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The Maintenance & Care of Your New Floor

This information has been prepared to help you keep your investment looking great for many years to come.

Hardwood:

1. Use floor cleaners which are recommended by the manufacturer. Never wet or steam mop a hardwood floor. Do not use detergent or oily cleaners on a hardwood floor.
2. Remove spills promptly and wipe the area with hardwood cleaner.
3. Use area rugs at entrance ways inside your home and rub off mats outside your home to help keep dirt and grit from being tracked on to your hardwood floors. Such contamination underfoot can abrade the finish of your hardwood flooring.
4. Sweep and vacuum floors regularly. To avoid scratches never clean floor with beater bar vacuums.
5. Place protectors on the foot of all furniture and appliances to prevent scratching and gouging.
6. Place a rug in front of kitchen sink, fridge and dishwasher to prevent premature wear and possible damage caused by falling utensils, pots, and liquids.
7. Dogs will scratch the finish of the hardwood floor. Keeping your dog's nails clipped back may limit such damage.
8. The relative humidity of your home should be kept at between 40% and 50% during the heating and non-heating seasons. This will help prevent shrinking (low humidity) and expansion (high humidity) of your hardwood floors. Shrinking will create gaps between the side edge of the boards and expansion could cause your hardwood floor to cup.
9. UV (ultraviolet) rays from sunlight and lighting will cause a chemical reaction with the wood floor (not the finish) a high "patina" (mellow or darken the floor) this is a gradual process which is generally noticed only when area rugs and the low lying furniture is moved . This is no cause for concern because the area previously covered up will gradually develop a patina if left uncovered. This is much more noticeable on light colored floors. Note: if rugs are used they should allow the floor to breath. Avoid rugs with rubber backing or other non ventilating material.
10. High heels, sand and water are some of the worst enemies of hardwood floors, they will damage your floor.
11. Heating duct work which run directly under your hardwood floor (underneath the subfloor in your basement) should be well insulated. If not, the heat reflected from the ductwork (during the heating season) can dry your hardwood floor causing the floor to shrink thus leaving gaps between the boards. The same thing can happen to your wood floor if directly over top your furnace.
    Note: wood is a product of mother nature. Just as there are no two identical trees, no two pieces of wood are alike either. The natural color will differ and the graining will differ. This is the beauty of a natural product. There are few natural floor covering products that can give you the richness, the warmth and the beautiful mystique that a hardwood floor can.

Traditional Grade: Rustic appearance, pronounced color variation (lower grade) no restriction of colors, streaks, length, etc.. Sound and tight knots. Scattered pinworm, hollow small surface checks, allowed.

Laminate:

Sweep and vacuum floors regularly. Place protectors on the feet of all furniture. Remove spills promptly and wipe the area with laminate cleaner. Use doormats at all exterior entrances to trap sand and grit before it enters the house. If you use rugs , they should allow the floor to breath. Avoid rugs with rubber backing or other non-ventilating material. Never wet mop a laminate floor. Do not let sand and grit buildup. Always apply cleaning solution to a cloth or mop and never directly to the floor. Do not use wax, oil soap or other household cleaners on your laminate floor. **Caution!** To avoid scratches, never clean floor with beater bar vacuums, electric brooms, steel wool, scouring powder or abrasive cleaners such as Comet or Aim.

Tile, Natural Stone Sealing and Maintenance:

Vacuum and sweep floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with ceramic cleaner. Wipe wall tiles periodically using a cloth or sponge dampened with ceramic cleaner.

Grout care: Shortly after installation and after the floor has been cleaned and dried, grout joints should be treated with a silicone sealer. Grout, the material used to fill the spaces between tiles, is porous and sealing it now will simplify maintenance in future. We recommend you apply a sealer at least twice a year for maximum stain protection. **Caution!** Do not use ammonia as it will discolour grout.
Note: After installation is complete, next day proper cleaning is required to remove any grout residue or film on ceramic. Installers cannot do this when grout is still fresh. Note: ceramic care and maintenance products can be purchased at Sarmazian Bros. Flooring.

