



MAINTENANCE GUIDE



GENERAL MAINTENANCE TIPS



REGULAR CLEANING:

- Vacuum or use a soft broom to remove dust and debris.
- Use a cloth or micro fiber mop dampened with a specific cleaner for Preverco prefinished hardwood floors.
- Avoid excess water; excessive moisture can damage the wood.

PRECAUTIONS TO TAKE:

- Place mats at entryways to limit the accumulation of dirt and sand.
- Use felt pads under furniture to prevent scratches.
- Keep indoor relative humidity between 37% and 50% to minimize wood expansion and contraction.
- Avoid prolonged sun exposure to reduce the risk of fading.

MAINTENANCE BASED ON FINISH TYPE SATIN OR MAT FINISH:

- Clean with products recommended by Preverco.
- Never use wax, additional varnish, or abrasive cleaners.

ON CHOOSING A PREVERCO HARDWOOD FLOOR.

This guide will help you maintain the beauty and durability of your floor by following simple yet essential maintenance practices. Adhering to these recommendations is crucial to keeping your warranty valid.



CONGRATULATIONS



RECOMMENDED CLEANING KIT

To facilitate floor maintenance, Preverco recommends hardwood floors' cleaning kit produces by **Finitec**.

An appropriate cleaning kit should include more specifically:

- A durable mop with a three-section handle.
- A reversible, washable microfiber mop pad, easy to use.
- A spray bottle of cleaner specially formulated for Hardwood floors.

USAGE TIPS:

- Change the mop pad every 100 to 300 sq. ft. (approx.). For large areas, consider using multiple pads.
- Wash the mop pad like cotton towels. Never use fabric softener (liquid or sheets) to avoid leaving a greasy film on the floor.



MAINTENANCE GUIDE





PETS AND ACTIVE FAMILIES: SPECIFIC TIPS

It is entirely possible to keep a hardwood floor in excellent condition even in a home with pets or a large family. A few extra precautions can help extend the life of your floor:

Choosing the Finish and Wood Species:

- Opt for an open-grain or brushed finish that more easily hides small marks, scratches, splits, and scuffs.
- A species with more natural variation (e.g., oak, hickory) will better conceal minor imperfections caused by everyday wear.

Preventive Maintenance:

- Regularly trim your pets' claws and avoid pets running to minimize scratches.
- Place mats in strategic locations (entryways, pet resting areas) to protect the wood from abrasions.
- Clean up any spilled liquid immediately to avoid seepage and damage.

BEHAVIORS TO AVOID:

- **Do not move heavy furniture without protection (felt or rubber pads recommended).**



By adopting these good practices, even the busiest households can enjoy the warmth and elegance of Preverco hardwood floors for years to come.

WHAT TO ABSOLUTELY AVOID



■ NEVER WASH WITH EXCESSIVE WATER OR USE STEAM MOPS:

Excess moisture can seep between the planks, causing swelling, warping, or even finish and veneer damage.



■ DO NOT USE ALKALINE, AMMONIA-BASED, OR VINEGAR-BASED CLEANERS:

These chemicals can damage the floor's protective finish, causing premature wear and loss of shine.



■ AVOID DRAGGING HEAVY OBJECTS WITHOUT PROTECTION:

Moving heavy objects can cause deep scratches and permanent marks on the wood surface.



■ ONLY USE FINITEC CLEANER OR A PRODUCT EXPLICITLY RECOMMENDED BY PREVERCO:

Unapproved products can alter the surface, leave sticky residues, or make the floor slippery, increasing the risk of accidents.

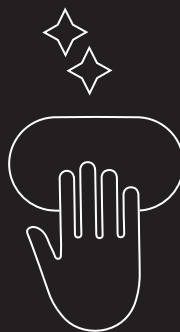


■ OIL-BASED SOAPS OR CONCENTRATED CLEANERS CAN DAMAGE THE FINISH, DULL IT, OR LEAVE A SLIPPERY FILM THAT IS DIFFICULT TO MAINTAIN:

These residues make the surface more vulnerable to scratches and complicate future cleaning.



HANDLING MINOR DAMAGE AND SCRATCHES



- Light Stains: Clean immediately with a soft, damp cloth.
- Scratches: Use a stain marker or fill stick designed for your floor type.
- Spilled Water: Absorb immediately and dry thoroughly.

CONDITIONS TO MAINTAIN THE WARRANTY



- Follow cleaning, maintenance, and ambient temperature and humidity recommendations.
- Inspect planks before installation; claims will not be accepted for material already installed.
- Keep a copy of your original invoice.
- Any improper maintenance or abnormal use will void the warranty.

CONTACT AND SUPPORT

For any questions or assistance, contact our customer service:

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MAINTENANCE GUIDE



FAQ

FREQUENTLY ASKED QUESTIONS



- **WHAT TO DO IF LIQUID IS SPILLED?** Wipe the wet area immediately with a dry cloth or paper towel. Then clean the surface with micro fiber mop and Finitec cleaner.
- **HOW TO REMOVE A STICKY OR GREASY STAIN?** Spray a little Finitec cleaner onto a cloth, gently rub the stain, then wipe with a clean cloth. For stubborn stains, use a mixture of half water and half isopropyl alcohol.
- **HOW TO HANDLE SHOE MARKS OR RUBBER STAINS?** Dampen a cloth with Finitec cleaner and gently rub the affected area.
- **HOW TO REPAIR A SCRATCH OR DEEP IMPACT?** Use the Preverco touch-up kit (marker and wax stick) to fix scratches. For deep impacts, consult a professional to replace the board.
- **CAN A PREVERCO FLOOR BE RESTORED AFTER MANY YEARS OF USE?** All Preverco floors (solid or engineered) can be sanded and refinished multiple times. The top hardwood layer is thick enough to allow several sandings while maintaining the floor's integrity.

Always consult a professional for sanding and refinishing to ensure optimal results and preserve the floor's integrity.