



# Maintenance Guide



### Long-term satisfaction

You have chosen the best prefinished floor available. In order to preserve its beauty, please follow the instructions in this manual. Failure to follow the maintenance instructions may void the warranty.

### Protecting your investment has never been this easy!

The use of Mercier's safe, no-rinse maintenance products is recommended to clean and preserve your prefinished wood floors.

### Mercier Wood Flooring cleaning products

The Mercier cleaning kit includes:

- 1 resistant mop with a 3-section handle
- 1 reversible, washable, easy to use microfiber mop cover
- 1 spray cleaner

#### Also available separately:

- Mop covers
- Cleaner 3.6 L (101.4 fl. oz.)



### How to look after a prefinished Mercier floor

The maintenance routine for your prefinished floor is fast, easy and only takes three steps:

- 1** Vacuum regularly and as often as necessary to protect your wood floors and keep the finish from wearing out prematurely. This will eliminate dust and abrasives on the surface of the floor.
- 2** To clean your floor, spray the cleaner on the microfiber mop cover and wipe a section of the floor in a back-and-forth motion, along the length of the floorboards. It is important to avoid spraying directly on the surface of the floor to prevent the accumulation of an excessive amount of product, making cleaning difficult.
- 3** **Pivot the mop cover to the dry side** and dry the surface with the same movement. It is essential to dry the surface completely to avoid leaving marks on the floor. Repeat the operation on the other parts of the floor until the entire surface is clean.



#### Important!

The mop cover every 300–400 square feet, approximately. Multiple mop covers will be necessary for a large surface. Wash the mop cover the same way you would wash cotton towels. **Never use fabric softener (sheets or liquid) when washing the mop covers,** as these products leave a greasy film on the surface of the floor.

#### Not recommended

**Never use wax, a mix of water and vinegar, home cleaning products, concentrated wood cleaners other than Mercier cleaner, or any oil-based soaps, on the floor\***. These products can damage the finish and cause it to fade or leave a greasy film, making the floor slippery and hard to maintain. Do not use steam cleaners on your wood floors. Do not wash wood floors using lots of liquid or with a soaked mop.



\*Unless specifically recommended by Mercier Wood Flooring.

## Wood and water

Be careful with water (liquid, steam, snow). The wood fibers will expand when they absorb water, which can cause the wood and finish to deteriorate. When water seeps into the floor, it can cause the boards to swell, contract, and discolor and lead to the growth of mold between the boards.



- The kitchen and entrance hall are areas where the wood might come in contact with water. Care should be taken to wood floors installed in these areas.
- Immediately wipe up any water, liquid, or detergent from the surface of the floor before the wood fibers absorb it.
- Place carpets in front of the sink, dishwasher and workstations in the kitchen.
- Use carpets in front of any door leading outside to collect water and snow.
- Place watertight saucers under plant pots.



## Wood and humidity

Wood is a natural material that constantly reacts to variations in relative humidity by changing dimensions as it absorbs or loses humidity. During humid or dry periods, your floors can present distortion and spacing. The wood will generally return to its initial dimensions once conditions are back to normal.

- Maintain a relative humidity of 45% and an ambient temperature of around 68 °F (20 °C) in your home. These conditions are also ideal for humans. Note that for each 5% variation in relative ambient humidity, the level of humidity in the wood will vary by approximately 1% and lead to changes in the dimensions of the boards.
- Use appropriate equipment as needed, such as an air exchanger, heating system, dehumidifier, humidifier, etc., to restore ambient conditions.



## Wood and abrasives

Abrasives are a direct threat to your floors. Sand or very small pebbles on the surface of the floor act like sandpaper under your feet on the finish. One small rock can do permanent damage to the surface or finish.

- Sweep or vacuum as often as necessary.
- Place a mat outside and inside each door leading into the residence. These mats must trap and retain abrasives, while letting the floor breathe.

## To prevent scratches and dents

Hardwood species naturally offer good resistance to compression. However, if the pressure applied to the floor is higher than its degree of resistance, it will leave a mark. Pressure is determined by the weight of the object and its contact surface. For equal weight, the smaller the surface contact, the higher the pressure on the wood.

- Avoid moving heavy furniture or objects by sliding them across the floor. Stick felt pads under the legs of the furniture and chairs to make moving easier without scratching the surface of the floor.
- Using chairs with wheels directly on the floor's surface is not recommended. Place protective chair mats under narrow wheels or replace them with wider rubber or soft polyurethane wheels.
- Pets claws should be trimmed regularly to reduce the severity of the scratches they can cause. The heavier the animal, the more pronounced the scratches left on the floor.



## Changes in the color of the wood

Mercier finishes include an anti-yellowing agent that slows and reduces the yellowing of wood caused by UV exposure. As a result, your floors will keep their original appearance for a much longer time.

- Move rugs and furniture from time to time to equalize the progressive coloration of the floor.
- Note that some species, such as American Walnut or products from the Element Collection, are characterized by a significant natural maturation in the color of the wood, with or without exposure to UV rays.

## What to do in case of small accidents

Here are some simple rules and actions to take in case of small accidents:

- **Spill**  
Quickly wipe the wet area with a dry cloth or absorbent paper towel. Clean the surface with a cloth and some Mercier cleaner.
- **Sticky or greasy stain**  
Spray Mercier cleaner on a cloth, apply to the stain and rub. Rinse the cloth and wring it out, then wipe the surface. For stubborn stains, repeat the operation with a mix of one part water and one part isopropanol (rubbing alcohol).
- **Rubber or shoe marks**  
Dampen a cloth with the cleaner and rub the stained area.

- **Stubborn stains: Ink, tar, crayon, etc.**

First, wipe with a cloth lightly soaked with Mercier cleaner. If you don't get good results, use a small amount of paint thinner or lighter fluid on a dry cloth and rub the stain. Wipe with Mercier cleaner to eliminate any residue.



- **Scratches on the wood or minor repairs**

It is possible to correct minor scratches in the finish with the Mercier touch-up kit, which contains a marker and a wax stick. Refer to the instructions to perform minor repairs on the floorboards.

- **Deep impact marks**

For deep impact marks caused by a heavy object falling or other, you may need to change the floorboard. For full instructions on how to replace a floorboard, see Technical Bulletin #11, available on the Mercier Wood Flooring website.

- **Restoring a prefinished floor**

Factory-finished floors can be restored after several years of use. The floor can be sanded and refinished.