

Maintaining your New Floors: Care & Warranty Guidelines

HARDWOOD CARE INSTRUCTIONS

- Each manufacturer has **Warranty** and **Care Guidelines** unique to your product available on their website. We recommend each customer familiarize themselves by reading this prior to their installation and keeping on record. Make sure you know which warranty applies to your product. If you have any questions on this, please reach out to your Clawes Carpets Sales Associate.
- **The customer is responsible for keeping proof of purchase of their flooring purchase.** This is important to provide for the warranty of your floors.
- Only use the manufacturers **recommended cleaning method** for your flooring product. If the consumer uses a product not recommended from the manufacturer to clean and/ or maintain your floors, Claws Carpets and the Manufacturer cannot be held responsible for any damages.
- **NEVER use soap, wax, oil, water, steam mops or detergent to clean your floors.** Soap, wax and oil products will create a build up over time that is very difficult to clean, and your floors finish will begin to have a cloudy appearance.
- It is important to have **felt pad protectors** put under the legs of chairs, sofas, tables, etc. This protects the floor from scratches, especially chairs that are moved frequently. We recommend Flexi-Felt you can purchase [here](#).
- If you have a chair with cast roller wheels use a mat to protect the floor.

- Avoid wearing heels on hardwood floors.
- Only use recommended padding for your area rugs on hardwood floors. Some pads can damage or adhere over time to flooring. We recommend lifting, cleaning underneath, and rotating your area rugs every 6 months. Claws Carpets carries CRI certified pad that will protect both your floors as well as area rug for years to come and can help select the appropriate pad for your floor.
- Stop dirt at the door by using **mats** placed directly outside and inside the entrance, **taking your shoes off** when you enter the space, and **changing your air filters** to reduce airborne dust particles.
- If you have a minor scratch touch up markers and crayons can be used and available through the manufacturer or Minwax which you can find [here](#).
- All wood will expand and contract to a degree with changes in seasons and humidity levels. To prevent excessive expansion and contraction it is recommended the homeowner keep the home at a humidity level relative to their area which is between 33%-44%.
- Regularly vacuum the floor at least once a week to prevent abrasive particles from scratching the finish. When using a vacuum make sure the **beater bar is turned OFF**.
- It's recommended to keep a few boards or a box, if possible, for future repair work that may occur.
- Pet's nails should be cleaned and trimmed to prevent scratching.
- Claws Carpets recommends BONA for cleaning wood floors. Please make sure the cleaner is for wood floors as BONA carries cleaning products for multiple hard surface types. You can find their hardwood cleaner [here](#).

BONA also sells a cleaning kit that comes with a removable and washable microfiber pad you can find [here](#).

CARPET CARE INSTRUCTIONS

- Each manufacturer has **Warranty** and **Care Guidelines** unique to your product available on their website. We recommend each customer familiarize themselves by reading this prior to their installation and keeping on record. Make sure you know which warranty applies to your product. If you have any questions on this, please reach out to your Claws Carpets Sales Associate.
- **The customer is responsible for keeping proof of purchase of their flooring purchase.** This is important to provide for the warranty of your floors.
- Only use the manufacturers **recommended cleaning method** for your flooring product. If the consumer uses a product not recommended from the manufacturer to clean and/ or maintain your floors, Claws and the Manufacturer cannot be held responsible for any damages.
- To maintain the carpet warranty the customer must provide proof of professional carpet cleaning (hot water extraction is typically the recommended cleaning) every 18 months. Please keep copies of your carpet cleaning receipts.
- Claws Carpets offers hot water extraction carpet cleaning by a CRI certified specialist. As a customer you will get **10% off your first cleaning.**
- Claws Carpets recommends Spot Shot for spot cleaning carpets. Please read directions prior to using the product on your carpet. You can purchase Spot Shot [here](#).

- **Vacuum regularly** at least once a week. Vacuum more frequently in high traffic areas and use a CRI approved vacuum. You can find the list of vacuums [here](#).
- Stop dirt at the door by using **mats** placed directly outside and inside the entrance, **taking your shoes off** when you enter the space, and **changing your air filters** to reduce airborne dust particles.
- If you have a chair with cast roller wheels use a mat to protect the floor.

LUXURY VINYL AND RESILIENT FLOOR CARE INSTRUCTIONS

- Each manufacturer has **Warranty** and **Care Guidelines** unique to your product available on their website. We recommend each customer familiarize themselves by reading this prior to their installation and keeping on record. Make sure you know which warranty applies to your product. If you have any questions on this, please reach out to your Clawes Carpets Sales Associate.
- **The customer is responsible for keeping proof of purchase of their flooring purchase.** This is important to provide for the warranty of your floors.
- Only use the manufacturers **recommended cleaning method** for your flooring product. If the consumer uses a product not recommended from the manufacturer to clean and/ or maintain your floors, Claws and the Manufacturer cannot be held responsible for any damages.
- Stop dirt at the door by using **mats** placed directly outside and inside the entrance, **taking your shoes off** when you enter the space, and **changing your air filters** to reduce airborne dust particles.
- Claws Carpets recommends BONA for cleaning resilient floors. Please make sure the cleaner is for resilient floors as BONA carries cleaning

products for multiple hard surface types. You can find their resilient cleaner [here](#). BONA also sells a cleaning kit that comes with a removable and washable microfiber pad you can find [here](#).

- **NEVER use soap, wax, oil, or detergent to clean your floors.** Soap, wax and oil will create a build up over time that is very difficult to clean.
- When using a vacuum make sure the **beater bar is turned OFF.**
- It is important to have **felt pads** to put under the legs of chairs, sofas, tables, etc. This protects the floor from scratches, especially chairs that are moved frequently. We recommend Flexi-Felt you can purchase [here](#).
- If you have a chair with cast roller wheels use a mat to protect the floor.
- Avoid wearing heels on resilient floors.
- It's recommended to keep a few boards or a box, if possible, for future repair work that may occur.
- Luxury Vinyl products are not warranted against squeaking, popping or crackling. Some squeaking, popping, or crackling is possible when installed using floated methods.

REFINISHING CARE INSTRUCTIONS

- Do not leave the windows open after refinishing. While the urethane dries the customer needs to minimize dust/ particles that can adhere to the newly urethane floors while drying.
- Change air filters in the home after the refinishing has been completed.
- Refer to **HARDWOOD CARE INSTRUCTIONS** for cleaning and care products.