



# DIVINE Flooring Care & Maintenance Guide

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Applicable to all DIVINE Flooring solid and engineered hardwood collections.

[divinefloor.com](http://divinefloor.com)

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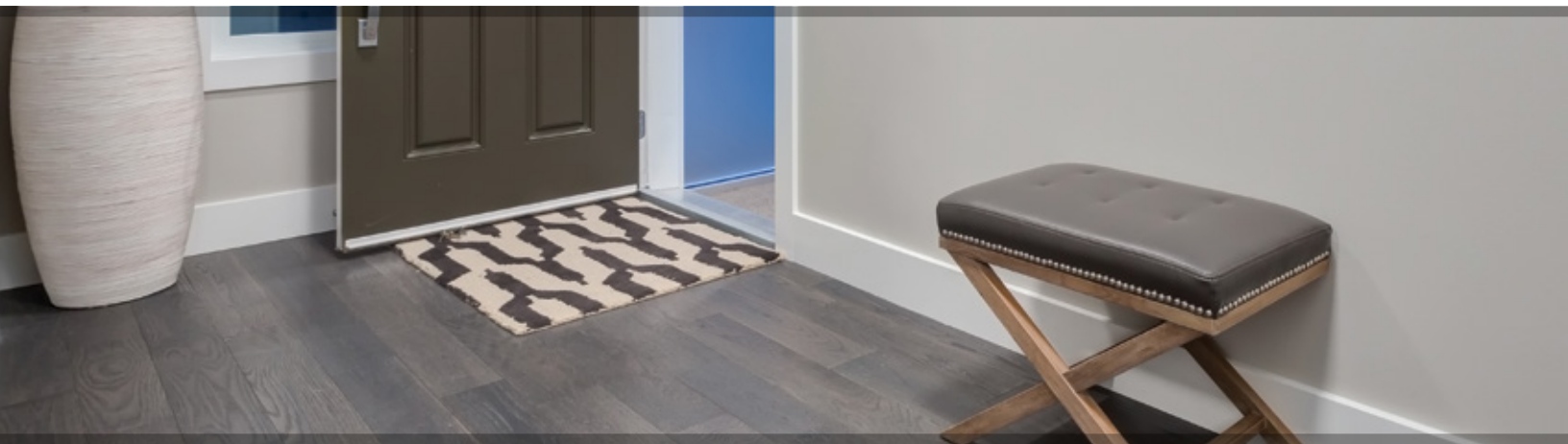
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# congratulations! now protect your investment



You have made a great decision in choosing wood flooring for your home. As strong and durable as it is stunning, wood adds warmth, elegance and natural beauty to every room and also enhances the resale value of your home.

Our DIVINE Hardwood Floors are durable and easy to keep clean. With proper protection and regular maintenance, your floor will retain its beauty and sustain its performance for many years to come.

## TEMPERATURE AND HUMIDITY

- Keep room temperature at  $\pm 72^{\circ}\text{F}$  ( $\pm 22^{\circ}\text{C}$ )
- Maintain relative humidity (RH) at 45% all year round
  - \*Use a humidifier or dehumidifier to control RH
- With a radiant heat system,
  - \*Avoid temperature variations more than  $5^{\circ}\text{F}$  ( $\pm 3^{\circ}\text{C}$ ) per day
  - \*Never exceed  $80^{\circ}\text{F}$  ( $27^{\circ}\text{C}$ ) surface temperature

## PREVENTION & PROTECTION

- Use walk-off mats outside and inside entrances, to prevent sand, dirt and water from getting on the hardwood surface
- Use mats in front of sink, dishwasher and workstations
  - \*Avoid mats with rubber backing which trap dirt & moisture
- Use felt pads or Teflon protection under appliances & furniture
  - \*Must be compatible with wood as rubber can eat floor finishes
  - \*Under heavy furniture / beds, couch or other heavy objects with legs such as tables and chairs

*\*This will also facilitate easy movement and prevent scratches*

*\*Maintain the felt pads clean and replace them when needed*

- Use rubber or soft polyurethane casters to remain clean
- Use and turn over a clean mat for moving / sliding heavy furniture
- Watch for high heels, certain sports shoes with hard soles, worn or damaged shoes with hard debris stuck under the soles such as pebbles
- Remove and wipe clean liquid spills immediately

## WARNING! AVOID THESE COMMON MISTAKES

- Don't spray DIVINE Flooring cleaner or other liquid directly onto the floor
- Never use a wet mop or pour water directly onto the floor
- Never use steam cleaning machines or steam cleaners
- Never use floor wax, Murphy's Oil Soap, Zep, Pledge, oil-based detergent, furniture cleaners or any household cleaner on the floor, at any time.

