

Congratulations on installing your new Sawyer Mason Structured Wide Plank Floor. Your flooring is prefinished with either an oil or a Bona Naturale finish. Please refer to the specific collection to confirm the finish of your floor. Contact Sawyer Mason if you need assistance. Please follow the maintenance guidelines below for optimal performance and aesthetics specific to your Sawyer Mason floor.

## GENERAL CARE

1. Flooring should be one of the last items installed on a project. In order to protect the floors while other trades are finishing their work prior to final cleanup and turnover to the owner, use a breathable protective covering such as Ram Board. Do not use Red Rosin paper, as it may discolor the finish, and do not use polyfilm or other non-breathing coverings as they can cause damage from humidity buildup. Clean the floor thoroughly before laying the covering to ensure that no debris is trapped underneath. Tape pieces of protective covering together but do not tape them to the wood flooring.
2. Place walk-off mats at all entrances to collect dirt and debris that could damage or dull the flooring finish.
3. Install felt floor protectors underneath all furniture.
4. In areas such as bathrooms, kitchens and spaces where food service occurs, avoid excessive moisture as this will damage the floor. All wood flooring requires good airflow to allow moisture to disperse and dissipate easily.
5. People wearing spiked heels on the floor will damage even the hardest wood floors and finishes.
6. Pet claws should be properly trimmed at all times.
7. Work boots and shoes that may have pebbles lodged in the soles should be removed prior to entering.
8. Sweep or vacuum frequently. Most damage to wood floor finishes is caused by debris that is walked on.
9. All mats or rugs should be cleaned on a regular basis. They should also be moved occasionally to allow natural color changes caused by light to occur evenly in all areas.
10. Never wet-mop your floor, and always clean up spills and standing water as soon as possible. A damp mop is fine as long as the moisture is limited to an amount that will evaporate almost immediately. Moisture that is allowed to seep into the seams between the planks may cause damage to your flooring. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface.
11. Maintaining an environment with moderate humidity is beneficial for general air quality and for the longevity of your wood floors. Sawyer Mason and the NWFA recommend a relative humidity of 35% - 55% to ensure the best performance from your wood flooring. Although Sawyer Mason flooring is built to be the most stable wide plank flooring available, extremely low or high humidity levels will affect any wood flooring and can cause serious issues such as cracking, delamination, and buckling.

Humidity levels below 35% or above 55% may cause movement in the flooring, gapping between pieces, cupping, cracking or other problems. Use of a humidifier during cold winter months and a dehumidifier in summer months may be required to maintain proper humidity levels. We suggest using a humidity meter to help you maintain the optimal level of humidity.

## OIL-FINISHED FRENCH OAK, TAS OAK & HICKORY FLOORING

Atlantic, Back Bay, Developer, Shoreline & Vineyard Collections *(Please see below for Nordic Collection.)*

Your floors require specific cleaning/maintenance products. Other cleaning products not specifically recommended may damage your floor. The following instructions are specifically for floors finished with oil. If you are unsure about how your floor is finished, please contact your flooring salesperson. We recommend using Rubio Monocoat (RMC) for all your cleaning and maintenance needs of oiled floors. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on at [www.rubiomonocoatonline.com](http://www.rubiomonocoatonline.com).

### CLEANING FOR OILED FRENCH OAK, TAS OAK & HICKORY FLOORS | DO'S

#### AFTER INSTALLATION

- **It is recommended to apply a coat of RMC Universal Maintenance Oil for an additional layer of protection and durability. This additional coat of oil is not required for the warranty, but we find that people with busy households often choose this option.**
- Use a microfiber hardwood floor sweeper and vacuum with soft brush attachment to remove dust and particles before using a damp mop to clean your Sawyer Mason floors before applying maintenance oil or placing furniture.

#### PROTECTION WITH RUBIO MONOCOAT (RMC) UNIVERSAL MAINTENANCE OIL

RMC Universal Maintenance Oil is used for protecting and refreshing the finish of your Sawyer Mason oil-finished floors. Please be sure to confirm which finish your floor has before proceeding. Please contact your salesperson with any questions.

