Product	
Supplier	Flooring2
Product Type	Wood Flooring
Number	CS
Name	Coast Collection

Engineered Hardwood Care and Maintenance Guide

> **Document Version:** 1.0
> **Last Updated:** January 2026

Important Notice

> **READ BEFORE USE**

This guide provides comprehensive care and maintenance information for engineered hardwood flooring. Following these guidelines will help preserve your floor's appearance, extend its lifespan, and maintain warranty coverage. Always refer to your specific product's care instructions, as requirements may vary by manufacturer, wood species, and finish type.

Understanding Engineered Hardwood: Engineered hardwood consists of a real wood veneer (wear layer) bonded to multiple layers of plywood or high-density fiberboard. The wear layer thickness determines how many times the floor can be refinished (if at all).

Disclaimer: This guide contains general recommendations based on National Wood Flooring Association (NWFA) standards. We are not responsible for damage resulting from improper care, use of unapproved products, or failure to follow manufacturer-specific guidelines.

Quick Reference Card

Daily Care

Task	Frequency	Tools/Products
Dust mop or sweep	Daily	Microfiber dust mop, soft-bristle broom
Wipe spills immediately	As needed	Dry or slightly damp cloth
Entry mat maintenance	Daily	Shake out mats

Weekly Care

Task	Frequency	Tools/Products
Vacuum (hard-floor setting)	2-3 times weekly	Vacuum with no beater bar
Spot clean as needed	As needed	pH-neutral wood floor cleaner
Inspect for damage	Weekly	Visual inspection

Periodic Care

Task	Frequency	Tools/Products
Deep clean (dry method)	Monthly	Manufacturer-approved cleaner
Check humidity levels	Monthly	Hygrometer
Recoat/screen (if needed)	Every 3-7 years	Professional service

Routine Maintenance

Daily Care

Dust Mopping - The Foundation of Wood Floor Care:

Daily dust removal is the single most important maintenance task for engineered hardwood. Grit, dirt, and debris act like sandpaper, wearing down the finish with every footstep.

Proper Technique:

- Use a microfiber dust mop (electrostatically attracts dust)
- Work in overlapping strokes with the grain
- Shake out mop head outdoors or vacuum clean it
- Clean mop heads regularly (wash weekly)

Why Daily Dust Mopping is Critical:

- Prevents finish wear from abrasive particles
- Maintains the floor's luster
- Reduces need for wet cleaning
- Protects your investment

Frequency Guidelines by Traffic Level:

Traffic Level	Examples	Recommended Frequency
High Traffic	Entryways, kitchens, hallways	Daily
Medium Traffic	Living rooms, family rooms	Every 2-3 days
Low Traffic	Bedrooms, guest rooms	2-3 times weekly

Weekly Care

Dry Cleaning Method:

Engineered hardwood should be cleaned using minimal moisture. Water is the enemy of wood flooring.

Vacuuming:

- Use vacuum with hard-floor setting (beater bar OFF)
- Or use soft brush attachment
- Pay special attention to edges and corners
- Vacuum along the grain direction
- Clean under furniture edges

Spot Cleaning:

- Use pH-neutral wood floor cleaner
- Apply to cloth, not directly on floor
- Wipe affected area
- Dry immediately with clean cloth

Recommended Cleaning Equipment:

- □ Microfiber dust mop
- □ Vacuum with hard-floor setting
- □ pH-neutral wood floor cleaner (spray bottle)
- □ Clean, dry microfiber cloths

Monthly Care

Deep Cleaning (Still Minimal Moisture!):

Even "deep cleaning" on hardwood means using very little moisture.

Proper Monthly Cleaning:

- Dust mop or vacuum thoroughly first
- Use manufacturer-approved wood floor cleaner
- Spray cleaner onto microfiber mop pad (NOT on floor)
- Clean in sections, working with the grain
- Wipe dry immediately after cleaning
- Never leave any standing moisture

Important: Do not wet mop, damp mop excessively, or use steam cleaners

Spill and Stain Management

Immediate Response Protocol

> **Golden Rule:** Water and liquids are the greatest threat to wood floors. Wipe up ANY liquid immediately—seconds matter.

