended cleaner and conditioner, or using mineral spirits or hydrogen peroxide and a hand-sized piece of the synthetic pad to remove the stain.

SPORTS FLOORS

- Sports floors from basketball to aerobics studios usually take a beating from heavy daily use. Specific recommendations for sports floors are available from the Maple Flooring Manufacturers Association (MFMA): www.maplefloor.org.
- General MFMA maintenance guidelines include:
- Dry mop the floor daily with a properly treated dust mop. Floors with hefty use should be swept up to three times per day.
- Use walk-off mats at all doorways.
- Wipe up spills or any other moisture on the floor immediately.
- Remove heel marks/scuffs using a floor finish manufacturer's approved wood floor cleaner applied with a soft cloth or dust mop.
- Do not use household cleaning products or products designed for other flooring surfaces, damaging the floor finish and leaving the floor sticky or slippery.
- Do not clean the floor with scrubbing machinery or power scrubbers unless the flooring and finish manufacturer recommends doing so.
- Ensure the HVAC system is working correctly, with normal humidity levels and temperatures. Indoor relative humidity should be maintained between 30-50% and a temperature between 60-80°F year-round.
- Do not shut down the HVAC system for prolonged periods.
- Inspect the floor for abnormal shrinkage and swelling. During the summer months/humid seasons, carefully monitor all exterior doors and windows for leaks.

WHAT NOT TO USE

- Do not use sheet vinyl or tile floor care products on wood floors.
- Do not use self-polishing acrylic waxes, which add a film to the floor surface, causing the flooring to become slippery, scuff, and appear dull quickly.
- Do not use cleaning products that claim to restore, rejuvenate, add-shine, polish, or renovate the wood floor.
- Do not use household wet dusting products to clean wood flooring unless otherwise recommended by the finish or flooring manufacturer.
- Never use wax on non-waxed surface finishes.
- Do not use petroleum-based cleaners on waterborne finishes.
- Do not use wood floor cleaning products designed for film finishes on natural oiled finishes.
- Unless otherwise recommended by the finish or flooring manufacturer, do not use oil soaps on urethane or film-forming finishes.
- Do not use vinegar on wood floor finishes. Vinegar is acidic and will degrade the floor finish.
- Do not use a traditional mop and bucket that can apply too much moisture to the wood floor. Standing water will result in cracks, splits, cupping, warping, degradation of the finish and can leave a discolouring and sometimes sticky residue.
- Do not use steam-cleaners on wood floors. Water in a vapour form will penetrate the wood fibre and cause irreversible damage to the wood flooring and the finish.



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