



CARE

The care and maintenance of any fine quality wood flooring is essential to a lifetime of durability and beauty. Our prefinished bamboo flooring is one of the easiest floors to keep clean and beautiful. ~~Silkroad~~ Silkroad bamboo prefinished flooring products are all coated with a no wax acrylic polyurethane finish. Unlike carpet, resilient or laminate flooring which have limited life spans, Silkroad bamboo flooring can be kept looking like new, year after year. However, like all hardwood flooring, you have to exercise care. The following are general guidelines to help you maximise the life of your floor.

CLEANING

1. Vacuum clean and mop your floors regularly with a slightly damp mop to prevent sand and dirt from scratching your expensive floor. Walking on dirty floors is the fastest way to damage a finish. Be sure to sweep the bevelled joints between the planks, as they will collect dirt. These bevels actually help protect your floor by collecting the dirt which would otherwise be sitting on the urethane finish.
2. We recommend using only cleaners, which have been designed specifically for urethane finishes. These can be purchased at an accredited Silkroad Bamboo flooring retailer. Note: Vacuum with a brush attachment rather than the other attachments which may scratch the floor.
3. Wipe up spills as soon as possible. The majority of food spills can be cleaned up with a lightly damp mop. Grease, tar, and oil can be removed with mineral spirits.
 - *Never clean your floors with water or soap*
 - *Never use cleaners that require mixing with water*
 - *Never use sheet vinyl or tile floor care products on wood floors*
 - *Never use detergents, solvent based cleaners or furniture/dust sprays*

FLOOR PROTECTION

1. Place felt pads on the bottom of all chairs, tables, etc. to help protect the floor from scratching. Some types of casters (ball type) can damage your bamboo flooring, so use barrel type wheels or wide flat glides. Felt pads will also provide a sound-deadening barrier.
2. Spiked heels or stiletto high heels will dent the coating layer on the bamboo flooring. According to the NWFA, a 2-ton car exerts only 28-30 pounds per square inch (PSI) of pressure, but a 125 pound woman with spiked heels as much as 2,000 PSI.
3. Use area rugs on high traffic pathways and pivot areas: at the bottom and top of stairs, near doorways, etc. Sand and dirt are abrasive to bamboo flooring, so use protective mats at doorways. Kitchen and bathroom floors experience the most traffic in a home. To prevent premature wear on your floor, place an area rug in front of the stove, sink and bathtub area. Remember that your protective mats must be kept clean of grit and periodically replaced. Do not use rubber, foam back or plastic mats as they may discolour the floor.
4. Bamboo flooring is a natural product and it will shrink during winter months from dry heat and expand during summer months from the humidity. Humidity controls are essential to maintaining a stable floor **Keep relative humidity levels between 40 - 60% and your temperature between 60 – 80 degrees Fahrenheit.** Use a dehumidifier during the summer and a humidifier during the winter.
5. Plants should be placed on trivets or stands in order to create proper air circulation underneath, thus preventing the damaging affects of condensation. When moving heavy furniture, completely pick up the furniture and carry it to the desired location.
6. K & M Bamboo can not guarantee that the surface finish will not be damaged by scratching or rough treatment.

FLOOR PROTECTION “CONTINUED”

- *Never wax K & M’s prefinished flooring*
- *Never place potted plants directly in contact with your bamboo flooring, even if they are placed in waterproof saucers*
- *Never shut down the ventilation system in your building for a prolonged period of time*

RADIANT IN-FLOOR HEATING

Please acquire the document “Radiant Floor Heating Guidelines” for proper maintenance of Silkroad Bamboo Floors over radiant floor heating systems.

MAINTENANCE

REPAIRS - STAINS

Food or water: Use a cleaner developed specifically for urethane finishes to remove the spot or stain. More stubborn spots may require additional scrubbing with the cleaner and a wood flooring scrub pad made for urethane floors.

Grease, tar or oil spots: Rub the grease, lipstick, crayon or oil with a cleaner developed for urethane. Mineral spirits may also work.

Cigarette burns: Most common burns can be treated with a touch-up kit made for urethane finishes (rub with sandpaper, stain and refinish). For burns that reach deep into the wood, individual plank or parquet boards may need to be replaced.

Chewing gum, crayon, wax: Apply a plastic bag filled with ice on top of the deposit until it is brittle enough to crumble off. Clean area with a product made for urethane finishes.

REPAIRS - SQUEAKS

If humidity changes cause expansion in the floor, the joints between the bamboo planks may begin to squeak. To solve this problem, add a liberal amount of talcum powder between the squeaking planks.

REPAIRS - SCRATCHES

To repair a scratched area use the following procedure:

The first step is to determine the level of lustre. Repair with a touch-up kit made for urethane finishes which are available from any wood-flooring retailer. Alternatively, *Varathane’s* Elite Diamond Finish works well. Make sure the lustre level on Silkroad bamboo floor matches the new polyurethane.

1. Wipe damaged area with a floor cleaner

REPAIRS – SCRATCHES “CONTINUED”

2. Sand the damaged area with a 100-grit sandpaper
3. Continue sanding using a 220-grit sandpaper
4. Wipe area clean, so that there is no dust
5. Apply three coats of urethane with a sponge/foam or paint brush with 30 min. drying time between coats