



SAWYER | MASON
CARE AND MAINTENANCE GUIDE

SAWYER MASON CARE & MAINTENANCE GUIDE

Congratulations on installing your new Sawyer Mason Structured Wide Plank Floor! Your flooring is prefinished with either an oil or a Bona Naturale finish. Please refer to the specific collection to confirm the finish of your floor. Contact Sawyer Mason if you need assistance. Please follow the maintenance guidelines below for optimal performance and aesthetics specific to your Sawyer Mason floor.

DURING INSTALLATION

If your Sawyer Mason floor is installed preceding the conclusion of other interior projects, protect your floors by utilizing a breathable protective layer, over all recently installed floors to safeguard against damage, until all other projects are complete.

- DO NOT USE Red Rosin paper, as it may discolor the finish.
- DO NOT USE polyfilm or other non-breathable coverings, as they can cause damage from moisture accumulation.

Prior to applying a breathable protective layer, clean the floor thoroughly to ensure that no debris is caught underneath. It is important during the application, to tape pieces of protective covering together, but **DO NOT** tape them to the wood flooring itself.

GENERAL CARE AND CLEANING

Flooring should be one of the last items installed on a project. In order to protect the floors while other trades are finishing their work prior to final cleanup and turnover to the owner, use a breathable protective covering such as Ram Board. Do not use Red Rosin paper, as it may discolor the finish, and do not use polyfilm or other non-breathing coverings as they can cause damage from humidity buildup. Clean the floor thoroughly before laying the covering to ensure that no debris is trapped underneath. Tape pieces of protective covering together but DO NOT tape them to the wood flooring.

- Place floor mats at all entrances to gather dirt and debris that could damage or dull the flooring finish. Check all footwear that may have pebbles lodged in the soles and removed prior to entering
- All door mats and rugs should be cleaned on a regular basis. In addition, they should also be moved intermittently to allow natural color changes caused by UV light to occur evenly across all areas.
- Sweep and vacuum frequently using soft brush attachment. Most degradation to wood floor finishes is caused by debris that is walked on and damage caused by vacuum cleaner beater bar as well as hard head attachments.
- Clean floors frequently and wipe up any standing water or spills as soon as possible. Moisture that is allowed to percolate into the joints may cause damage to your flooring. Additionally, oil-finished floor with water left for prolonged periods, are at risk for developing water spots. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface.

PROTECTION

- Install felt protectors underneath all furniture legs and frequently moved seating.
- People wearing spiked heels on the floor will damage even the hardest wood floors and finishes. Avoid walking on floor with heels whenever possible.

- Pet claws should be properly clipped, at all times. Keep in mind that even with properly maintained nails, your pet has the potential to scratch any finish.
- It is recommended to use elevated food and water bowls or put down a waterproof mat between the water bowl and the wood floor. Check underneath frequently for spills and clean up immediately.

REGULATING YOUR FLOORS ENVIRONMENT

- Sawyer Mason and the NWFA recommend a relative humidity of 35% - 55% to ensure the best performance from your wood flooring. Although Sawyer Mason flooring is built to be the most stable wide plank flooring available, extremely low or high humidity levels will affect any wood flooring and can cause serious issues such as cracking, de-lamination, and buckling.
- Humidity levels below 35% or above 55% may cause movement in the flooring, gapping between pieces, cupping, cracking or other problems. Use of a humidifier during cold winter months and a dehumidifier in summer months may be required to maintain proper humidity levels. We suggest using a humidity meter to help you maintain the optimal level of humidity

SEASONAL GAPS & SURFACE CHECKS

Seasonal gapping can be expected, particularly in wider planks. Wood is a naturally occurring product that responds to the environment through expansion and contraction that can result in gapping between planks and is not considered a defect. These gaps will begin to close with increasing humidity into the warmer months.

Additionally minor surface checks (cracks) often appear in the surface of the wood flooring, but similarly to gaps, that will begin to close during the warmer months. These natural characteristics of wood are not a basis for complaint, particularly, when there is no evidence of structural failure.

To minimize these changes, it is imperative that the internal temperature & relative humidity (RH) is maintained within the range of 60°F to 80°F and 35%-55% RH.

Oil-Finished Sawyer Mason Floors will benefit from frequent cleaning using the Rubio soap, as way to add lost moisture and rehydrate the wood.

OIL-FINISHED FRENCH OAK, TAS OAK & HICKORY FLOORING

ATLANTIC, BACK BAY*, DEVELOPER, SHORELINE* & VINEYARD COLLECTIONS (PLEASE SEE BELOW FOR NORDIC COLLECTION.)