***View the video at [www.SawyerMason.com/Applying-Maintenance-Oil](http://www.SawyerMason.com/Applying-Maintenance-Oil)***

The frequency of using this product will depend on the intensity of the floor traffic. However, it is recommended to apply RMC Universal Maintenance Oil after installation of your Sawyer Mason oiled flooring and before any furniture or rugs are placed. This is not required for the warranty, but many people choose to apply the Maintenance Oil to provide another layer of protection as well as add a soft luster to the floors. Keep any unused Maintenance Oil to buff out minor scratches in your flooring.

- Remove all dust and dirt from the floor and ensure the room is well-ventilated.
- If the floor is dirty, clean the floor thoroughly with RMC Natural Soap and water (see below). Rinse well with water using well-wrung mop to eliminate any soap residues. Leave it to dry completely.
- It is recommended to use an experienced flooring installer to apply Maintenance Oil.
- Using a floor polishing machine, pour a small amount, no more than ¼ cup, of oil onto the floor. Use a white polishing pad on the floor polisher and cover as much floor as possible for five minutes.
  - **Hint:** Use very little product to prevent the floors from becoming too heavy with oil and sticky. Each .5L bottle of oil covers 750 sf, so gauge accordingly.
  - **Note:** for corners and next to baseboards, apply oil by hand and buff off by hand.
- After applying the oil for five minutes, now it's time to buff.
- Attach a clean white polishing pad onto the floor polisher and buff off excess oil on the area you just treated. Remember, you can never buff off too much oil.

- You can also use a white terry cloth towel in addition to the white pad to buff the floors. Lay a clean white towel under the white pad and buff the oiled section. When the towel becomes coated with oil, use the other side or use a new towel.
- After buffing the section of flooring, go back and repeat buffing with the white pad and a towel until the towel is free of oil and the floor is dry to the touch. Avoid walking on the buffed floor for 6 hours.
- Continue applying oil on areas of the floor for five minutes, then going back and buffing off the excess oil. Each treated area should be buffed dry within 10-15 minutes of application. **Never allow treated floors to dry for more than 15 minutes before buffing off excess oil!**
- Allow the floor to dry 6-8 hours before walking on it or adding furniture. Wait one week to lay down area rugs to allow the finish to fully cure.
- During the first week, clean only using a wet cloth. Later, RMC Natural Soap may be used.
- **Rubio Monocoat Universal Maintenance Oil may NOT be diluted! After usage, cloths need to be soaked in water before disposal. Cloths, saturated with oil, may spontaneously combust.**

**Coverage:** Each .5L bottle covers 750sf

### ORDINARY DAILY CLEANING

For everyday cleaning of your Sawyer Mason floor, vacuum your floor using a soft brush attachment. You may also dry sweep the floor with a microfiber hardwood floor sweeper. Sweep or vacuum frequently. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.

### REGULAR CLEANING WITH RUBIO MONOCOAT (RMC) NATURAL SOAP

Sawyer Mason floors can be cleaned regularly with water and RMC Natural Soap. RMC Natural Soap was developed to retain the matte look of your oiled floor. Local stains can be cleaned easily with RMC Surface Care Spray or Tannin Remover.

When using water or any Rubio cleaning product, be sure to thoroughly ring out the applicator or mop prior to applying it to the floor. Water left for prolonged periods on oiled-finished floors may cause water-spotting.

- Vacuum the floor using a soft brush attachment.
- Mop with a small amount of RMC Soap. RMC Natural Soap is designed for the regular cleaning by removing all dirt and grease thoroughly without leaving a film.
- Use by mixing 1/4 cup of RMC Natural Soap into a gallon of cold water. The mix ratio is 66 parts water to 1 part Soap. Alternatively, RMC Surface Care Spray is a premixed solution of RMC Natural Soap and water and may be used by directly misting the floor.
- When cleaning with RMC Natural Soap, the best working method is with two buckets: one with the soap mixture and one with clean water to rinse the dirt out of the mop.
- Dampen a terry cloth mop with the cleaner mixture. Clean a part of the floor. Rinse the terry cloth with clean water and wring it out. Repeat this routine on the rest of the floor.
- Always use a damp mop, and not a wet mop. Do not leave any water on the floor. Let the floor dry (approx. 15 minutes) before you walk on it.

### REGULAR CLEANING WITH RUBIO MONOCOAT (RMC) SURFACE CARE SPRAY

RMC Surface Care Spray is a ready-to-use cleaning product for the weekly or monthly care of surfaces treated with oil. Also suitable for the easy cleaning of localized stains.

