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**DIVINE
FLOORING**

**DIVINE FLOORING
CARE & MAINTENANCE GUIDE - 2021**

APPLICABLE TO ALL DIVINE FLOORING

SOLID AND ENGINEERED HARDWOOD COLLECTIONS



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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.

DIVINE pre-finished and pre-oiled floors are durable and easy to keep clean with proper protection, regular maintenance and our proprietary cleaning products.

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°F ($\pm 3^{\circ}\text{C}$) per day
 - *Never exceed 80°F (27°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
- When moving heavy furniture, always lift the furniture, never slide it on the floor as this could permanently damage the wood. Lay a mat in the location where you want the furniture and set it down gently on the mat(s). Remove the mats once the furniture is in place.
- 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. Spills left unattended may cause the wood to be water damaged and distort the surface within 10 minutes to hours later as the wood reacts to the moisture.
- Avoid using area rug under pads that will imprint most natural/wax oiled floors. These imprints are from a chemical reaction between the floor finish in the under pad itself, and this is not covered under warranty.
- Whenever possible you should pick up your furniture to move it, as it only takes one grain of sand or rock stuck on your furniture floor protection pads to cause a scratch in your beautiful flooring.
- Always maintain and clean or vacuum your felt furniture floor pads regularly, especially on dining chairs and barstools as these are used generally more often than other pieces of furniture, this will minimize the grit buildup on those protective pads.

WARNING! AVOID THESE COMMON MISTAKES

- Never use a wet mop or pour water directly onto the floor
- DIVINE does not recommend using steam mops or robotic mechanisms that spray a solution onto the floor. Drastic temperature changes and excess moisture may warp the wood and cause permanent damage. Any damages to the floor caused by use of such mechanical cleaners will void your finish warranty.
- 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.



FINISHES COMPARISON

Understanding the Different Hardwood Floor Finishes

NATURAL OIL

- **Natural Oiled finish means a natural oil is applied to the unfinished board usually by hand and left to dry on special drying racks.** It penetrates deep into the layers of the wood and protects the fibres within. Hardwood floors with a natural oil finish have a more matte, natural look instead of a glossy finish because the oil soaks into the wood unlike a polyurethane or aluminum oxide finish that resides on the surface and masks the underlying grain. Penetrating oil finishes are referred to as 'oxidative' oils, because they dry by exposure to the air, as opposed to UV-cured oils, which only dry with exposure to UV light.
- Penetrating oil finishes are very popular in Europe, where there is a long tradition of oiled flooring and most homeowners understand what it takes to nourish and maintain them. But they do require regular maintenance, or the floor will lose its seal and become very prone to staining and water-spotting. Use REJUV revitalizer to keep your floor hydrated and protected.

HARD WAX OIL

- **Hard wax oils are another type of 'oxidative' (air-dried) oil.** The natural oils penetrate deep into the wood pores while the wax remains on the surface. The wax layer offers additional protection against staining and water marking.

UV-CURED URETHANE

- **UV-cured urethane (or simply 'UV urethane')** is the most common type of finish for factory-finished ('prefinished') wood flooring. The finish is applied to the wood at the factory and then hardened via a chemical reaction triggered by ultraviolet (UV) light. Like other urethane finishes, UV urethanes protect the wood by creating an artificial barrier between the wood and the traffic above.

OLIO (UV CURED OIL)

- **Hardwood floors with Olío finish provide similar aspects to floors finished with natural oil but they are cured under UV lights to speed up the drying process.** The oils penetrate the wood surface and provide added protection with a very low sheen. The finish consists of oil with some acrylic that provides protection against stains. Olío is the name for Divine branded products that are UV oiled. Olío floors do not require a coat of REJUV after installation, however it is recommended after several years of wear or as the coating begins to diminish. When recoating a floor with the Olío finish, the flooring should be lightly abraded with a purple pad to ensure the finish will adhere properly.



