

LAMINATE – 12.3MM OLD TOWNE COLLECTION

We do not warrant floors that are not properly maintained.

Routine Maintenance

1. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
2. For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use Mineral Spirits, Denatured Alcohol (Clear Hand Sanitizer containing Ethanol) on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue. IMPORTANT! Never use Lacquer Thinner, or Citrus Based Solvents to Clean the Laminate Flooring. Test all cleaning chemicals on an inconspicuous area or loose piece of the flooring before use.
3. Sweep, dust, or vacuum the floor regularly with a proper hard surface non-motorized attachment (not the beater bar) or microfiber dusting pad (such as available in the Bona floor care kit), to prevent accumulation of dirt and grit that can scratch or dull the floor finish. Do not Use Swiffer type dust mops, Steam Cleaning Equipment or Swiffer Type steam or wet mops of any kind on the Laminate flooring surface.
4. Periodically clean the floor with the Laminate Floor approved cleaning products, or a Noneliminated Laminate Floor Cleaner Kit, made specifically for prefinished Laminate floor care. Apply cleaning liquid to dampen (not dripping), a soft clean cloth or terry cloth mop cap. Dry the floor immediately after cleaning with a dry terry cloth towel to remove excess cleaner residue and avoid streaking.
5. Do not apply liquid cleaners directly to the flooring surface, never wash or wet mop the floor with soap, water, oil-soaps, detergents, vinegar, or any other liquid cleaning material. This can cause swelling, warping, delamination, or joint-line separation, and will void the warranty.
6. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
7. Do not use any type of finish restorer, coatings to enhance shine, floor wax, or polishes.
8. For spots such as candle wax or chewing gum, harden the spot with ice in a plastic bag, immediately dry, and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
9. For tough stains, you may need to use a heavy-duty stain remover made specifically for Laminate floors.
10. A more frequent dust mopping or vacuuming schedule may be required in very sandy areas such as a beach home.
11. Maintain a 35-55% air humidity and 60-78°F temperature at all times within the room.

On Site Protection

1. Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might
2. When placing a rug, do not use rubber or foam backed plastic mats directly on the flooring as they may discolor the flooring finish. To prevent slippage, use an approved vinyl rug underlayment.
3. Use 1" minimum diameter felt floor protectors. As a rule, the heavier the object, the wider the floor protector. Proper Floor Protectors" on feet of all furniture is defined as any soft, cushioned product that will cover the feet/posts entirely. Metal or Plastic gliders, cardboard, or any other hard surface or pads too small for the feet are not considered "proper floor protectors".
4. Maintain a normal indoor relative humidity level between 35 and 55% throughout the year to minimize the natural expansion and contraction of the wood. a. Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stoves and/or electric heat tend to create very dry conditions. b. Non-heating season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
5. Avoid excessive exposure to water during periods of inclement weather.
6. Do not walk on your floor with stiletto heels, spiked golf shoes, or other types of sports cleats.
7. Do not allow sharp, pointed, or rough textured objects to be exposed to the Laminate flooring.
8. Keep your pet's nails trimmed to prevent them from scratching your floor.

9. Periodically rearranging your area rugs and furniture will allow the floor's finish to age evenly and the color to remain uniform. UV sunlight may change the color of Laminate to varying degrees based on exposure and product type.
10. Use a dolly when moving heavy furniture or appliances; but first, put down a piece of quarter inch plywood or Masonite to protect the floor. Never use Cardboard to protect the floor when moving or rolling heavy objects. Never try to slide or roll heavy objects across the floor.
11. A hard, smooth bottomed protective mat designed for Laminate Flooring should be used for furniture or chairs with casters.

General Tips

Laminate floors will be slightly affected by varying levels of humidity within your building. To make sure the floors are protected for as long as possible, it is necessary to keep the relative humidity levels between 35% - 55% and the indoor temperature between 60 degrees and 78 degrees Fahrenheit. Below are some recommendations on how to achieve proper indoor environment conditions throughout the year. A Hygrometer, available at most electronic stores and online, can be used to provide Relative Humidity measurements.

Wet/Humid Seasons Increase the indoor Relative Humidity. Heaters are not generally used during these months. Therefore, the floor may gain moisture and expand. To maintain a proper humidity level, the use a dehumidifier or air conditioner may be required.

Dry Seasons Lower the indoor Relative Humidity. Wood-burning stoves, gas and electric heating systems, and forced air heating systems are used often during winter months – creating very dry conditions indoors. Low indoor relative humidity causes the wood lose moisture and subsequently contract and change shape, (cupping), resulting in gaps, misshapen boards, and permanent damage from cracking of the flooring surface, delaminating of the core. The use a humidifier to keep the humidity level between 35% - 55% may be required. In winter months, forced air heat systems are capable of removing 15 gallons or more of water from indoor air per day in 1000 square feet of heated space.