*Excluding Sausalito Select & Hickory Pecan



It is imperative to the long-term success of your floors to ONLY clean with the specific, recommended cleaning and maintenance products, as well as follow the directions for each product. Other cleaning products not specifically recommended or incorrectly using the recommended products, may damage your floor.

The following instructions are specifically for **OIL-FINISHED** floors. If you are unsure about how your floor is finished, please contact your flooring salesperson.

We recommend using Rubio Monocoat (RMC) for all your cleaning and maintenance needs of oiled floors. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list of Rubio's maintenance products, dealers and instructions may be viewed at www.rubiomonocoatonline.com.

POST-INSTALLATION

It is recommended to apply a coat of RMC Universal Maintenance Oil. This product is used for protecting and refreshing the finish of your Sawyer Mason oil finished floors. This additional coat of oil is not required for the warranty, but we find that people with busy households often choose this option to add extra layer of durability.

RMC Universal Maintenance Oil is offered in many color tones. The most common color tone to choose is simply the 'Pure'. *Use of a colored maintenance oil will modify the existing color of your installed floor and should be tested on a sample piece prior to purchase or use.*

Before applying the maintenance oil, the floor must be cleaned. It is recommended to use an experienced flooring installer to apply Maintenance Oil. Read the follow instructions as well as the video link before beginning the process.

View the application video at www.SawyerMason.com/Applying-Maintenance-Oil



To begin cleaning post installation, use a microfiber hardwood floor sweeper and/or vacuum with soft brush attachment to remove dust and particles.

Using a microfiber mop and **RMC Natural Soap and water**, clean your floors following the dilution directions on the back the bottle. Allow the floor to sufficiently dry before proceeding to the next step.

Using a floor polishing machine, pour a small amount, no more than ¼ cup, of oil onto the floor. Use a white polishing pad on the floor polisher and cover as much floor as possible for five minutes.

APPLICATION NOTES:

Each .5L bottle of oil covers 750 sf, so gauge accordingly.

RMC Maintenance Oil may NOT be diluted!

Do not overuse product to avoid the floors from becoming too heavy with oil and sticky.

For corners and next to baseboards, apply oil by hand and buff off by hand.

- After applying the oil for five minutes, now it's time to buff.
- Attach a clean white polishing pad onto the floor polisher and buff off excess oil on the area you just treated. Remember, you can never buff off too much oil.
- You can also use a white terry cloth towel in addition to the white pad to buff the floors. Lay a clean white towel under the white pad and buff the oiled section. When the towel becomes coated with oil, use the other side or use a new towel.
- After buffing the section of flooring, go back and repeat buffing with the white pad and a towel until the towel is free of oil and the floor is dry to the touch. Avoid walking on any section that has been treated.
- Continue applying oil in sections, repeating the above process, until the entire area has been treated. Each treated area should be buffed dry within 10-15 minutes of application. Never allow treated floors to dry for more than 15 minutes before buffing off excess oil!
- Allow the floor to dry 6-8 hours before walking on it or adding furniture. Wait one week to lay down area rugs to allow the finish to fully cure.
- During the first week, clean only using a wet cloth. Later, diluted RMC Natural Soap may be used.

WARNING: Cloths, saturated with oil, may spontaneously combust. Cloths need to be soaked in water before disposal.

The frequency of using this product will depend on the intensity of the floor traffic. Keep any unused Maintenance Oil to buff out minor scratches in your flooring.

WEEKLY MAINTENANCE

Sawyer Mason Wide Plank flooring of all finished types should be regularly swept or vacuumed in order to remove dirt, dust and grit from the surface of the floor.

Furthermore, the floor should be cleaned once a week using water and a dilution of **Rubio Monocoat (RMC) Soap**, accompanied by a clean microfiber mop, following this procedure. RMC Natural Soap was developed to remove dirt and grease without leaving a film, all the while retaining the matte look of your oiled floor.

- Use by mixing 1/4 cup of RMC Natural Soap into a gallon of cold water. The mix ratio is 66 parts water to 1 part Soap. Alternatively, RMC Surface Care Spray is a premixed solution of RMC Natural Soap and water and may be used by directly misting the floor.
- When cleaning with RMC Natural Soap, the best working method is with two buckets: one with the soap mixture and one with clean water to rinse the dirt out of the mop.
- Dampen a terry cloth mop with the cleaner mixture. Clean a part of the floor. Rinse the terry cloth with clean water and wring it out. Repeat this routine on the rest of the floor.
- Always use a damp mop, and not a wet mop. Do not leave any water on the floor. Let the floor dry (approx. 15 minutes) before you walk on it.