MAINTENANCE

tools and products



DIVINE SURFACELIFT™ MAINTENANCE KIT

- One Mop Head + one Telescopic Handle
- One Reversible Microfiber Mop Cover
- One 800 mL (27 fl. oz) DIVINE RENU Cleanser (spray bottle)
 - *for daily and weekly routine maintenance
 - *and for Deep-Cleaning Maintenance or Heavy Duty Cleaning
- One 230 mL (7.7 fl. oz) bottle of SERUM Concentrated Cleanser
 - *bottle contains 5 refills
 - *for refill (concentrate cleaner to mix with water)

DIVINE REJUV – REJUVENATING ELIXIR

1 L (33.8 FL. OZ)
 *for restoration of hardwood floors with oil finishes
 *re-coat every 1-8 years



DIVINE CONCEAL
 for touch-ups and small repairs



ROUTINE MAINTENANCE

Pre-finished Engineered Hardwood Floors



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
Do not spray DIVINE RENU Cleanser directly onto the floor.
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, saw marks, etc.

Never use any anti-skid synthetic rubberized waffle area rug pad on your natural oil / hard wax oil finished hardwood floors. These pads look similar to what is used for lining shelves and drawers. They leave an irreparable and very distinct crisscross, grid, or egg crate pattern on your hardwood floor.

SURFACE RESTORATION PROCEDURE

Engineered Floors with Oil Finishes



When your oiled floor starts showing signs of heavy wear and tear or looks worn out, it is time to treat the surface with our restorative REJUV solution. Typically, this is applied every 1 - 8 years depending on traffic.

SURFACE PREPARATION

1. CLEAN THE FLOOR

- Ensure that the furniture or any objects are removed from the surface area/room in which you are wanting to add a coat of REJUV.
- Ensure that the surface of the floor is free from any residue, oils, dirt/debris and vacuum the floor to be sure there are no small rocks which may abrade the surface.
- It is recommended to clean up any old spills or dirt using our RENU cleanser and microfibre mop cleaning system.

2. ABRABE THE FLOOR

Before applying the first coat of REJUV, the surface must be abraded or scuffed in order to ensure adhesion of the product. Moving in the direction of the wood grain, abrade the surface using a polishing machine equipped with a scotch brite pad 320 grit or by attaching a smaller, rectangular shaped pad to a hand/pole sanding device similar to what is used for sanding drywall. Just make sure to be careful not to roll it over and scratch/damage the floor surface. You may also simply use your hand on the pad to scuff the floor's surface and will need to do this method along the edges and perimeter of the floor as a machine will generally not get close enough to the extremities of the room. When using a polishing machine, it is best to travel the full length of the room with the grain for each pass until you have gone over the entire floor. Once you have abraded the entire floor and removed any previous spills/residue and possible contaminates, fully vacuum the floors and tack cloth them clean with an ever so slightly dampened towel/cloth. Tacking the surface can be done easily with one of our cleaning mops or similar flat mop/microfiber cloths.

3. TEST AN AREA

Prior to coating the entire floor, test a small area of the floor with a small pad applicator to ensure the REJUV solution is not reacting with the floor finish. The test area should be dry within 2 to 4 hours depending on humidity/heat/temperature in the working space/environment. **4. BEGIN THE APPLICATION**

Shake the bottle vigorously for 30 seconds to allow matting agents to mix and let stand for 10 minutes to allow bubbles to break. If you are coating an area that requires more than 1 bottle of REJUV, you must mix the bottles together in a larger container/bucket prior to coating the floor - this ensures a uniform sheen on your fresh REJUV application. REJUV can be applied with a T-bar applicator type applicator or a 10 mm paint roller. We generally recommend starting the REJUV coating at the long wall of the room and use a square pad applicator to apply 6 to 8 inches around the edges first (try not to go more than 6 feet ahead of yourself at the ends of each wall), then pour a long slender puddle the length of the room and use the T-bar applicator to drag the pool along in the direction of the wood grain to evenly apply the REJUV. Once you have applied approximately 4 feet across the length of the room you will then squeeze or press off the excess REJUV and then gently drop and pull out each end to remove any drips, turn marks or puddles you may have left behind. Continue this process until the floor is coated entirely in 4 to 5 foot sections at a time. This REJUV finish does have a good working time, but we recommend moving as quickly as possible to ensure it does not start drying prematurely. You may find it necessary to take a break or break off sections/rooms to coat separately. This can be done, but you have to do this by ending on the edges of each board perfectly and along the edge/length of the planks only.