*\*These household products can dull the finish, make the floor slippery and/or leave greasy film and streaks marks. The use of these household/industrial products will automatically void your DIVINE Flooring Finish Warranty.*

# maintenance tools and products



## DIVINE SURFACELIFT™ MAINTENANCE KIT

- One Mop Head + one Telescopic Handle
- One Reversible Microfiber Mop Cover
- One 800 mL DIVINE RENU Cleanser (spray bottle)
  - \*for daily and weekly routine maintenance
  - \*and for Deep-Cleaning Maintenance or Heavy Duty Cleaning
- One 230 mL bottle of SERUM Concentrated Cleanser
  - \*bottle contains 5 refills
  - \*for refill (concentrate cleaner to mix with water)

## DIVINE REJUV – REJUVENATING ELIXIR

- \*for Revitalization Treatment of wood with a Natural Oil Finish
- \*use as required as a finish extender
- \*environmentally friendly waterborne oil suitable for all natural surface finishes

## DIVINE CONCEAL

- \*for touch-ups and small repairs





# maintenance schedule: olio™ (UV oil) finish



To ensure a durable finish and to maintain a beautiful and clean floor follow these guidelines:

## DAILY CLEANING

- Simply vacuum or wipe the floor with a dry mop to prevent dirt, dust and grit from scratching or dulling its finish

## WEEKLY-MONTHLY CLEANING

3 quick and easy steps with the use of the DIVINE surfacelift™ line of maintenance products:

1. Vacuum the floor to remove any sand, dust or abrasive dirt
2. Lightly spray DIVINE RENU Cleanser on the mop cover
3. Using a back and forth motion, wipe the floor in the grain direction of flooring boards

### Our Tips:

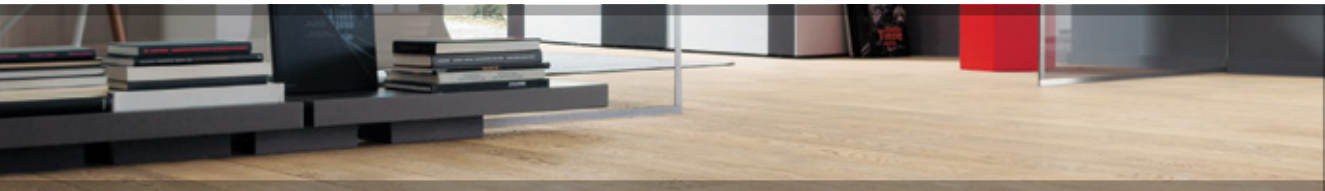
- Replace the microfiber mop cover when soiled and dirty
- Microfiber is machine washable, but **do not use fabric softener** during the washing and drying cycles

## TOTAL SURFACE RESTORATION

- After many years, if the floor surface is very damaged and worn down, or needs surface restoration for some other reason, the floor surface can be “screened & recoated” or machine-sanded to the bare wood and have a new surface treatment applied.
- Consult your DIVINE Flooring Authorized Dealer for floor evaluation and work estimate by a professional refinisher.

*Note: A total surface restoration will radically change the surface appearance of your floor and will remove many prefinished characteristics of your initial floor surface. Machine-sanded to bare wood will remove surface treatments, micro-bevels, wire-brushed surfaces, hand-scraped surfaces, sawn marks, etc.*

# maintenance schedule: natural oil finish



Factory oiled wood floor surfaces require periodic oil treatments.

*\*The frequency of treatments depends on its use, the amount of foot traffic, the wear and tear, the cleaning frequency, the exposure to sunlight, etc.*

*\*For residential applications, it is not necessary to reinforce the factory-oiled surface immediately after the wood floor installation.*

*\*For commercial applications, we recommend at the minimum applying DIVINE Flooring REJUV immediately after installation, in order to add surface protection and prevent water penetrating the joints between boards through capillary action.*

*\*Don't allow a stained finish to become worn.*

To insure a durable finish and to maintain a beautiful and clean floor:

## DAILY CLEANING

- Simply vacuum or wipe the floor with a dry mop to prevent dirt, dust and grit from scratching or dulling its finish

## WEEKLY-MONTHLY CLEANING

3 quick and easy steps with the use of DIVINE surfacelift™ line of maintenance products:

1. Vacuum the floor to remove any sand, dust or abrasive dirt
2. Lightly apply DIVINE RENU Cleanser on the mop cover
3. Using a back and forth motion, wipe clean the floor in the grain direction of flooring boards

### Our Tips:

- Replace the microfiber mop cover when soiled and dirty
- Microfiber is machine washable, but **do not use fabric softener** during the washing and drying cycles