Step 1: Wipe Up Immediately

- Use a clean, dry, absorbent cloth
- Blot up all liquid—don't wipe it around
- Work quickly to prevent moisture penetration

Step 2: Dry the Area

- Wipe dry with clean cloth
- Use fan if needed to accelerate drying
- Ensure no moisture remains between boards

Step 3: Assess and Clean

- Check for any residue or staining
- Clean with appropriate product if needed
- Apply to cloth, not floor

Step 4: Monitor

- Check area after 24 hours
- Watch for any warping, cupping, or discoloration
- Address any issues promptly

Common Stain Removal Guide

Stain Type	Treatment Method	Products to Use	Notes
Water spots	Buff gently, may need refinish	Soft cloth, may need professional	Act fast to prevent
Food spills	Wipe immediately	pH-neutral cleaner	Don't let food dry
Pet accidents	Wipe immediately, clean	Enzyme cleaner then pH-neutral	Can damage finish if left
Grease/Oil	Wipe, clean carefully	pH-neutral cleaner, may need TSP	Multiple applications
Ink	Blot carefully	pH-neutral cleaner, test area	May need professional
Wine/Juice	Wipe immediately	pH-neutral cleaner	Can stain if left
Candle wax	Freeze, scrape gently	Ice to harden, plastic scraper	Don't scratch finish
Heel marks	Rub gently	Wood floor cleaner	Usually come off
Nail polish	Use remover carefully	Acetone-free remover	Test first, work fast
Gum	Freeze, remove	Ice, plastic scraper	Be careful of finish

Stain Removal Best Practices

DO:

- □ Act IMMEDIATELY—seconds count
- □ Blot, don't wipe (prevents spreading)
- □ Use pH-neutral products only
- □ Test cleaners in hidden area first
- □ Dry thoroughly after any cleaning
- □ Work with the wood grain

DON'T:

- □ Never let water or liquids sit
- □ Never use abrasive cleaners or pads
- □ Never use harsh chemicals
- □ Never use vinegar, ammonia, or oil soaps
- □ Never use "mop and shine" products
- □ Never use steam cleaners or wet mops

Deep Cleaning

DIY Deep Cleaning

Frequency: Monthly or as needed—but NEVER wet

Critical Understanding:

> "Deep cleaning" for hardwood means thorough dry cleaning, NOT wet mopping. Excessive moisture damages wood floors.

Materials Needed:

- □ Microfiber dust mop
- □ Vacuum with hard-floor setting
- □ Manufacturer-approved wood floor cleaner
- □ Microfiber mop pads
- □ Clean, dry cloths

Procedure:

1. **Preparation**
   - Remove furniture and rugs from area
   - Dust mop entire floor thoroughly
   - Vacuum edges, corners, and between boards
2. **Cleaning Process**
   - Spray cleaner onto mop pad (NOT floor)
   - Clean in sections, working with grain
   - Use overlapping strokes
   - Wipe dry section immediately after cleaning
   - Never leave moisture on floor
3. **Drying**
   - Floor should be dry within minutes
   - If any moisture remains, wipe immediately
   - Allow full dry time before replacing furniture

Professional Deep Cleaning

When to Call a Professional:

- Floor has dulled despite proper maintenance
- Buildup from previous wrong products
- Before recoating or refinishing
- For thorough cleaning preparation
- When DIY cleaning isn't producing results

Professional Services for Engineered Hardwood:

Service	Description	Typical Frequency
Professional cleaning	Deep clean with proper methods	Annually if needed
Screen and recoat	Abrade surface, apply new finish coat	Every 3-7 years
Refinishing	Sand and apply new finish	Depends on wear layer (if sufficient)

Important Notes:

- Engineered hardwood can only be refinished based on wear layer thickness
- Some products cannot be refinished
- Screen and recoat is often better than full refinishing
- Always consult professional before refinishing

Approved and Prohibited Products

Approved Products

Category	Approved Products	Notes
Daily Cleaner	pH-neutral (pH 6-8) wood floor cleaner	Manufacturer-approved preferred
Spray Cleaner	Wood floor-specific spray cleaner	Apply to cloth, not floor
Deep Cleaner	Manufacturer-approved intensive cleaner	Still use minimally
Finish Refresher	Manufacturer-approved refresher (if applicable)	For compatible finishes only

Prohibited Products

> **WARNING:** Using prohibited products WILL damage your floor and void your warranty.

Product Type	Why It's Prohibited	Potential Damage
Water/wet mops	Water damages wood	Swelling, cupping, warping, finish damage
Steam cleaners	Heat and moisture destroy wood	Severe warping, finish failure
Vinegar	Acidic—dulls and damages finish	Finish breakdown, dulling
Ammonia	Damages finish, discolors wood	Finish damage, discoloration
Oil soaps (Murphy's, etc.)	Leave residue buildup	Cloudy appearance, difficult to refinish
Wax (on urethane finish)	Creates buildup, prevents refinishing	Prevents adhesion, must be stripped
"Mop and shine" products	Buildup, wrong chemistry	Cloudy finish, difficult to refinish
Bleach	Damages wood and finish	Discoloration, finish damage
Abrasive cleaners	Scratch finish	Permanent scratching
All-purpose cleaners	Wrong pH, leave residue	Finish damage, buildup

Cleaning Equipment Guidelines

Approved Equipment:

- □ Microfiber dust mops
- □ Soft-bristle brooms
- □ Vacuums with hard-floor setting (no beater bar)
- □ Flat mops with microfiber pads (minimal moisture)
- □ Soft, clean cloths

Prohibited Equipment:

- □ **Steam mops** - Destroys wood flooring
- □ **Wet mops** - Excessive moisture damages wood
- □ **String mops** - Hold too much water
- □ **Beater bar vacuums** - Can scratch finish
- □ **Abrasive scrub pads** - Scratches finish
- □ **Sponge mops** - Hold too much water

Climate and Environmental Control

Temperature Requirements

Condition	Recommended Range	Acceptable Range	Risk if Exceeded
Room Temperature	60°F - 80°F (15°C - 27°C)	55°F - 85°F (13°C - 29°C)	Gapping, cracking, cupping

Humidity Requirements

> **CRITICAL:** Humidity control is essential for wood flooring

Condition	Recommended Range	Acceptable Range	Risk if Exceeded
Relative Humidity	35% - 55% RH	30% - 60% RH	Too low: gapping, cracking; Too high: cupping, swelling

Why Humidity Matters:

Wood is hygroscopic—it absorbs and releases moisture from the air. As humidity changes:

- **High humidity (>55%):** Wood absorbs moisture, expands, can cup or buckle
- **Low humidity (<30%):** Wood releases moisture, contracts, gaps appear

Humidity Management Tips:

- Monitor humidity with a hygrometer (inexpensive, essential tool)
- Use humidifier in dry winter months
- Use dehumidifier in humid summer months or damp areas
- Maintain consistent humidity year-round
- React to humidity changes before damage occurs

Seasonal Considerations

Winter:

- Indoor heating dries air dramatically
- Use humidifier to maintain 35-55% RH
- Monitor for gaps between boards (indicates low humidity)
- Normal for small gaps to appear—should close in summer
- Keep entry mats clean of salt and snow

Summer:

- High humidity can cause swelling
- Use air conditioning and/or dehumidifier
- Monitor for cupping (edges higher than center)
- Ensure adequate ventilation

Transition Seasons:

- Gradually adjust humidity control
- Monitor floor for any changes
- Spring and fall humidity swings can stress wood