Note: For optimal resistance it is possible to apply 2 coats - allow 1 or 2 hours between coats.

5. ALLOW TO DRY

Wait a full 24 - 48 hours for the coat of REJUV to full dry prior to moving back your furniture and walking on the floor.

REJUV PHYSICAL PROPERTIES

Freeze / thaw stability	Keep from freezing
Drying time (depending on conditions)	Light traffic: 2 to 4 hours • Furniture: 24 hours Carpets and rugs: 28 days • First wet cleaning: 28 days
Viscosity	23 to 25 seconds (Zahn #2)
Density	1.03 - 1.04 kg/L

TECHNICAL DATA

Coverage	400 sq. ft. (37 m ²) / L (depending on conditions)
Size available	1 L
Shelflife	12 months (when kept in its original container)



MAINTENANCE TIPS

problems & solutions

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

PROBLEM	SOLUTION
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 gouges or major problems	Replace the damaged board.
Surface wear, low luster levels	Hardwood floor finish luster can dull over time but can be professionally restored with a light screening and re-coating. Consult your DIVINE Flooring Authorized Dealer for restorative options.
Impact marks, dents, deep scratches across the entire floor	Normal wear over many years of use might require a surface sanding, re-staining and re-coating*. Consult your Divine Flooring Authorized Dealer.

*Re-sanding is recommended for engineered floors with at least 1/8" wear layer thickness over the tongue

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.
- Wax sticks 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 gouges.

**with a plastic scraper for removing excess wax*

- A Felt Pen Marker for light scratches or worn stained edges.

SOLD SEPARATELY:

- Aerosol refreshers are available on certain colors of Divine Flooring products. These may be used to restore the floor 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 Flooring Authorized Dealer or purchase them online at divinefloor.com.



For more information, please contact your DIVINE Flooring Authorized Dealer or consult our website at 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.

DIVINE FLOORING

Attn: Technical Services Department

CANADA: 4115 72nd Ave SE, Calgary, AB T2C 2G5

USA: 222 Merchandise Mart Plaza, Suite 105-B, Chicago, IL 60654

Phone: 844 634 8463

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divinefloor.com



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DIVINE
FLOORING

HARDWOOD

DIVINE FLOORING RESIDENTIAL WARRANTY PROGRAM

Applicable to all DIVINE Flooring solid and engineered hardwood collections.

INTRODUCTION

DIVINE Flooring offers this present **Residential Warranty Program** on all prefinished DIVINE Hardwood flooring products **purchased after March 1st, 2015** when installed and maintained in accordance with DIVINE Flooring requirements specified in our DIVINE Flooring Installation Instructions and in our DIVINE Flooring Maintenance Instructions.

This warranty covers all the above-mentioned DIVINE Flooring Collections and applies solely to Interior Residential Installation for normal Residential traffic and usage conditions, and with proper care protection, prevention and maintenance.

This warranty applies only to the original purchaser of the floor, and is not transferable.

DIVINE Flooring also offers **Commercial Warranty Programs** for Structural and Finish Wear Warranty on all prefinished DIVINE Hardwood flooring products purchased after March 1st, 2015. These warranty programs are custom designed and personalized for each type of specific application whether a Light Commercial application OR Heavy Commercial application.

** Contact your DIVINE Authorized Dealers for these Commercial Warranty programs.*

OWNER AND INSTALLER RESPONSIBILITIES

Hardwood flooring is a natural material that possesses certain unique characteristics. DIVINE Flooring products are made in accordance with the highest Industry Standards of quality.

Standard trade practice allows for up to a 5% margin of error for natural imperfections, grading variances and manufacturing defects.