Carpet:

There are three key things to do to maintain your carpet.

1. Vacuum frequently and thoroughly as per manufacturer specifications to remove dirt particles which dulls the carpet appearance. Use vacuum cleaner with the beater bars (except on wool carpets). Use walk-off mats at entrances to reduce soil accumulation on your carpet. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed. Vacuums with large wheels, self-propelled vacuums and/or specialty tools can also help ensure easy and effective carpet maintenance.

2. Remove spills immediately by using carpet spot removers and cleaners.

3. Professional cleaning is necessary every 12 - 18 months to remove the oily or sticky soil that builds up in the pile. Professional, hot water extraction (steam cleaning) method is recommended.

Please note: Carpets with stain resistant treatment improve your ability to clean, not prevent stains. Acne medications, bleaches, plant food, hot coffee or tea, wine, shoe polish, may stain your carpet permanently.

Soil filtration lines: Soil filtration lines are dark soiled areas that develop gradually on the carpet. They are most common around the edges of a room next to the wall. The soiling is caused by the amount of air passage through or across the carpet. Air carries microscopic particles of soil and soot. The carpet acts as a filter. Unfortunately the discoloration cannot always be removed completely and this is not covered under warranty.

- *Most deep cut pile carpet will show foot impressions. This is not a defect*
- *Shedding is normal in some new cut pile carpets. It will stop after a few vacuumings*
- *Pooling, which is a naturally occurring phenomena is not a defect. Occasionally you may find small tufts of fiber sprouting above the carpet surface, simply clip with sharp scissors.*

Carpet seams: Some carpets will seam better than others depending on the style and thickness of the carpet. If the seam is tight together and cut straight without cutting the pile on cut pile products and the seam is still a bit noticeable, this is normal and not a sign of a poor job.

Vinyl/Luxury Vinyl:

Immediately after installation do not disturb the sealed seams and keep traffic light during the first 24 hours to allow the adhesive to dry properly. Clean any adhesive residue or factory printing on the surface of the product by using a clean white cloth dampened with mineral spirits.

When moving furniture or appliances place “Glide Guard” or plywood on the floor and walk objects across the panels to avoid scratching your floor.

Do not put rubber backed, latex backed or cocoa fiber mats on your floor as this will stain or damage your floor (use nonstaining mats).

Avoid tracking asphalt from the driveway into the house as it may cause permanent yellowing if it comes in contact with vinyl.

Close your curtains or blinds where extreme sunlight hits the floor. A combination of both heat and sunlight cause most home furnishings including vinyl floors to fade or discolor.

Maintenance:

1. Sweep or vacuum regularly to remove dirt and grit that can abrade or scratch your new floor.

2. Wipe up all spills promptly and thoroughly with the damp cloth or mop.

3. Clean floor using only manufacturer recommended floor cleaners.

Loss of Gloss: overtime flooring in high traffic areas and around chairs that are frequently moved may suffer gloss reduction or dulling. To restore the gloss apply 2 or 3 coats of manufacturer’s recommended floor polish. (High gloss sheet vinyl)

Damage from stiletto heels: Narrow heeled shoes, can cause permanent damage to many types of flooring including vinyl flooring.

Felt Pads or Glides: Place felt pads or nonstaining glides or casters on the bottom of chairs and all other furniture.

Baseboards: We recommend 1/4 round or baseboards around kitchen cupboards, entry doorways and all other areas where the vinyl meets to protect the floor from curling in the future.

Seams opening: If you see seams opening let us know immediately so it can be repaired. Failure to do this could result in our not being able to repair.

Vinyl seams: If the vinyl is cut straight and butts together tight but the seam is visible this is normal and not a defect in workmanship.

Note: subfloor seams telegraphing through vinyl is not under warranty by Sarmazian Bros. Limited (on new home).

WARRANTY:

Each flooring manufacturer has specific warranty program for each product line they carry. Please keep your invoice in safe place for proof of purchase . Labor warranty is one year from date of installation. After this time we will service you promptly.

Visit www.sarmazian.com for more information on how to further maintain your floors.