Sunlight and UV Protection

- **Use window treatments** - UV rays fade and damage wood
- **Rotate area rugs** - Prevent uneven fading/color change
- **Move furniture periodically** - Avoid tan lines
- **Consider UV-filtering window film** - Significant protection
- **Expect natural aging** - Wood develops character over time

Color Change is Normal:

- Most wood species darken or change color with light exposure
- Cherry and walnut change significantly
- Oak changes more subtly
- This is natural patina, not damage

Preventive Care Strategies

Furniture Protection

Felt Pads - Essential for Every Furniture Piece:

- Use felt pads under ALL furniture legs and bases
- Choose thick, quality felt (not thin stick-on pads)
- Replace felt pads regularly—worn pads scratch
- Clean pads of debris that can scratch
- Check monthly and replace as needed

Heavy Furniture:

- Use furniture cups or wide coasters under heavy items
- Distribute weight with larger pads
- Never drag furniture—ALWAYS lift
- Use furniture sliders when moving heavy pieces
- Get help for heavy items

Rolling Furniture:

- Use chair mats under rolling office chairs (essential!)
- Choose hard-surface chair mats
- Ensure casters are soft rubber (not hard plastic)
- Check casters for debris regularly
- Keep chair mat clean

Entry Point Protection

Walk-Off Mat Strategy:

- Exterior scraper mat to remove debris
- Interior absorbent mat (non-rubber backing)
- 4-6 feet of walk-off coverage minimum
- Clean mats frequently
- Replace when worn

> **IMPORTANT:** Use only non-rubber-backed mats. Rubber and latex can trap moisture and damage finish.

Entrance Protocols:

- Remove shoes when possible (best protection)
- Wipe feet thoroughly
- Keep mats effective and clean

Pet Care

Nail Maintenance - Critical for Wood Floors:

- Keep pet nails trimmed and smooth
- Use nail grinders for smoothest edges
- Consider nail caps for heavy scratchers
- Regular nail maintenance prevents scratches

Accident Management:

- Clean up immediately—wood is vulnerable to moisture
- Blot thoroughly with dry cloth
- Clean with enzyme cleaner, then pH-neutral cleaner
- Dry completely
- Monitor for any finish damage

Food and Water:

- Use waterproof mats under bowls
- Clean up splashes daily
- Consider raised bowl stands
- Keep water bowls away from wood if possible

Damage Prevention

High-Risk Activities:

- Use cutting boards in kitchen
- Don't walk with damaged or sharp heels
- Protect floor during home projects
- Use drop cloths during painting
- Don't place hot items directly on floor

Heavy Impact:

- Avoid dropping heavy or sharp objects
- Use area rugs in play areas
- Protect during furniture delivery
- Be careful with hand tools

Room-Specific Guidelines

Kitchens

> **Note:** Kitchens require extra vigilance for wood floors

- Clean spills immediately (water is common)
- Use mats at sink and work areas
- Consider waterproof mats at high-risk spots
- Protect floor when moving appliances
- Monitor humidity from cooking

Bathrooms

> **Generally not recommended:** Bathroom moisture is challenging for wood

If installed in bathroom:

- Ensure excellent ventilation
- Wipe up water immediately after every use
- Use bath mats (non-rubber backing)
- Monitor for any signs of moisture damage
- Consider alternative flooring for high-moisture bathrooms

Basements

> **Caution:** Below-grade installation has risks

- Ensure moisture testing was done before installation
- Monitor humidity continuously (target: below 50% RH)
- Use dehumidifier as needed
- Watch for any moisture intrusion
- May not be warrantied for below-grade installation

High-Traffic Areas

- Dust mop daily
- Use area rugs (with proper backing)
- Rotate rugs to even wear
- Monitor for finish wear
- May need recoating sooner

Entryways

- Highest risk area—use comprehensive mat system
- Clean tracked-in debris immediately
- Inspect regularly for wear
- Consider area rug for additional protection

