

# Mae Terra™ Flooring

## Maintenance Guide

### Initial Care:

Following installation, clean with Bona Hardwood & Laminate Floor Cleaner.

Ongoing Routine Care and Maintenance:

1. **NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
2. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
3. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
4. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
5. Keep animal nails trimmed to minimize finish scratches.
6. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
7. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
8. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
9. Use protective casters/caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Make certain to keep them cleaned and well maintained.
10. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are the best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them.
11. Replace hard, narrow furniture rollers with wide rubber rollers.
12. Keep the relative humidity in your home between 35% and 55%.
13. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
14. Vacuum, sweep or dust mop your floor once a week or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A Bona mop with terry cloth cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
15. Spills and tracked-in-dirt should be wiped up immediately. For spot cleaning apply Bona Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
16. Regularly clean the floor with Bona Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. **DO NOT** allow excess cleaner to remain on the floor’s surface. Excess liquid may damage the fiber of the wood.