



**Meritage
Care & Maintenance**

(888) 788-2254
www.CaliBrands.com

General Care

- For general cleaning, use Bona Pro Hardwood Floor Cleaner & Bona Pro Hardwood Floor Mop.
- Never use a steam mop or wet-mop as standing water may cause permanent damage. Excessive moisture will dull the finish and could lead to a cupped floor. You may periodically use a very slightly dampened (near dry) mop to spot-clean. The moisture from the dampened mop should evaporate off the floor very quickly.
- Avoid excessive moisture on the floor. We recommend soaking up spills immediately using a dry towel or dry mop. For flooring in the kitchen, place an area rug in front of the kitchen sink.
- Cali Bamboo floors, like all species of hardwood flooring, are subject to changes in temperature and humidity. As a general rule, flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30%-55% and a temperature range of 60° to 80° Fahrenheit. Seasonal fluctuations in relative humidity may cause the wood flooring to gain moisture with periods of high humidity and lose moisture during low periods of humidity. During warm, humid weather, wood expands and during dry weather, wood contracts. These changes may be noticeable but can be minimized by using an HVAC system to maintain relative humidity between 30%-55%. This seasonal movement is a normal characteristic of wood flooring and is not considered a defect. It is the owner's responsibility to maintain appropriate conditions via the use of a humidifier and/or de-humidifier. Ventilation, humidity, and temperature control is a must even when the home is not occupied.
- To clean up dried glue use either Bostik Ultimate Adhesive Remover or Titebond Adhesive Remover cleaning wipes.

Preventative Care

- Vacuum or sweep the floor with a broom or dust mop on a regular basis or as needed to remove dirt, sand, or grit to protect the floor from scratches. A grain of sand has dozens of sharp edges and can create scratches if tracked across the floor. Be careful of other debris such as small rocks and pebbles being drug across the floor.
- Do not use vacuums that use a beater bar or turn beater bar off; brush or felt vacuum heads are recommended as opposed to hard heads.
- Fit furniture legs with felt tips and fix rolling furniture with soft rubber casters to avoid scratches. Periodically check the felt tips for wear or buildup of grit/debris and replace as needed.
- Pick up heavy furniture or appliances; do not slide.
- Keep pet nails trimmed to avoid excessive scratching.
- To prevent dents and scratches, avoid walking on the floor with cleats, sports shoes, and high heels. High heels concentrate pressure in a small area and may dent the floor.
- To prevent indentations and scratches, remove small diameter buttons/ends from furniture legs and replace with non-staining floor protectors with a surface no less than 1" in diameter. Heavier objects may require wider floor protectors.
- Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor. Area rugs are also recommended in front of kitchen sinks and in high traffic areas. Rugs must be made of a breathable material to prevent moisture entrapment. We recommend using a breathable rug underlay; mesh or grid patterns are best. Do not use rugs with solid rubber or vinyl backings as this may damage the finish.
- Natural products, especially those that are smoked/fumed or reactive stained, will change color over time as a result of oxidation and UV rays. This color change is inherent and not a defect. Limit direct sunlight on the floor by using curtains and blinds in areas that are exposed to high UV rays. We recommend rearranging rugs and furniture periodically so that the color changes evenly, especially in the first few months the floor is installed.
- Abrasive or harsh chemicals should not be used to clean the floor. Never use any of the following products on the floor: mineral spirits, paint thinner, acetone, ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never apply wax treatments to the floor.
- Heating units or non-insulated ductwork close to the flooring or subfloor may cause "hot spots" which must be eliminated prior to installation.
- Lighter colors and darker colors naturally show more dirt, flaws, and marks and are considered higher maintenance.

Frequently Asked Questions

How do I fix a scratch on my finish?

If the scratch is white, the finish has not been compromised and is repairable. Simply using a flooring cleaner, like Bona, should eliminate these blemishes. If the scratch is deeper but the raw wood is not exposed, light buffing with a microfiber cloth can shine up the dull area. Often the damage becomes less obvious. For scratches that cannot be buffed out, use a Cali Bamboo touch-up marker.

Cali Bamboo touch-up markers can be purchased at <https://www.calibamboo.com/floor-care-items.html>

The wood veneer was damaged through the finish. Can it be repaired?

If you have a minor chip or slight damage, this may be minimized using a Cali Bamboo touch-up marker and/or Fil-Stik. Cali Bamboo Fil-Stiks are wood fill products that work great to reduce the appearance of deeper blemishes. In most cases, more than one shade may be appropriate. If the damage is severe enough, board replacement is typically the best option.

Cali Bamboo Fil-Stiks can be purchased at <https://www.calibamboo.com/floor-care-items.html>

How can I remove a stain?

When removing stains from any wood floor, always begin at the outer edge of the stain and work toward the middle.

Can I refinish my CALI Flooring?

Major modifications are not recommended and are never a guaranteed solution; all repairs are unique. Nevertheless, it is possible to refinish or recoat the floor 3-4 times. Always seek assistance from an NWFA Certified Installer, and always test on a sample plank before you proceed. Refinished or recoated floors are not covered under warranty.

Occasional Flooring Noise

Floor noise is normal and will vary from one installation type to the next. Occasional noise is due to structural movement and may relate to sub-floor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity, and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect.