

## Commercial Care and Maintenance

The care and maintenance of any fine quality wood or bamboo flooring is essential to a lifetime of durability and beauty. The following are general guidelines to help you maximize the life of the floor. Remember the frequency in which you clean your floors depends upon the amount and the extent of use.

### FLOOR PROTECTION

1. Place protective mats on high traffic pathways such as entrances. Sand and dirt are abrasive. Protective mats must be kept clean of grit and periodically replaced. A walk off area at entrance ways helps reduce the impact of traffic on your bamboo flooring.
2. Prevent excess moisture from tracked in water, leaks, or over-maintenance.
3. Install floor protectors on the bottom of all chairs, tables, etc. to help protect the floor from scratching. Some types of casters (ball type) can damage your bamboo flooring, so use barrel type wheels or wide flat glides. Protective desk pads are highly recommended for underneath chairs. Floor protectors will also provide a sound-deadening barrier.
4. Do not slide heavy items across the floor like fixtures or furniture. When moving heavy furniture or appliances, always pick up the item rather than sliding it across the floor.
5. NADURRA® bamboo flooring is a natural product and it will shrink during winter months from dry heat and expand during summer months from the humidity. Humidity controls are essential to maintaining a stable floor. Use a dehumidifier during the summer and a humidifier during the winter. A certain amount of movement between planks is considered normal due to seasonal humidity changes.
  - **Never shut down the ventilation system in your building for a prolonged period of time.**
  - Maintain humidity levels between 35% and 55% year-round.
6. Spiked or stiletto high heels and athletic cleats will dent the coating layer on the bamboo flooring. According to the NWFA, a 2-ton car exerts only 28-30 pounds per square inch (PSI) of pressure, while a fully grown elephant exerts 50-100 PSI. But a 125 pound woman with spiked heels can exert as much as 2,000 PSI when walking normally. Keeping animals off the floor surface is also recommended to avoid denting. Keep animals nails trimmed if they are on the floor. Booties are also available for rambunctious animals with tough nails.
7. Use area rugs or mats in high traffic pathways and pivot areas: at the bottom and top of stairs, near doorways, etc. Sand and dirt are abrasive to bamboo flooring, so use protective mats at doorways. Remember that your protective mats must be kept clean of grit and periodically replaced. Do not use rubber-backed, foam backed, vinyl or plastic mats as they may discolour the floor. Search for a non-abrasive, non-discolouring and slip resistant mat that is not so dense as to restrict the airflow underneath.
8. Bamboo is a natural product, so exposure to the sun and ultra-violet rays will accelerate the oxidation of bamboo, changing the colour of the floor. Carbonised floors will lighten and Natural floors will tend to darken over time. Therefore, it is recommended to periodically rearrange or re-position rugs and furniture to allow for even aging of the flooring. Blinds, drapes and curtains can also help you manage the amount of sunlight and UV rays that impact your floor.

### DAILY CLEANING

1. Vacuum and dust mop floors daily (minimum requirement) to prevent sand and dirt from scratching the floor. Be sure to sweep the bevelled joints between the planks, as they will collect dirt. These bevels actually help protect the floor by collecting the dirt, which would otherwise be sitting on the urethane finish.  
**Note:** Vacuum with a brush attachment rather than the other attachments, which may scratch the floor. Use



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a felt head rather than a rotation brush. A swivel head mop with a terrycloth or a soft, fine-bristled broom are best at trapping and removing dirt and dust.

2. Vacuum protective floor mats to maximise their dirt trapping abilities.
3. For unfinished NADURRA® bamboo flooring products, we recommend using only the on-site coating manufacturers recommended cleaners. For prefinished NADURRA® bamboo flooring products, use Bona® Professional Series cleaning products.
  - **Never clean your floors with water or soap.**
  - **Never steam clean your floors.**
  - **Never use cleaners that require mixing with water.**
  - **Never use sheet vinyl or tile floor care products on wood floors.**
  - **Never use detergents, solvent based cleaners or furniture/dust sprays.**
4. For larger areas, a low or variable speed buffer with a white pad may be used by lightly spraying the floor with the floor cleaner. Periodically clean or replace the white pad covers, as dirty pads/covers can damage the floor.
5. Wipe up spills as soon as possible. The majority of food spills can be cleaned up with a lightly damp mop. Grease, tar, and oil can be removed with mineral spirits.

### DEEP CLEANING

Deep cleaning is done every month or quarterly depending upon usage and traffic.

1. Vacuum or dust mop floor to make sure floor is free of all dust, grit, and abrasive particles prior to buffing floor. This will prevent any grit or dust from getting trapped beneath the buffer and leaving scratches.
2. Option #1: With a 175 rpm buffer and a white polishing pad lightly mist an 8 x 8 area with Bona® Professional Series Hardwood Floor Cleaner.  
Option #2: With an auto-scrubber use Bona® Professional Series Hardwood Floor Cleaner and make sure the water setting is on low.
3. Remove any dirty residue immediately with a slightly water-dampened Bona® Professional Series Mop with a Microfiber Cleaning Pad. Move on to the next section. Periodically replace the buffing pad and Microfiber Cleaning Pad as they become soiled.
4. If it was necessary to move fixtures or furniture during the deep cleaning, make sure they are lifted and placed back into position rather than sliding them across the floor.

### MAINTENANCE - STAINS

1. Food or water: Immediately use a cleaner developed specifically for urethane finishes in order to remove the spot or stain. More stubborn spots may require additional scrubbing with the cleaner and a wood flooring scrub pad made for urethane floors.
2. Grease, tar, or oil spots: Rub the grease, lipstick, or oil with a cleaner developed for urethane. Mineral spirits may also work.
3. Cigarette burns: Most common burns can be treated with a touch-up kit made for urethane finishes (see "Maintenance – Scratches" section below). For burns that reach deep into the wood, individual planks may need to be replaced.



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4. Chewing gum, crayon, wax: Apply a plastic bag filled with ice on top of the deposit until it is brittle enough to crumble. Clean area with a product made for urethane finishes.

### MAINTENANCE - SQUEAKS

If humidity changes cause expansion in the floor, the joints between the bamboo planks may begin to squeak. To solve this problem, decrease the relative humidity of the area. For a quick remedy, add a liberal amount of talcum powder between the squeaking planks.

### MAINTENANCE - SCRATCHES

To repair a scratched area, use a touch-up kit made for urethane finishes which are available from many wood-flooring retailers. Alternatively, Minwax Quick Drying Poly-Urethane works well. Wipe damaged area with a floor cleaner.

1. Apply a non-marking tape (e.g. green painter's tape) around the perimeter of the scratch to isolate area and protect the unscratched finish.
2. Sand the damaged area with 120-grit sandpaper.
3. Do a finish sanding with steel wool.
4. Wipe area clean, so there is no dust. Apply coats of urethane with a cloth bunched into a ball. Wait appropriate drying time between coats. Sand with steel wool between coats.