BamBüFlor Densified™



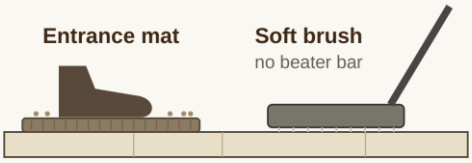
Owner Care & Maintenance Guide

Cleaning | Protection | Humidity | Stains and Scratches

4 keys to a long-lasting floor

A floor that stays beautiful starts with a simple routine.

1. Remove grit and dust



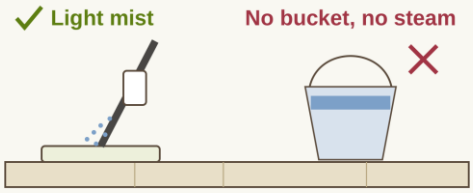
Several times a week

Broom, dry microfibre mop or vacuum with a soft floor brush, never a beater bar.

Walk-off mats inside and outside entrances: grit acts like sandpaper.

Always remove grit before damp cleaning.

2. Clean without excess water

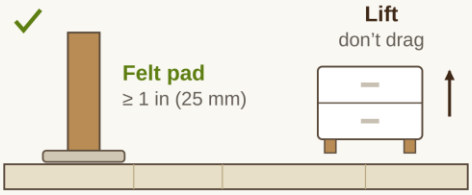


pH-neutral cleaner, once a week

Lightly mist the microfibre pad and wipe along the boards.

Never use steam, a bucket of water, wax or oil soap.

3. Protect the surface

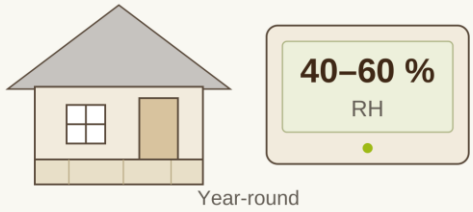


Felt pads at least 1 in (25 mm)

Under every furniture leg; check them and replace them when worn.

Lift heavy furniture rather than dragging it.

4. Control humidity



40–60% relative humidity

Check it with a hygrometer, all year.

By season:

- **Winter:** humidifier; fine gaps are normal and close again in spring.
- **Summer:** dehumidifier or A/C, especially in basements.
- **Radiant heat:** floor surface never above 27°C (80°F).

Keep this guide with your invoice and spare boards. The following pages explain each step and the limited warranty conditions.

Caring for Your Floor

BamBüFlor has a factory-applied, multi-coat finish over very hard strand bamboo. Like any wood floor, it can still be scratched by grit and damaged by water. A simple routine keeps it looking new.

First Days After Installation

- **Adhesive cure:** For glue-down installations, follow the adhesive manufacturer's cure time before heavy traffic, heavy furniture and the first damp cleaning.
- **Before moving furniture back:** Vacuum away jobsite dust, without water, and fit felt pads under every leg.
- **Spare boards:** Keep a few boards flat, indoors and dry, for future repairs.

Care Schedule

When	What to do
Several times a week	Remove dust and grit: broom, dry microfibre mop or vacuum with a soft floor brush. Shake out entrance mats.
Every week	Clean with a pH-neutral cleaner misted onto a microfibre pad; wash pads without fabric softener.
Every month	Check felt pads and remove embedded grit; clean under rugs.
Every season	Check humidity (40–60%) with a hygrometer: humidifier in winter, dehumidifier or A/C in summer.
Every year	Inspect the finish in high-traffic areas, replace worn pads and move rugs and furniture to keep the colour even.
As needed	Treat stains and fine scratches as soon as they appear; have a dull finish renewed by a professional.

Routine Cleaning

- **Dust and grit:** Sweep, use a dry microfibre mop, or vacuum with a soft floor brush several times a week. Do not use a beater bar or rotating brush. Always remove grit before damp cleaning: sand and grit act like sandpaper.
- **Weekly cleaning:** Use a pH-neutral cleaner made for prefinished wood floors, such as Bona Hardwood Floor Cleaner or Finitec wood and laminate floor cleaner. A spray mop with a washable microfibre cover is ideal: mist the cleaner onto the mop or lightly onto a small area, then wipe along the boards. Change the cover as soon as it is dirty, about every 200 sq ft (18 m²), and wash it without fabric softener.
- **Spills:** Wipe immediately with a dry absorbent cloth. Do not let water, pet accidents or plant pots sit on the floor.
- **Never:** Wet-mop, steam-clean, or use a robot mop that leaves water. Do not use wax, oil soaps, acrylic polishes, vinegar, ammonia, bleach, abrasive powders, all-purpose cleaners, or treated dust mops and wipes that leave a film; they dull or damage the finish.

Protect the Floor

- **Mats:** Use walk-off mats inside and outside entrances, and rugs at the kitchen sink, dishwasher and range. Choose breathable rugs and pads that will not stain the finish; avoid rubber, latex or vinyl backings. Place a rug pad under rough-backed rugs such as jute.
- **Furniture:** Fit felt pads at least 1 in (25 mm) in diameter under every leg; avoid rubber, hard plastic or metal glides. Check pads regularly, remove embedded grit and replace them when worn.
- **Rolling chairs:** Use soft wide casters or a smooth-backed chair mat, never one with grippers or spikes.
- **Heavy furniture and appliances:** Lift them rather than dragging them. To move a refrigerator or range, use an appliance dolly or slide it on a 1/8 in hardboard (Masonite) panel, smooth side down.
- **Footwear and pets:** Remove shoes with grit, cleats or damaged heels. Keep pets' nails trimmed.