## SURFACE REFRESH MAINTENANCE / MAINTENANCE ON DEMAND

There are 2 types of Surface Treatments for Refresh Maintenance for Natural Oil:

1. Surface Revitalization Treatment or Basic Light Maintenance Refresh  
*\*using DIVINE REJUV surface revitalizer*

*\*applied based on level of use, each home is different*

2. Intensive Maintenance Oil Treatment for Deep Restoration  
*\*using DIVINE Clear Natural Oil*  
*\*typically every 2 to 8 years, or as needed*

In Light Commercial or Heavy Commercial applications, DIVINE Approved Clear Linseed Oil can be applied regularly depending on the amount of traffic on floor surface. When the floor shows signs of heavy wear and tear or looks worn out, treat the surface with this intensive maintenance oil treatment even if the last treatment was less than six months ago.

In commercial areas, adherence to a well-planned maintenance schedule extends the expected lifespan of the wood floor.

**But before starting any surface treatment, you must first prepare the floor surface:**

## SURFACE PREPARATION

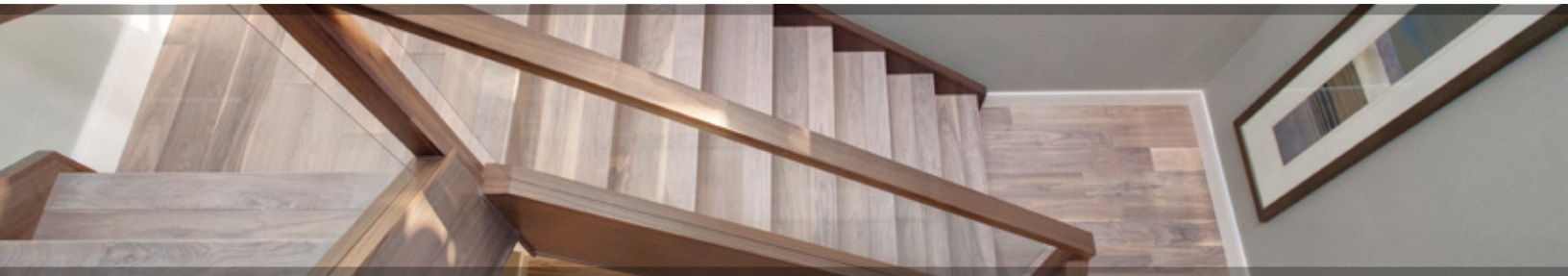
- The surface to be treated must be deep-clean or thoroughly clean from any dust, polish, wax, dirt residues, grease, scuff marks and any other contaminants, before applying DIVINE Approved Clear Linseed Oil.

**Deep-Clean thoroughly the wood surface with DIVINE RENU Cleanser with these steps:**

1. Vacuum the floor to remove sand, dust or abrasive dirt.
2. Spray DIVINE RENU Cleanser directly onto the wood surface  
*\*a more concentrated and more active cleaner, for deep-cleaning*  
*\*apply a small section at a time*
3. Wipe the wood surface by removing cleaner and dirt  
*\*with microfiber mop*  
*\*with a back-and-forth motion*  
*\*for a very dirty floor, use of a white pad or brush may be required*
4. Dry the wood surface with a dry cloth and leave the floor dry  
*\*let it dry for ± 30 minutes*

For a very dirty floor and heavy textures surfaces, it might be necessary to repeat steps 2 to 4.

# surface treatments



## TYPE 1 SURFACE REVITALIZATION TREATMENT

Used for a basic light surface maintenance refresh:

1. Using and preparing the DIVINE REJUV surface revitalizer
  - \*environmentally friendly waterborne oil maintenance product
  - \*gently shake the DIVINE REJUV surface revitalizer for 30 sec.
2. Apply a thin coat of DIVINE REJUV surface revitalizer on the floor
  - \*work one small section at a time while keeping the mop wet and moving in the direction of the wood grain
  - \* avoid contact with millwork or paint
3. Let it dry for a minimum of 1 to 2 hours
  - \*floor surface can be walked on after 2 hours, but surface will be tacky but not completely dry until 24 to 48 hours

The REJUV surface revitalizer can be walked on within 1 to 2 hours, and will leave a thin additional protective layer on the wood surface.

- \*acting like an oil refresher to the wood surface while adding surface wear moisture resistance protection
- \*improves the Weekly - Monthly maintenance

Allow 12 to 24 hours before moving back light furniture, and 48 hours for rugs, mats, and heavy furniture.

This treatment will slightly increase the gloss level initially. The gloss level will decrease overtime with foot traffic.