The following requirements are the responsibility of the floor's owner and the installer, even if the owner is absent at time of installation:

- Prior to installation, the installer and owner must ensure that the site / work environment and subfloors preparation meet or even exceed minimal specifications listed in the DIVINE Flooring Installation Instructions.
- Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to purchased products.
- During installation, the installer should not use nor install boards that raise doubts about grade, color, manufacturing quality or finish quality. DIVINE Flooring, will replace only defective boards, installed or not installed, exceeding the 5% margin of error allowed by the Industry standards.

DIVINE Flooring shall in no case be liable for installer's lack of judgment or poor quality of installation. All installed boards are considered as having been accepted by installer and owner, even if owner is absent at time of installation.

No CLAIMS will be accepted for problems or defects arising from improper Installation. **No CLAIMS** will be accepted for problems or defects arising from improper protection, preventive care and floor maintenance. Using different maintenance products other than those suggested in our DIVINE Flooring Maintenance Instructions will void the warranty!

EXCLUSIONS DUE TO CERTAIN INHERENT PROPERTIES OF WOOD

Wood expands and contracts according to variations in humidity. In geographic areas that experience extreme dry climate and/or high humidity conditions, it is natural, due to the inherent properties of wood, to have floor contraction or expansion. Even if flooring is properly installed, narrow gaps, surface movements and slight wood distortions can occur. Moreover, over time exposure to daylight and extreme sunlight alters the color of all wood surface species.

These natural occurrences are excluded from this warranty.

DIVINE FLOORING RESIDENTIAL WARRANTY / TERMS AND CONDITIONS

DIVINE Flooring guarantees the original purchaser that its prefinished DIVINE Flooring hardwood floors are free of any manufacturing defects, including staining and finishing from exceeding the 5% margin of error allowed by the industry.

DIVINE Flooring guarantees that the product will remain free from defects in milling and dimension when used under recommended environmental conditions.

STRUCTURAL LIFETIME RESIDENTIAL WARRANTY

DIVINE Flooring guarantees the original purchaser a lifetime warranty on the structure of the boards. The structural warranty is valid if recommended environmental conditions are met, including maintaining a relative humidity level between 30% and 70% in the case of its Engineered flooring and between 40% and 70% for its solid hardwood flooring. Subfloor pre-installation evaluation and subfloor preparation must meet the requirements specified in the DIVINE Flooring Installation Instructions.

RESIDENTIAL FINISH WARRANTY

DIVINE Flooring guarantees the original purchaser that the DIVINE Flooring UV-Urethane finishes applied on its DIVINE prefinished hardwood floor will not wear through or separate from the wood for a period of **35 (Thirty-five) years** from the date of purchase, when used **under normal residential traffic conditions**.

Surface wear damages must be easily visible and cover at least 10% (ten percent) of the total flooring surface area.

STRUCTURAL WARRANTY EXCLUSIONS

All damage caused by, but not limited to, the following:

- Installation that fails to meet the requirements specified in the current DIVINE Flooring Installation Instructions document at the time of purchase
- Damage arising from weather conditions (flooding) or water leaks, or similar acts of nature
- Construction and installation damage or defects made in violation of applicable local housing building code
- Interior conditions that differ from recommended environmental conditions, particularly extreme heat, dryness or excessive humidity
- Moisture migration from subfloor – site conditions
- Installation in full bathrooms with shower or tub
- Insect infestation
- Excessive exposure to sunlight or daylight
- Transportation
- Storage
- Damages caused by nailing devices, nails or staples
- Installation of Hickory, Maple and Brazilian Cherry floors (i.e. Jatoba) over Radiant Heat Systems

All minor expansion or contraction of floorboards attributed to the inherent properties of hardwood, are seasonal climate changes. Maintaining normal environmental conditions will correct these natural variations.

FINISH WARRANTY EXCLUSIONS

Gloss variation and color variation are excluded, as these are natural occurrences of the surface wear process.