- Sweep, dry mop or vacuum your floor with a soft brush attachment.
- Spray the product on to the spot to be cleaned.
- Wipe dry with a mop or microfiber cloth.
- Allow the area to dry for approximately 15 minutes.

### **TREATING STAINS WITH RUBIO MONOCOAT (RMC) TANNIN REMOVER**

RMC Tannin Remover is a ready-to-use product for removing stains and spots on wood caused by a reaction to acid and water. These spots tend to occur after coming into contact with moisture and metal.

- Apply RMC Tannin Remover to the stain or spot.
- Allow several minutes for absorption.
- Use a damp cloth or paper towels to wipe off product.
- For stubborn marks, it is recommended to repeat this method as many times as needed to achieve the desired result.
- Allow the surface area to dry completely.

### **RESTORE WITH RUBIO MONOCOAT (RMC) REFRESH ECO SPRAY**

RMC Refresh Eco Spray is a ready-to-use revitalizing treatment oil that refreshes, restores and protects your floor. RMC Refresh Eco Spray is used when the surface feels and looks dry or rough in areas where the finish has worn due to heavy traffic. Maintenance with RMC Refresh Eco Spray will replace the oil that has worn away and add protection to that area. This can be used several times a year as needed.

- Eliminate dirt and dust from the floor. It is also recommended to clean the entire surface with RMC Natural Soap or Surface Care Spray before application of the Refresh Eco Spray.
- Spray RMC Refresh Eco onto the surface to be treated, or apply the product with a cloth or mechanical buffer. Use a minimal amount of the product to prevent the floor from becoming sticky.
- Allow the product to react for a couple of minutes.
- Wipe the surface dry with a cloth, paper towel, or a cloth under a buffer with a white pad. Polish until the surface feels completely dry.
- Work in zones that can be fully wiped dry within 15 - 20 minutes.
- The surface can be walked on after 1 hour.
- **RMC Refresh Eco Spray may NOT be diluted! After usage, cloths need to be soaked in water before disposal. Cloths, saturated with oil, may spontaneously combust.**

**Coverage:** 1 liter = +/- 1,075 sf

### **SPOT REPAIRS**

Superficial scratches can be repaired with **RMC Universal Maintenance Oil**. Using a clean cloth, apply a small amount of oil to the cloth and buff the scratched area. Wait 2-3 minutes, then buff off excess oil using a clean cloth. Allow to dry one hour.

### **CLEANING FOR OILED FRENCH OAK, TAS OAK & HICKORY FLOORS | DON'T'S**

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for oil-finished floors.

- Do not wash your floors with Rubio Natural Soap concentrate without diluting with water. Excess dosages of soap can leave unwanted footprints on your freshly washed floor.
- RMC Cleaner is a separate product and is not intended for regular cleaning or maintenance. Do not use RMC Cleaner unless you are preparing the floor for a new coat of oil.

*\*Always refer to the specific manufacturer instructions for all oiled flooring maintenance and cleaning products.*

### **WHERE CAN I FIND RUBIO?**

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on their website at [www.rubiomonocoatonline.com](http://www.rubiomonocoatonline.com).

## OIL-FINISHED ASH FLOORING Nordic Collection

Your floors require specific cleaning/maintenance products. Other cleaning products not specifically recommended may damage your floor. The following instructions are specifically for Ash floors finished with oil (Nordic Collection). If you are unsure about how your floor is finished, please contact your flooring salesperson. We recommend using Rubio Monocoat (RMC) for all your cleaning and maintenance needs of oiled floors. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on at [www.rubiomonocoatonline.com](http://www.rubiomonocoatonline.com).

### CLEANING FOR OILED ASH FLOORS | DO'S

#### AFTER INSTALLATION

- **Due to the special finishing process for the Nordic Collection, RMC Maintenance Oil is recommended only when the floors are in need of rejuvenating and not at the time of installation.**
- Use a microfiber hardwood floor sweeper and vacuum with soft brush attachment to remove dust and particles before using a damp mop to clean your Sawyer Mason floors before placing furniture.

#### ORDINARY DAILY CLEANING

For everyday cleaning of your Sawyer Mason floor, vacuum your floor using a soft brush attachment. You may also dry sweep the floor with a microfiber hardwood floor sweeper. Sweep or vacuum frequently. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.