The floor surface can be buffed with a polish cloth to enhance the gloss level further, if desired.

## TYPE 2 INTENSIVE MAINTENANCE OIL TREATMENT

Used for a for deep surface renovation:

1. Using the DIVINE Approved Clear Linseed Oil
  - \*Penetrating wood floor finish based on natural waxes/oils
2. Apply a small quantity of the DIVINE Approved Clear Linseed Oil
  - \*onto the floor surface
  - \*using a White Fiber pad on an orbital floor buffing machine
  - \*work one small section at a time while keeping the floor wet
3. Spread / Brush uniformly the DIVINE Approved Clear Linseed Oil
  - \*by scrubbing both along and across the wood grain
  - \*ensure uniform application and obtain a thin and even oil layer
4. Leave it to penetrate the surface for about 10 to 20 minutes
  - \*ensure uniform application, leaving only a thin coat
5. Take up excess oil and wipe the surface
  - \*with a clean and dry polishing cloth which can be done by putting polishing cloth on white pad and using orbital buffer
  - \*allow the treated surface to dry for at least 8 to 12 hours
  - \*don't walk on the surface during that time
6. Polish the surface in the direction of the grain
  - \*once the floor is completely dry
  - \*using a floor polisher/buffing machine with a white fiber pad

If required by the floor's condition, apply a second coat of DIVINE Approved Clear Linseed Oil.

Allow 16 to 24 hours before moving back light furniture, and 48 to 72 hours for rug, mats, and heavy furniture.

Once the DIVINE Approved Clear Linseed Oil has been applied, the wood retains its natural appearance and feel. The surface will become hard-wearing, non-abrasive, water-repellent, and dirt-resistant. It will be protected against everyday accidents of water, wine, beer, cola, etc.

To ensure safety, dispose all oil-soaked cloths in a bucket of water.

# maintenance tips: problems & solutions



Here are some useful tips that will allow you to preserve the beauty of your floor after some household accidents:

<b>PROBLEM</b>	<b>SOLUTION</b>
Food/drink stain & spills	Immediately wipe with lightly-damp cloth. Spray DIVINE RENU Cleanser to dissolve dirt and wipe the surface area.
Tough, dark, sticky or greasy stains	Spray DIVINE RENU Cleanser on a damp cloth, and wipe the surface.
Tar, asphalt, gummy substance, ink, scuff marks	Use alcohol or mineral spirits or vinegar or lighter fluid with a soft cloth and wipe vigorously.
Crayons, lipsticks, felt pen	Use alcohol or similar with a soft cloth and wipe gently.
Candle wax, chewing gum	Put a plastic bag with ice cubes on the mark until it hardens, then scrape off carefully with a plastic scraper or plastic card.
Blood	Use water with a soft cloth, and wipe gently.
Surface scratches, cigarette burns	Use DIVINE CONCEAL, with enclosed instructions.
Deep scratches, deep gauges or major problems	Replace the damaged board.
Surface wear, low luster levels	Top coating refresh the entire surface with professional assistance. Consult your DIVINE Flooring Authorized Dealer.
Impact marks, dents, deep scratches across the entire floor	Normal wear over many years of use or abusive use. Might require a surface sanding, re-staining and re-coating. Consult your DIVINE Flooring Authorized Dealer.



# maintenance: the touch-up kit



The DIVINE CONCEAL Touch-Up Kit is specially designed for prefinished aluminum oxide, Olio (UV Oil) and natural oil wood floors, the DIVINE CONCEAL Touch-Up Kit allows you to fix or repair everyday accidents and restore your floor to its original surface appearance.

## THE DIVINE CONCEAL TOUCH-UP KIT INCLUDES:

- A synthetic scrub pad for cleaning damaged surface, without affecting the wood's stain surface or wood texture surface.
- A wax stick's color coded for your specific floor for concealing minor cracks or surface scratches or slight gaps between boards, and for repairing small surface indentations or gauges.  
*\*with a plastic card for removing excess wax*
- A Felt Pen Marker for light scratches, stained scratches or worn stained edges.

## SOLD SEPARATELY:

- Aerosol refresher color coded to your specific floor for touch ups and restoring the newly repaired surface to its original appearance.

The DIVINE CONCEAL Touch-Up Kit is available for each specific floor (i.e. species, color and finish) at your DIVINE Authorized Dealer.

For more information, please contact your DIVINE Flooring Authorized Dealer or consult our website at [divinefloor.com](http://divinefloor.com).

If the authorized dealer is unable to resolve your inquiry, please contact our Technical Services Department at DIVINE Flooring directly by email or phone.

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**DIVINE FLOORING**

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