All damages (e.g. impact marks, indentations, dents, scratches, gouges or abnormal wear) caused by, but not limited to, the following:

- Maintenance that fails to meet the requirements specified in the DIVINE Flooring Maintenance Instructions document
- Use of maintenance care products other than those recommended for DIVINE Flooring
- Negligence / Accidents / Misuse or Abuse
- Spiked or high-heeled shoes
- Water or excessive moisture sources
- Wet mopping
- Pebbles
- Sand or other abrasives
- Pet claws
- Insufficient floor care protection and prevention
- Insufficient protection, particularly in entryway, under appliances, under furniture and casters

Exclusive provision for the Farmhouse Collection, Cosmopolitan Collections, and some similar special surface patterns with dark mineral content, big knots, wire-brushed, hand-scraped, saw marks, grey grain or other wild and strong wood characteristics.

The nature of these flooring collections explain the appearance of certain and wild characteristics visible at time of purchase or developing over time, including, but not limited to, the following:

- Pronounced color variations
- Mineral streaks
- Opened and closed knots
- Holes & worm holes
- Checks & surface checks
- Opened cracks
- Partial or irregular milling of surface and bevel-edges
- Localized variable thickness
- Factory wood filler & subsidence of character traits
- Increase of some character traits, which become more prominent
- Localized deterioration of finish near character traits

These characteristics are considered normal for these products and are excluded from this warranty. No damage attributed to these specific characteristics is covered by the warranty.

Note: *The DIVINE Flooring accessories such as transition accessories, stair nosing, reducers, etc. are not covered by this Finish Warranty, since they are made with different manufacturing processes.*

GENERAL WARRANTY LIMITATIONS AND EXCLUSIONS

Whenever this warranty is applicable, DIVINE Flooring liability is limited to the replacement or repair, at DIVINE Flooring's choice, of the boards presenting a defect covered by the warranty in excess of the 5% margin of error allowed by industry standards.

Whenever this warranty is applicable, DIVINE Flooring's financial responsibility is limited to the cost of replacement boards, up to the total purchase price of the floor (excluding installation), in accordance with the original purchase invoice provided. DIVINE Flooring will not assume any other costs, including labor, installation, accommodation, meals, moving and cleaning.

The warranty applies only to the original purchaser with purchased invoice and is not transferable.

The warranty does not apply to products that have not been paid for in full. And products that were bought "as is" or "as second quality" or "as defective" or "on liquidation" with large priced rebates / discounts.

The warranty does not apply to products purchased via Internet or from an unauthorized DIVINE Flooring dealer.

TO FILE A CLAIM

To file a claim under this warranty program, first contact the DIVINE Flooring Authorized Dealer where the original purchase was made.

A written notice of claim must be filed with DIVINE Flooring within the warranty coverage period, and no later than 6 (six) months after the occurrence of the problems giving rise to the claim.

Date of purchase, identity of the original purchaser, and original invoices proving the purchase of the flooring will be requested.

The floor must have been purchased from a DIVINE Flooring Authorized Dealer and paid for in full. The purchase of DIVINE Flooring from an unauthorized dealer or via the Internet will void the Divine Flooring warranty.

If the Authorized Dealer is unable to reply to the claim, please contact DIVINE Flooring directly by mail or by internet (email) with all supporting information and pictures, at the following address:

DIVINE Flooring

Att: Technical Services Department
235075 Ryan Road, Rocky View, Alberta, Canada, T1X 0K3

Phone: 403-723-4100 Fax: 403-723-2338

Email: technical@divinefloor.com

A technical services agent will assist you with some basic information and will also send you a form to be completed and returned to DIVINE Flooring. DIVINE Flooring reserves the right to have a designated representative inspect the floor and remove samples for analysis. The representative will then report findings within a reasonable amount of time.

It is important that you save all original invoices (i.e. purchase, delivery, installation, etc.), the DIVINE Installation Instructions for the selected DIVINE Flooring product and any information about your DIVINE Flooring authorized dealer, installer and products purchased.

Note: *In the event of a discrepancy between any DIVINE Flooring documents and the present document, the latter shall prevail.*