



When it comes to flooring, We've got you covered.

## General Care



**Follow the care guidelines carefully and you will have beautiful floors for years to come. Maintaining your quality purchase will repay you by keeping its beauty for many years.**

1. Use recommended cleaning products exclusively:  
Our recommended cleaners are designed to clean and maintain Hallmark Floors flooring products after floor installation. The cleaner used is dependent on which finish your flooring has.
2. Do not use unauthorized maintenance products:  
Such as oil soaps, paste wax, or other cleaners containing lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.
3. Pets:  
Keep nails well trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Wipe up pet urine and waste to prevent stain damage to wood.
4. Regular maintenance dust removal:  
Dust and allergens are easily removed with canister vacuum and soft brush attachment. Removal of dust and grit with regular vacuuming removes these abrasive agents for good long term performance of the floor. The brush should be replaced as needed to prevent scratching of the floor.
5. Clean up all spills:  
Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray the recommended cleaner on clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately to prevent damage to the floor.
6. No wet mopping/steam cleaners:  
Do not use string mops, sponge-mops or steam cleaners to clean a Hallmark Floor.
7. Unauthorized maintenance products:  
Do not use two in one cleaners or polishes that may contain acrylics or urethane. These products will damage the finish and invalidate the factory warranty.
8. Dent/scratch prevention  
Wood flooring is susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Double barrel coaster wheels should replace hard rubber or metal wheels.

### Approved Maintenance Products:

- WOCA Natural Soap Spray and Natural Soap Concentrate – Available at [WOCAWoodCare.com](http://WOCAWoodCare.com).
- Bona® Pro Series Natural Oil Floor Cleaner – Available at most big box stores, and [amazon.com](http://amazon.com).