

# ENGINEERED & SOLID HARDWOOD

NAF ENGINEERED & SOLID HARDWOOD is especially designed to endure wear resulting of normal use for many years. While we ensure that we manufacture the highest quality flooring for you and stand behind our products by offering you a 30-year limited residential 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 how to keep your floors looking their best.

*Our UV Lacquer finished NAF Engineered Hardwood floors have a protective finish that sits on top of the floor and gives you a low gloss finish that is low day today maintenance but will last for a significant amount of time.*

**PLEASE NOTE:**

1. More than 90% of problems with floors relate to moisture. Ensure that the moisture barrier is properly installed and taped. Ensure spills on the floor are dealt with quickly. Use dry/damp mopping methods only (dry/damp mop means the floor is dry 15 seconds after mopping).
2. Your flooring may oxidize or turn darker in the presence of UV light. This is a naturally occurring process.
3. Maintaining a Relative Humidity (RH) in the house between 30-70% is vital to ensure the floor does not excessively expand/contract. Caution should be taken with evaporative coolers which can raise the RH above 70%. Likewise, some heaters can drop the RH below 30%.
4. Engaging the locking system properly requires tapping the long and short joins into place. This releases any tension in the joins. Use a soft rubber mallet to tap the end joins.
5. Insufficient expansion gaps cause the floor to buckle/peak/cup/separate.
6. Insufficient expansion gaps at doorways cause the floor to buckle/peak/cup/separate.
7. Uneven subfloor causes the floor to sound 'drum my' and will cause early deterioration of the boards.
8. Cleaning & Care and Maintenance Instructions must be followed to maintain the products warranty.
9. Entrance mats must be installed; we recommend a coarse mat outside the door, and a fine mat inside the door.

**CLEANING & CARE:**

1. Sweep, dry vacuum with bristles down, and dry/damp mop regularly. Using NAF's Hardwood floor cleaner. Never use a steam cleaner.
2. Use dry/damp mopping methods (dry/damp mop means the floor is dry 15 seconds after mopping). NEVER WET MOP.
3. Install entrance mats at external doors to avoid bringing dirt, water, and sand indoors.
  - a. Double entrance mats are required for domestic installations - 1 course exterior mat, and 1 medium interior mat.
  - b. Triple commercial entrant mats are required in commercial installations, with a minimum walk-off zone of 3.5m. Refer to the mat manufacturer.
4. Use a micro fibre mop and ph. neutral detergent. Follow the manufacturer's recommendations.
5. Remove any liquid spills immediately. Water and wood do not mix. This will also help prevent stains and possible damage to the plank core. Damage from standing water or liquid is not covered by warranty.
6. Floor to ceiling windows coupled with the Canadian sun can create floor temperatures over 70°C. Close curtains/blinds during peak sunlight hours to minimize direct sunlight on the floor. Dramatic temperature change of the flooring could cause joints to lip or gaps to occur.
7. Protect floors by adding strong felt protectors to furniture and chair legs. Never slide furniture across floors.
8. Pet claws can scratch the flooring. Keep nails trimmed.
9. Avoid walking on Engineered Wood Floors with heeled shoes. Shoes with objects imbedded into the sole can mark the floor.

All hardwood floors will scratch and dent depending on living conditions. Scratching and denting are excluded from warranty claims.

UV lacquered floors require a professional for repairing deep scratches and abrasions. Minor scratches can be cosmetically masked with touch up stains/pens.



### **SUN FADING**

Hardwood flooring ages and matures over time with exposure to UV light. All wood floors will eventually darken, fade, or lighten depending on the species and how exposed they are to the sun. The majority of the aging process occurs within 3-6 months and continues for the life of the floor. NAF Engineered Hardwood Floors' 30-year limited warranty does not cover colour deterioration resulting of light sensitivity.

To reduce fading and light sensitivity effects on your floors, here are a few ways that, combined all together, can greatly slow down the process of fading/darkening/bleaching of floors:

- Area-rugs and furniture should be shifted regularly to promote even exposure of the floor to light.
- Window coverings such as drapes, curtains, shutters, or blinds will drastically cut down on any UV and infrared light from reaching the floors.
- Window films - Apply this specialty film (i.e., 3M) to your windows to cut down UV rays while still allowing some visible light to come in.

- Awnings - retractable or stationary designs will help blocking sun's harmful rays from damaging your floors.
- Low-E glass windows - If building a new home or renovating and swapping out windows, consider low-emissivity glass windows to limit the amount of UV light from hitting your floors.

## **SOLUTIONS**

If your floors have already faded, then the only (and best) option to solve the issue is by sanding and refinishing the floors with the help of a professional.

## **BOARD VARIATIONS**

Many wood floors will display variation in colour from board to board. Some floors will have more variation than others depending on the species. This is not indicative of any fault in the floor but is a natural occurrence with any wood product. Install boards simultaneously from several cartons to ensure good mix of colour and shading.