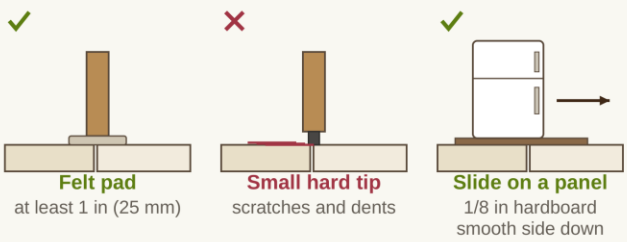
- **Sunlight:** Like all natural floors, bamboo changes colour with light. Use blinds or curtains in strong sun and move rugs and furniture occasionally to keep the colour even.

Fig. 1 Clean without excess water



✕ Never use steam, a bucket of water or a soaking-wet mop.

Fig. 2 Prevent scratches and dents



Seasonal Humidity Care

Keep the indoor humidity between 40% and 60% all year and check it with a hygrometer. In winter, run a humidifier: fine gaps between boards in the driest months are normal and close again in spring. In summer, use air conditioning or a dehumidifier, especially in basements. Large gaps, cupping or buckling indicate a humidity or water problem that must be corrected promptly.

- **Radiant heat:** The floor surface must never exceed 27°C (80°F). Start up and shut down the system gradually, as described in the installation guide.
- **Long absences and cottages:** Maintain heat and humidity all year; never leave the building unheated in winter.

Fig. 3 Indoor relative humidity, all year



Stains and Spot Cleaning

Always test a product on a spare board or in an inconspicuous area first.

Problem	Solution
Food, drinks, wine	Blot at once with an absorbent cloth, then wipe with the pH-neutral cleaner sprayed onto a cloth.
Heel marks, stubborn scuffs	Rub gently with a soft cloth lightly dampened with 1 part isopropyl alcohol to 2 parts water.
Ink, marker, lipstick	Dab with a cloth dampened with isopropyl alcohol; do not scrub hard. Never use acetone, thinner or mineral spirits.
Chewing gum, candle wax	Harden with a bag of ice, then lift gently with a plastic scraper. Finish with the pH-neutral cleaner.
Cured adhesive residue	Use only the cleaner recommended by the adhesive manufacturer. Never scrape with a metal tool.
Pet urine or vomit	Blot at once, clean with the pH-neutral cleaner and dry thoroughly. A set-in stain may require replacing the board.

Fine Surface Scratches

Strand bamboo is so hard that most scratches stay in the finish and never reach the bamboo. They look whitish because light reflects off the scratched finish, and they often fade with regular cleaning and normal traffic.

- **Fingernail test:** Run a fingernail across the scratch. If it slides, the scratch is in the finish and is easy to treat; if it catches, see Repairs.

- **1. Buff gently:** Clean the area with the pH-neutral cleaner and let it dry, then rub along the boards with a soft microfibre cloth or a white non-abrasive pad. Never use steel wool, scouring pads or abrasive powders: they dull the finish.
- **2. Scratch remover:** If the mark remains, use a wax-free wood scratch remover such as Trade Secret Scratch Remover (Light for natural tones, Dark for carbonized tones). Put a little on a clean cloth, cover the scratch and a wider area around it to avoid a patch, wipe off the excess at once, then buff dry until the surface is no longer slippery. Wait 15 to 30 minutes before walking on it. Spot use only, never as a cleaner; test on a spare board first.

Fig. 4 Fine scratch or deep scratch?



Repairs and Renewal

- **Scratch that catches a fingernail:** It has reached the bamboo, which is rare. Fill it with a colour-matched fill stick or touch-up marker; test on a spare board first.
- **Deep damage:** A damaged plank can be replaced by a qualified installer using your spare boards.
- **Renewing the finish:** When the finish becomes dull with wear, a flooring professional can clean, lightly abrade and recoat it with a compatible finish. Mention any scratch remover used and test adhesion on a spare board before recoating.

Products: Use and Avoid

Use	Avoid
pH-neutral cleaner for prefinished wood floors (Bona Hardwood Floor Cleaner, Finitec)	Vinegar, ammonia, bleach, all-purpose cleaners, abrasive powders
Spray mop with a washable microfibre pad	Steam, a bucket of water, a soaking-wet mop, a robot mop that leaves water
Broom, dry mop, vacuum with a soft floor brush	Beater bar or rotating brush
Felt pads at least 1 in (25 mm), wide soft casters	Rubber, hard plastic or metal glides
Breathable rugs and rug pads	Rubber, latex or vinyl backings
Wax-free scratch remover, spot use only	Wax, oil soaps, acrylic polishes, treated wipes, steel wool

Protect your warranty

Failure to follow these instructions may result in damage not covered by the limited warranty, including:

- steam cleaning, wet-mopping or use of a product listed under “Never”;
- indoor humidity outside 40% to 60%, or a radiant-heated floor surface above 27°C (80°F);
- standing water, leaks, flooding or pet accidents left uncleaned;
- scratches and dents from grit, high heels, pet claws or furniture without pads.

Fine winter gaps and colour change from light are normal characteristics of bamboo, not defects. See the Bamboo Design limited warranty for full terms.

My Floor

Record these details: you will be asked for them with any question or warranty claim.

Product and colour _____

Installation date and installer _____

Invoice and lot number _____

Where the spare boards are stored _____

Care Log

Record humidity readings, treatments and service work; keep invoices and photographs with this guide.

Date	Care or service	RH (%)	Notes

Questions?

Contact Bamboo Design & Architecture with the product code, photographs and a short description of the situation.

Technical support: (844) 293-6060 | info@bamboo-design.ca | www.Bamboo-Design.ca