

Hardwood Flooring

Everyday Care, Repairs & Stain Removal Guide

Solid and engineered hardwood floors can last for generations with the right care. Because wood is sensitive to moisture and abrasion, the key is keeping grit off the surface and water away from the seams. Follow the guidance below to keep your floors looking their best.

Everyday Care

- Sweep or dry dust-mop daily in high-traffic areas to remove grit that scratches the finish.
- Vacuum weekly using a hard-floor setting or a brush attachment — never a beater bar.
- Damp-mop (not wet-mop) weekly with a manufacturer-approved hardwood cleaner; a microfiber mop head works best.
- Wipe up spills immediately; standing water can warp boards and dull the finish.
- Use felt pads under furniture legs and re-check them every few months.
- Place walk-off mats at exterior doors and area rugs in high-traffic paths.
- Keep indoor humidity between 35–55% to prevent gapping or cupping.
- Trim pets' nails regularly to avoid surface scratches.
- Keep direct sunlight off floors where possible (rotate rugs) to prevent uneven fading.

Simple Repairs

- **Light surface scratches:** Use a color-matched hardwood touch-up marker or wax fill stick, then buff gently with a soft cloth.
- **Scuff marks:** Rub with a soft cloth and a small amount of hardwood cleaner; avoid abrasive pads.
- **Squeaky boards:** Sprinkle a small amount of talcum powder or graphite into the seam and work it in, or drive a fastener from underneath if the subfloor is accessible.
- **Small gouges or nail holes:** Fill with a color-matched wood filler, let cure, then sand lightly flush and reseal.
- **Widespread dullness or fine scratching:** A professional screen-and-recoat (typically every 3–5 years) restores shine without a full refinish.
- For structural issues — cupping, deep water damage, or large areas of loose boards — contact a flooring professional rather than attempting a DIY fix.

Stain & Spill Removal Guide

Stain / Spill	Recommended Method
Water rings / white marks	Place a dry cloth over the mark and press with a warm (not hot) iron for a few seconds, or rub with a small amount of mayonnaise or non-gel toothpaste, then wipe clean.
Wine, juice, coffee	Blot immediately with a dry cloth (never rub). Follow with a cloth dampened in hardwood cleaner or a drop of mild dish soap in water.
Grease or oil	Scrape off excess gently, then wipe with a cloth dampened in a small amount of mineral spirits; buff dry immediately.
Ink or marker	Dab (don't rub) with a cloth lightly moistened with rubbing alcohol, working from the outside of the mark inward.
Candle wax or gum	Harden with an ice cube in a bag, then gently scrape off the excess with a plastic scraper; buff away residue with a soft cloth.
Pet stains	Blot thoroughly, clean with a diluted hydrogen peroxide solution or enzyme-based hardwood-safe cleaner, then dry completely.

Avoid These Common Mistakes

- Never use steam mops — heat and moisture can warp boards and cloud the finish.
- Avoid vinegar, ammonia, or all-purpose household cleaners, which can dull or strip the finish over time.
- Don't use oil soaps or wax polishes on floors with a polyurethane finish; they cause buildup and haze.
- Never wet-mop or let water pool on the floor.
- Avoid vacuuming with a rotating beater-bar brush, which can scratch the surface.

This guide covers general best practices. For manufacturer-specific finishes, warranty terms, or persistent issues, contact our team for personalized guidance.