Areas with Radiant Heat

- Verify floor is rated for radiant heat
- Maximum floor surface temperature: 85°F (29°C)
- Gradual temperature changes only
- Monitor humidity closely (radiant heat can dry air)
- Engineered hardwood handles radiant heat better than solid

Troubleshooting Common Issues

Gapping Between Boards

Symptoms:

- Visible gaps between boards
- Usually appears in winter/dry season

Possible Causes:

- Low humidity (most common)
- Normal wood movement
- Improper acclimation at installation
- HVAC issues

Solutions:

- Check and maintain humidity (35-55% RH)
- Small gaps may close naturally when humidity rises
- Large, permanent gaps may need filler or board replacement
- Consult professional for significant gapping

Prevention:

- Maintain consistent humidity year-round
- Use humidifier in dry seasons
- Proper acclimation before installation

Cupping

Symptoms:

- Board edges higher than center
- Floor feels uneven
- Boards appear concave

Possible Causes:

- Excessive moisture from below or above
- High humidity
- Water damage
- Subfloor moisture

Solutions:

- Identify and eliminate moisture source
- Allow floor to acclimate—may flatten naturally
- May require professional assessment
- Severe cases may need replacement

Prevention:

- Maintain proper humidity
- Wipe up moisture immediately
- Ensure proper moisture barrier at installation
- Control humidity in basements

Scratches

Symptoms:

- Surface scratches in finish
- Deep scratches showing wood
- Concentrated scratches in traffic areas

Possible Causes:

- Grit and debris (most common)
- Furniture without proper pads
- Pet nails
- Dropped objects
- High heels

Solutions:

- Light scratches: Touch-up markers or crayons
- Moderate scratches: May blend with screen and recoat
- Deep scratches: Board replacement or full refinishing

Prevention:

- Dust mop daily
- Use felt pads on all furniture
- Keep pet nails trimmed
- Use area rugs in high-traffic areas

Finish Wear

Symptoms:

- Dull areas in traffic paths
- Finish wearing through
- Different sheen levels across floor

Possible Causes:

- Normal wear over time
- Inadequate maintenance
- Wrong cleaning products
- Heavy traffic

Solutions:

- Screen and recoat (for surface wear)
- Refinishing (if wear layer permits)
- Board replacement (for severe localized damage)

Prevention:

- Proper daily maintenance
- Use only approved cleaning products
- Area rugs in high-traffic zones
- Recoat before finish wears through

Discoloration

Symptoms:

- Color change in certain areas
- Unevenness compared to covered areas
- Darkening or lightening

Possible Causes:

- UV exposure (natural aging)
- Water damage
- Chemical damage
- Rubber mat staining

Solutions:

- UV change is normal patina—not typically fixable

- Water stains may need sanding/refinishing
- Chemical damage may require board replacement

Prevention:

- Use window treatments
- Rotate rugs and furniture
- Use only approved products
- Non-rubber mat backings only

When to Seek Professional Help

Contact a flooring professional for:

- Widespread cupping or buckling
- Significant gapping that doesn't resolve
- Need for screen and recoat
- Refinishing evaluation
- Water damage assessment
- Warranty claims
- Subfloor moisture concerns

Common Mistakes to Avoid

Cleaning Mistakes

Mistake	Why It's Harmful	Correct Approach
Wet mopping	Water damages wood	Use dry or barely damp mop
Steam cleaning	Heat and moisture destroy wood	Never use steam
Using vinegar	Acidic, damages finish	pH-neutral cleaner only
Oil soap products	Leaves residue buildup	Approved cleaner only
"Mop and shine" products	Buildup, prevents refinishing	Approved products only
Excessive moisture	Swelling, cupping, damage	Minimal moisture always

Environmental Mistakes

Mistake	Why It's Harmful	Correct Approach
Ignoring humidity	Gapping, cupping, cracking	Monitor and maintain 35-55% RH
No humidifier in winter	Low humidity causes gapping	Use humidifier
Excessive sun exposure	Fading, uneven color	Use window treatments
Temperature extremes	Stress on wood	Maintain 60-80°F

