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KNOX HARDWOOD FLOORING CO.

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HOW TO MAINTAIN YOUR HARDWOOD FLOORS

WEEKLY MAINTENANCE:

STEP 1: Using a vacuum cleaner or soft bristle broom, go over your hardwood floors weekly. If using an upright vacuum cleaner, place it on the hardwood and then raise it up so that the underneath doesn't touch the hardwood. This will keep the underneath from scratching the floor. Canister vacuums and central vacuum systems work best. Avoid using beater bars as they will scratch your hardwood.

STEP 2: Take a dust mop and "very lightly" spray some Endust on the bottom. Then go over the hardwood to pick up any tiny particles of dust left behind by the broom or vacuum cleaner. Too much Endust can cause your hardwood to become very slick and dangerous. You can also use the "Dry" Swiffer or Pledge Grab It. (NOTE: We do NOT recommend that you use any of the "Wet" cloths or "Wet" jet machines on your hardwood floors as these products contain chemicals which WILL damage your finish and your hardwood.)

SPILLS:

If you spill something on your hardwood, simply take a damp rag or paper towel and clean up the spill. Then immediately go over the area with a dry rag or paper towel and wipe the area dry. Never leave water standing on your hardwood as this will damage your finish and possibly even the wood.

CLEANING YOUR HARDWOOD FLOORS:

If your hardwood begins to look dingy or dirty due to excessive traffic, dirt, unnoticed spills, etc. (about every 3 to 4 weeks), use only Minwax Hardwood Floor Cleaner. This cleaner comes in a blue squirt bottle and can be purchased from Graning Paint Company located at 600 E. Magnolia Avenue, Knoxville, TN; Phone No.: (865) 546-4881. Graning Paint is located at the corner of Magnolia and Hall of Fame Drive. They also have a website: www.graningpaint.com and an email address: graningpaint@comcast.net. This product will only clean your hardwood, not buff or polish it. Unfortunately, no one has come out with any trustworthy product that will buff and polish your hardwood without damaging the finish or the floor at this time. To use, simply squirt a small amount out on the hardwood (doing small sections at a time) and using an almost dry sponge mop, mop the cleaner on the hardwood going in the direction of the grain (or lengthwise). If you mop it across the grain, it will leave streaks in your floor. It dries within a few minutes and you're done. Remember to keep this mop separate from any other mops and use it only for your hardwood floors. Also, be sure to clean your mop after each use with water only, ring it out thoroughly, and hang the mop up to dry so that it's ready for the next use.

WARNING: NEVER MOP YOUR HARDWOOD WITH A WET MOP OR WITH SOAP AND WATER OR WATER AND VINEGAR. NEVER USE MURPHY'S OIL SOAP, MOP & GLO, CLOROX, MR. CLEAN, PLEDGE ORANGE WOOD FLOOR CLEANER, ANY OF THE HOLLOWAY'S FLOOR CLEANERS OR POLISHERS, OR ANY OTHER PRODUCT WHICH HAS TO BE DILUTED WITH WATER, IS WATER BASED, OR WHICH CONTAINS ETHER OR ALKALINE OR POLYMER, OR AMMONIA. ALL OF THESE PRODUCTS CAN DAMAGE NOT ONLY YOUR FINISH BUT YOUR HARDWOOD AS WELL. IF YOU PURCHASE A PRODUCT NOT LISTED ABOVE AND HAVE ANY QUESTIONS, PLEASE CALL US AT 522-0398 BEFORE USING THE PRODUCT ON YOUR FLOOR. ALSO, IF YOU HAVE A POLYURETHANE FINISH ON YOUR FLOOR, NEVER WAX YOUR HARDWOOD AS THIS WILL CAUSE IT TO BECOME VERY SLICK AND DANGEROUS AND COULD RESULT IN INJURY TO YOU OR OTHERS. ALWAYS REMEMBER THAT WATER AND WOOD DON'T MIX. ALSO, DESPITE THE INFORMERCIALS YOU SEE ON TV, YOU DO NOT WANT TO EVER USE ANY STEAM CLEANERS ON YOUR HARDWOOD FLOORS.

COURTESY TIPS:

If you want to minimize scratching your hardwood floors, we suggest you purchase some felt to put on the bottom of your sitting chairs, sofas, coffee tables, end tables, and any other pieces of furniture which can easily slide when bumped or pushed around. The felt can be purchased just about anywhere and comes in a variety of sizes. Just peel and stick them on the bottom. If you have any furniture on wheels, such as a TV or office chair, you might want to consider purchasing a chair mat or some rubber cups (the cups can be found in the same section as the felt at the store) to help protect your hardwood. (Suggestion for plastic chair mats: Use the peel and stick felt and cover the entire bottom of the mat before placing it on your hardwood floor to help prevent scratching your polyurethane finish.) If you have a wooden dining room set or breakfast table and chairs, use felt or rubber cups under the legs of the table. If the chair legs have metal or plastic tips, felt will not stick. We recommend you remove the metal or plastic and purchase the felt pads with the nail in the center and gently tap the nail into the bottom of the chair leg. These will last much longer than peel and stick felt and won't scratch your hardwood. If you have a wicker or metal table and chairs, please call us for tips on these as well. As a reminder, it takes 14 days for the polyurethane finish to completely cure out (from the date the final coat is applied). During this time, your hardwood is much more susceptible to scratching so you'll want to be very careful moving furniture into any area where the hardwood is, particularly if the furniture is extremely heavy (i.e. china cabinets, buffets, dining room suites, refrigerators, sofas, etc.). Decide where you want the heavy objects to go and then set them gently in place. Don't slide them back and forth or side to side as this could damage the finish, the stain or even the hardwood itself. Another tip to help protect your floors while you're moving your furniture in would be to purchase some Rosin or Resin (depends on what you want to call it) paper and lay it on top of the hardwood. You can tape pieces of the paper together but don't tape the paper to the floor as it could stick to your finish and pull the finish off when you take it up. This paper is lightweight (very thin paper) and has a beige or pink appearance and can be found in the building section of almost any hardware store. **NEVER PUT PLASTIC OR CARDBOARD ON YOUR HARDWOOD FLOOR TO COVER IT.** If you'd like to know how to move your refrigerator or any other appliance or a piano across your hardwood floors without damaging them, give us a call and we'll be happy to guide you through it.

One Final Note - **DO NOT** put any area rugs on your hardwood floors or allow any pets on your hardwood floors for **2 weeks** after the final coat of polyurethane has been applied. If you do, there is a strong possibility that the rugs will stick to the hardwood floors and your pets' claws could peel the polyurethane right up off the floor. Also, never set plants directly on your hardwood floor - use a plant stand; and, never put water and food bowls for your animals directly on the hardwood floors.

If you have any questions at all regarding your hardwood flooring, please don't hesitate to call us.