

# Engineered Wood Floor Care, Maintenance & Warranty Guide

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# **EURO OAK FLOOR**

## **Engineered Wood Floor Care, Maintenance & Warranty Guide**

### **1. Introduction**

Thank you for choosing Euro Oak Floor engineered hardwood flooring. Each plank is crafted with premium materials and precision milling to provide long-lasting beauty and durability. Proper care and maintenance will ensure your floors perform beautifully for years to come.

### **2. Routine Cleaning**

#### **Daily or Weekly Care**

- Sweep or vacuum regularly using a soft-bristle broom or a vacuum with a hardwood floor attachment (no beater bar).
- Use a dry or slightly damp microfiber mop for dust and debris.
- Immediately wipe up any spills — do not allow liquid to stand on the floor.
- Use only pH-neutral hardwood floor cleaners designed for engineered wood.

#### **Approved Cleaners:**

Bona® Hardwood Floor Cleaner  
Rubio Monocoat Surface Care Spray  
WOCA Natural Soap for hardwood floors

### **3. Preventive Maintenance**

#### **Furniture & Traffic Protection**

- Attach felt pads to furniture legs and check them regularly for dirt or wear.
- Avoid dragging furniture or appliances across the floor.
- Use rugs in entryways and high-traffic areas.

#### **Rugs & Mats**

- Use breathable rug pads designed for hardwood floors.
- Avoid rubber, latex, or vinyl backings that trap moisture.
- Place mats at all exterior entrances to reduce dirt and grit.

#### **Environmental Control**

- Maintain room temperature between 60°F – 80°F (15°C – 27°C).
- Keep relative humidity between 35% – 55% year-round.
- Use a humidifier in dry seasons and dehumidifier in humid months to prevent cupping or cracking.

## 4. Deep Cleaning & Long-Term Maintenance

- Clean occasionally with a slightly damp mop and an approved hardwood cleaner.
- Do not wet mop, steam mop, or use vinegar/ammonia solutions.
- Reapply maintenance oil (if oiled finish) every 12–24 months or as needed.
- Professionally screen and recoat UV-finished floors every 5–10 years for lasting protection.

## 5. Stain & Spot Treatment

### **Stain Treatment Guide:**

- Water or beverages: Wipe immediately with dry cloth.
- Oil, grease, lipstick: Mild detergent and damp cloth.
- Ink or marker: Small amount of rubbing alcohol.
- Chewing gum or wax: Harden with ice, then gently scrape off.

## 6. Do's and Don'ts

### **Do**

- Clean regularly with proper hardwood products.
- Maintain proper humidity and temperature.
- Use pads under furniture and rugs in heavy traffic areas.

### **Don't**

- Don't use steam cleaners or wet mops.
- Don't use wax, polish, or oil-based soaps on UV-finished surfaces.
- Don't drag heavy objects or walk on the floor with cleats or damaged heels.

## 7. Limited Residential Warranty

Euro Oak Floor warrants that its engineered hardwood flooring:

- Will be free from manufacturing defects in material and workmanship.
- Will not delaminate, separate, or fail structurally under normal residential use.
- Will maintain its finish integrity under normal residential traffic, provided proper maintenance guidelines are followed.

### **Warranty Period:**

- Structural Integrity: 25 Years Limited Warranty
- Finish Wear-Through: 25 Years Limited Warranty (Residential Use)
- Commercial Use: 5 Years Limited Warranty (Light Commercial Applications Only)

## 8. Exclusions & Limitations

This warranty does not cover:

- Damage from improper installation, subfloor moisture, or flooding.
- Scratches, dents, or wear caused by pets, high heels, furniture, or sand.
- Color variations or fading from sunlight exposure.
- Natural wood characteristics such as knots, mineral streaks, or grain variation.
- Improper cleaning, use of steam mops, waxes, or oil soaps.
- Damage from lack of humidity control causing expansion or shrinkage.
- Labor costs for removal, installation, or reinstallation of flooring.

## **9. Warranty Claim Procedure**

To file a claim:

1. Notify Euro Oak Floor in writing within 30 days of discovering the issue.
2. Include proof of purchase, installation date, and photos or inspection reports.
3. Email documentation to [order@eurooakfloor.com](mailto:order@eurooakfloor.com) or mail to:  
Euro Oak Floor, Attn: Warranty Department, 4495 E Wall St, Ste 106, Ontario, CA 91761.

If validated, Euro Oak Floor may choose to repair, replace, or refund the affected material (excluding labor or incidental costs).