Protection Mistakes

Mistake	Why It's Harmful	Correct Approach
No furniture pads	Scratches, dents	Felt pads on everything
Dragging furniture	Deep scratches	Always lift
Rubber-backed rugs	Traps moisture, can damage	Non-rubber backing only
No entry mats	Tracks in grit and moisture	Comprehensive mat system
Hard plastic casters	Scratches, wear patterns	Soft rubber or chair mats

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Maintenance Schedule Checklist

Daily Checklist

- □ Dust mop all traffic areas
- □ Wipe up any spills immediately
- □ Check entry mats
- □ Monitor for any issues

Weekly Checklist

- □ Vacuum all areas (hard-floor setting)
- □ Spot clean any marks or residue
- □ Clean along walls and edges
- □ Check furniture pads
- □ Inspect for scratches or damage

Monthly Checklist

- □ Deep clean with approved cleaner
- □ Check humidity levels (adjust as needed)
- □ Move lightweight furniture to clean underneath
- □ Inspect felt pads, replace if worn
- □ Check under area rugs

Quarterly Checklist

- □ Comprehensive cleaning
- □ Move all furniture to clean thoroughly
- □ Assess finish condition
- □ Check for any cupping, gapping, or wear
- □ Rotate furniture and rugs slightly

Annual Checklist

- □ Professional assessment if needed
- □ Evaluate need for screen and recoat
- □ Comprehensive condition review
- □ Check all protective measures
- □ Review humidity records for patterns
- □ Replace worn entry mats

Warranty Considerations

Maintaining Warranty Coverage

To preserve your warranty:

- □ Follow manufacturer's care guidelines exactly
- □ Use only approved cleaning products
- □ Maintain humidity at 35-55% RH
- □ Maintain temperature at 60-80°F
- □ Use proper furniture protection
- □ Use non-rubber-backed mats only
- □ Never wet mop or steam clean
- □ Keep maintenance records

Actions That May Void Warranty

- Using steam cleaners or wet mopping
- Using vinegar, oil soap, or other prohibited products
- Failure to maintain proper humidity
- Using rubber-backed mats or rugs
- Improper refinishing or repairs
- Failure to address water damage immediately
- Installation in inappropriate locations
- Pet damage (typically excluded)

Documentation Recommendations

Keep records of:

- □ Purchase receipt and warranty documents
- □ Product specifications (species, finish, wear layer)
- □ Installation date and professional information
- □ Humidity/temperature logs
- □ Professional service receipts
- □ Photos of any issues
- □ Correspondence about problems

Refinishing Considerations

Understanding Your Wear Layer

Wear Layer	Refinishing Potential
< 1mm	Cannot be refinished
1-2mm	May allow 1 light sanding
2-3mm	May allow 1-2 sandings
3mm+	May allow multiple refinishings

Important Notes:

- Screen and recoat is often better than full sanding
- Always consult professional before refinishing
- Verify wear layer thickness
- Some factory finishes may not be compatible with refinishing

Screen and Recoat vs. Full Refinishing

Service	Description	When Needed
Screen and recoat	Abrade surface, apply new finish coat	Surface wear, every 3-7 years
Full refinishing	Sand to bare wood, new stain/finish	Deep scratches, wear through to wood

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Additional Resources

Industry Associations

- **National Wood Flooring Association (NWFA)** - nwfa.org
  - Care guidelines and technical resources
  - Certified professional directory
  - Consumer information
- **Hardwood Plywood & Veneer Association**
  - Technical standards
  - Product information

Certification Programs

- **NWFA Certified Professionals** - Installation and refinishing
- **NWFA Maintenance Certification**

Where to Find Help

- **Product questions:** Contact manufacturer
- **Cleaning products:** Use manufacturer-approved or NWFA-recommended
- **Professional services:** NWFA certified professional directory
- **Warranty questions:** Contact retailer or manufacturer

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