#### REGULAR CLEANING WITH RUBIO MONOCOAT (RMC) NATURAL SOAP

Sawyer Mason floors can be cleaned regularly with water and RMC Natural Soap. RMC Natural Soap was developed to retain the matte look of your oiled floor. Local stains can be cleaned easily with RMC Surface Care Spray or Tannin Remover.

When using water or any Rubio cleaning product, be sure to thoroughly ring out the applicator or mop prior to applying it to the floor. Water left for prolonged periods on oiled-finished floors may cause water-spotting.

- Vacuum the floor using a soft brush attachment.
- Mop with a small amount of RMC Soap. RMC Natural Soap is designed for the regular cleaning by removing all dirt and grease thoroughly without leaving a film.
- Use by mixing 1/4 cup of RMC Natural Soap into a gallon of cold water. The mix ratio is 66 parts water to 1 part Soap. Alternatively, RMC Surface Care Spray is a premixed solution of RMC Natural Soap and water and may be used by directly misting the floor.
- When cleaning with RMC Natural Soap, the best working method is with two buckets: one with the soap mixture and one with clean water to rinse the dirt out of the mop.
- Dampen a terry cloth mop with the cleaner mixture. Clean a part of the floor. Rinse the terry cloth with clean water and wring it out. Repeat this routine on the rest of the floor.
- Always use a damp mop, and not a wet mop. Do not leave any water on the floor. Let the floor dry (approx. 15 minutes) before you walk on it.

#### REGULAR CLEANING WITH RUBIO MONOCOAT (RMC) SURFACE CARE SPRAY

RMC Surface Care Spray is a ready-to-use cleaning product for the weekly or monthly care of surfaces treated with oil. Also suitable for the easy cleaning of localized stains.

- Sweep, dry mop or vacuum your floor with a soft brush attachment.
- Spray the product on to the spot to be cleaned.
- Wipe dry with a mop or microfiber cloth.
- Allow the area to dry for approximately 15 minutes.

#### **TREATING STAINS WITH RUBIO MONOCOAT (RMC) TANNIN REMOVER**

RMC Tannin Remover is a ready-to-use product for removing stains and spots on wood caused by a reaction to acid and water. These spots tend to occur after coming into contact with moisture and metal.

- Apply RMC Tannin Remover to the stain or spot.
- Allow several minutes for absorption.
- Use a damp cloth or paper towels to wipe off product.
- For stubborn marks, it is recommended to repeat this method as many times as needed to achieve the desired result.
- Allow the surface area to dry completely.

#### **RESTORE WITH RUBIO MONOCOAT (RMC) REFRESH ECO SPRAY**

RMC Refresh Eco Spray is a ready-to-use revitalizing treatment oil that refreshes, restores and protects your floor. RMC Refresh Eco Spray is used when the surface feels and looks dry or rough in areas where the finish has worn due to heavy traffic. Maintenance with RMC Refresh Eco Spray will replace the oil that has worn away and add protection to that area. This can be used several times a year as needed.

- Eliminate dirt and dust from the floor. It is also recommended to clean the entire surface with RMC Natural Soap or Surface Care Spray before application of the Refresh Eco Spray.
- Spray RMC Refresh Eco onto the surface to be treated, or apply the product with a cloth or mechanical buffer. Use a minimal amount of the product to prevent the floor from becoming sticky.
- Allow the product to react for a couple of minutes.
- Wipe the surface dry with a cloth, paper towel, or a cloth under a buffer with a white pad. Polish until the surface feels completely dry.
- Work in zones that can be fully wiped dry within 15 - 20 minutes.
- The surface can be walked on after 1 hour.
- **RMC Refresh Eco Spray may NOT be diluted! After usage, cloths need to be soaked in water before disposal. Cloths, saturated with oil, may spontaneously combust.**

**Coverage:** 1 liter = +/- 1,075 sf

#### **SPOT REPAIRS**

Superficial scratches can be repaired with **Sawyer Mason Repair Oil**. Using a clean cloth, apply a small amount of oil to the cloth and buff the scratched area. Wait 2-3 minutes, then buff off excess oil using a clean cloth. Allow to dry one hour.

#### **CLEANING FOR OILED ASH FLOORS | DON'T'S**

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment

chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for oil-finished floors.

