



## CARE INSTRUCTIONS

Thank you very much for your purchase of Richard Marshall flooring. Your selection of Richard Marshall demonstrates that you appreciate the finer things in life. Richard Marshall flooring is not only beautiful, but our unique finishes are unparalleled in the durability they provide. With proper care and maintenance, your flooring should last as long as you own your home and will become more beautiful with time. If you ever have any questions about your Richard Marshall flooring, please do not hesitate to contact our Customer Service Department at (800) 689-5981.

### **General Cleaning**

Keeping your Richard Marshall flooring clean will help maintain its beauty and luster between professional maintenance visits. Dirt and grit, when combined with foot-traffic, will wear the flooring's finish and cause scratches. You can remove dirt from the flooring using a dry, static cling dusting cloth (such as Swiffer or Grab It), vacuum cleaner, or broom. Richard Marshall recommends that if you wipe your flooring with a damp rag, use Richard Marshall Fine Flooring, Inc. Premium Floor Cleaner Concentrate, diluting it according to the instructions on the bottle, then dry the surface with a soft terry cloth towel. Never mop your flooring, as this may permanently damage the finish and could void your warranty.

Vacuum: There are several vacuum models and styles that are suitable for your flooring. Richard Marshall recommends that the unit you select have a long hose with a soft-bristled wand. The model should also have soft wheels, as plastic wheels may scuff the flooring. As vacuum cleaner models change periodically, please contact our Customer Service Department at (800) 689-5981 for specific vacuum recommendations.

Broom: Richard Marshall recommends a soft bristled broom and a soft plastic dustpan to avoid scratching.

### **Food/Liquid Spills**

Food and liquid spills should be cleaned immediately using a cloth lightly dampened with water. If the spill is oil-based, such as grease, and will not wipe up with water, apply a small amount of liquid dish soap or Richard Marshall Fine Flooring, Inc. Premium Floor Cleaner Concentrate, diluted with water, to a rag and lightly wipe the area. Wipe the area dry with a clean soft cloth. If you use soap for this solution, clean small spots only, not an entire floor. Please contact our Customer Service Department at (800) 689-5981 if you have any questions regarding spills.



## **CARE INSTRUCTIONS**

### **Page 2**

#### **Professional Maintenance**

Richard Marshall flooring is finished with a natural oil that must be periodically reapplied in order to maintain the flooring's finish. This service should be performed when the "traffic areas" look dry or dull when compared to the other areas. Traffic areas are the sections of your flooring that receive the most foot traffic, and often include hallways and flooring around tables and kitchen islands. In most cases, professional care will be required approximately once per year. However, it has been our experience that the first six months of living on your Richard Marshall flooring may be the most challenging to the finish, particularly if the flooring has been installed as part of new construction. This extra wear and tear is usually the result of (1) incomplete landscaping, (2) airborne debris from nearby construction, and (3) continued construction-related work in the home. Moving furniture into a new home can also put greater-than-normal stresses on the flooring's finish.

Under normal conditions, Richard Marshall recommends that once a year you have a full coat of Richard Marshall Coat of Arms Finish applied to your flooring. Certified Richard Marshall flooring professionals experienced in oil finishes are available to provide this service. Our technicians have the tools and expertise to perform this method efficiently and thoroughly.

The purpose of maintaining your flooring in this manner is to ensure you have the correct amount of finish protecting the color. If you wear through the finish, you may damage the color, which can lead to extensive and specialized color repair procedures.

Please note: All work on Richard Marshall flooring, staircases, or finish pieces must be completed by Richard Marshall Certified Technicians. Any work done by someone other than Richard Marshall Certified Technicians voids your warranty. By request, Richard Marshall can certify and train your preferred maintenance person to properly care for your flooring. If you are uncertain if someone is a Richard Marshall Certified Technician, please call our Customer Service Department at (800) 689-5981.



## CARE INSTRUCTIONS

Page 3

### Preventative Maintenance

Apply stick-on felt glides to the bottoms of chairs, tables, couches, cabinets, and all heavy objects. These are available at most hardware stores. Do not use glides that require a nail or hard surface to attach it to the chair. These types of glides may wear and scratch your floor. Clean and/or replace the glides on a regular basis.

Richard Marshall recommends the use of doormats in front of your main doors, back doors, and garage entries, particularly in those places where dirt is easily tracked onto the flooring.

Richard Marshall suggests the use of area rugs for especially heavy use areas such as in front of the sinks and in hallways. If you are going to utilize a pad under an area rug to keep the area rug from slipping, only use pads made from synthetic materials (such as polyester weave). Do not use rug pads made from latex or rubber, as prolonged contact with your flooring may damage the finish and/or color.

Improperly maintained high heel shoes can cause significant damage to your Richard Marshall flooring. Heels that have lost their protective cap, and that have an exposed fastening nail, can exert over 2,000 pounds of pressure per square inch when worn by a 150lb woman. The resultant pressure will cause small dents to occur wherever the person has walked. The exposed nail may also scratch the flooring, causing damage to the color and finish of the wood.

### Additional Recommendations

- Do not use excessive water on your flooring.
- Do not use commercially available hardwood flooring products other than Richard Marshall Fine Flooring Premium Floor Cleaner Concentrate.
- Do not use an ammonia-based solution to clean the flooring.
- Do not use any dust mops treated with any cleaning solutions or chemicals.
- Do not drag furniture or heavy objects across your flooring.
- Do not use rug pads that are made from latex or rubber; only use synthetic products.

**PLEASE DO NOT HESITATE TO CONTACT OUR CUSTOMER SERVICE DEPARTMENT AT 800-689-5981 WITH ANY QUESTIONS YOU MAY HAVE ABOUT YOUR FLOORING.** Our goal is to provide you with the finest flooring available – flooring you will enjoy and be proud to own for many years to come.