- Do not wash your floors with Rubio Natural Soap concentrate without diluting with water. Excess dosages of soap can leave unwanted footprints on your freshly washed floor.
- RMC Cleaner is a separate product and is not intended for regular cleaning or maintenance. Do not use RMC Cleaner unless you are preparing the floor for a new coat of oil.

*\*Always refer to the specific manufacturer instructions for all oiled flooring maintenance and cleaning products.*

### **WHERE CAN I FIND RUBIO?**

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on their website at [www.rubiomonocoatonline.com](http://www.rubiomonocoatonline.com).



## **BONA NATURALE FINISHED FLOORING** Vintage Collection, and Sausalito Select

Your floors require specific cleaning/maintenance products. Other cleaning products not specifically recommended may damage your floor. These instructions are specifically for floors finished with Bona Naturale. If you are unsure about how your floor is finished, please contact your flooring salesperson. We recommend using Bona for all your cleaning and maintenance needs. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Bona dealer. A full list Bona's maintenance products, dealers and instructions may be viewed on at [www.us.bona.com](http://www.us.bona.com).

Sawyer Mason's Vintage Collection floors are finished with a UV Cured Bona Naturale finish that has the look of an oiled floor, with the protection of a urethane coating. Scratch resistant additives have been added to protect your floor from normal, daily use. However, precautions should be taken with all wood floors to avoid unnecessary damage.

*NOTE: Sawyer Mason's Vintage Collection does NOT require a coat of Rubio Maintenance Oil after installation.*

### **CLEANING FOR BONA FLOORS | DO'S**

#### **ORDINARY DAILY CLEANING**

For everyday cleaning of your Sawyer Mason Bona finished floor, vacuum your floor using a soft brush attachment. You may also dry sweep the floor with a microfiber hardwood floor sweeper. Sweep or vacuum frequently. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.

#### **REGULAR CLEANING WITH BONA WOOD FLOOR CLEANER**

Sawyer Mason Bona finished floors can be cleaned regularly with Bona Wood Floor Cleaner. Bona Wood Floor Cleaner is specially developed for efficient cleaning of varnished wooden floors. This is a convenient, ready to use, pH neutral, spray-on cleaner. The special 'non-streaking' formulation leaves no build-up of sticky residue whilst effectively cleaning the toughest of dirt and grime.

- Vacuum the floor using a soft brush attachment.
- Clean floor regularly with Bona Wood Floor cleaner. Avoid using abrasive cleaning tools or steam cleaners.

#### **POLISHING WITH BONA HARDWOOD FLOOR POLISH**

Polishing a hardwood floor restores a floor's existing finish, filling in microscopic scratches and evening out the appearance of the floor. Regularly scheduled polishing of your floor may mean you never have to refinish it. Additionally, polishing your hardwood floors adds extra beauty, shine and longevity by restoring the floor's protective layer of finish. For your Vintage Collection floors, we recommend Bona's Low Gloss version to match your existing finish.

- Always test a small area first before starting.
- Remove all rugs and furniture from the area.
- Remove all dust and dirt from the floor and ensure the room is well-ventilated.
- Clean the floor thoroughly with Bona Wood Floor Cleaner. Leave it to dry completely.
- Before applying polish, shake bottle back and forth for 30 seconds to evenly mix product.
- Using a Bona Microfiber Cleaning Pad, wet the mop pad thoroughly, then apply the polish in an 'S'

pattern and mop back and forth in small sections. Once you have finished a section, smooth the finish by following the grain of the wood. Polish should coat the floor, not be rubbed in.

- After applying the polish, wash out your Microfiber Pad immediately to remove polish residue.
- Allow the floor to dry at least 1 hour before resuming light foot traffic. Allow polish to cure a full 24 hours before replacing any furniture or rugs.

**Coverage:** Each 32oz bottle covers about 500 sf.

### **CLEANING FOR BONA FLOORS | DON'T'S**

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for Bona finished floors as these can damage your floor's finish and leave it looking dull and cloudy.

*\*Always refer to the specific manufacturer instructions for all flooring maintenance and cleaning products.*

### **WHERE CAN I FIND BONA?**

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Bona dealer. A full list Bona's maintenance products, dealers and instructions may be viewed on their website at [www.us.bona.com](http://www.us.bona.com).