STORAGE

The product can be stored for up to 12 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

SPOT CLEANING WITH RMC SURFACE SPRAY

Rubio Monocoat Surface Care Spray is a ready-to-use cleaning product for the weekly or monthly care of surfaces treated with oil. Also suitable for the easy cleaning of localized stains.

- Sweep, dry mop or vacuum your floor with a soft brush attachment.
- Spray the product on to the spot to be cleaned.
- Wipe dry with a mop or microfiber cloth
- Allow the area to dry for approximately 15 minutes

STORAGE: The product can be stored for up to 12 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

PACKAGING: Available in a 750 ml spray bottle.

TREATING STAINS WITH RMC TANNIN REMOVER

Rubio Monocoat Tannin Remover is a ready-to-use product for removing stains and spots on wood caused by a reaction to acid and water. These spots tend to occur after coming into contact with moisture and metal.

- Apply RMC Tannin Remover to the stain or spot.
- Allow several minutes for absorption.
- Use a damp cloth or paper towels to wipe off product.
- For stubborn marks, it is recommended to repeat this method as many times as needed to achieve the desired result.
- Allow the surface area to dry completely.

STORAGE: The product can be stored for up to 24 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

PACKAGING: Available in a .5L and 1L spray

RESTORE WITH RMC REFRESH ECO SPRAY

Rubio Monocoat Refresh Eco Spray is a ready-to-use revitalizing treatment oil that refreshes, restores and protects your floor. RMC Refresh Eco Spray is used when the surface feels and looks dry or rough in areas where the finish has worn due to heavy traffic. Maintenance with RMC Refresh Eco Spray will replace the oil that has worn away and add protection to that area. This can be used several times a year as needed.

- Eliminate dirt and dust from the floor. It is also recommended to clean the entire surface with RMC Natural Soap or Surface Care Spray before application of the Refresh Eco Spray.
- Spray RMC Refresh onto the surface to be treated, or apply the product with a cloth or mechanical buffer. Use a minimal amount of the product to prevent the floor from becoming sticky.
- Allow the product to react for a couple of minutes.
- Wipe the surface dry with a cloth, paper towel, or a cloth under a buffer with a white pad. Polish until the surface feels completely dry.
- Work in zones that can be fully wiped dry within 15 – 20 minutes.
- The surface can be walked on after 4 – 6 hours.
- Rubio Monocoat Refresh Eco Spray may NOT be diluted! After usage, cloths need to be soaked in water before disposal. Cloths, saturated with oil, may spontaneously combust.

COVERAGE: 1 liter = +/- 1,075 sf

STORAGE: Store in dry conditions and in the original packaging for up to 12 months

PACKAGING: Available in a .5L and 1L spray

MINOR SCRATCH REPAIRS

Superficial scratches can be repaired with RMC Universal Maintenance Oil. Using a clean cloth, apply a small amount of oil to the cloth and buff the scratched area. Wait 2-3 minutes, then buff off excess oil using a clean cloth. Allow to dry one hour.

CLEANING DON'TS

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for oil-finished floors.
- Do not wash your floors with Rubio Natural Soap concentrate without diluting with water. Excess dosages of soap can leave unwanted footprints on your freshly washed floor.
- Rubio Monocoat Cleaner is a separate product and is not intended for regular cleaning. Do not use RMC Cleaner unless you are preparing the floor for a new coat of oil.

**Always refer to the specific manufacturer instructions for all oiled flooring maintenance and cleaning products.*

WHERE CAN I FIND RUBIO?

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on their website at www.rubiomonocoatonline.com.



OIL-FINISHED ASH FLOORING

NORDIC COLLECTION

Your floors require specific cleaning/maintenance products. Other cleaning products not specifically recommended may damage your floor. The following instructions are specifically for Ash floors finished with oil (Nordic Collection). If you are unsure about how your floor is finished, please contact your flooring salesperson. We recommend using Rubio Monocoat (RMC) for all your cleaning and maintenance needs of oiled floors. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on Rubio Monocoat's website.

CLEANING DO'S

AFTER INSTALLATION

Due to the special finishing process for the Nordic Collection, RMC Maintenance Oil is recommended only when the floors are in need of rejuvenating and NOT at the time of installation.

Use a microfiber hardwood floor sweeper and vacuum with soft brush attachment to remove dust and particles before using a damp mop to clean your Sawyer Mason floors before placing furniture.

ORDINARY DAILY CLEANING

For everyday cleaning of your Sawyer Mason floor, vacuum your floor using a soft brush attachment. You may also dry sweep the floor with a microfiber hardwood floor sweeper. Sweep or vacuum frequently. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.

REGULAR CLEANING WITH RMC NATURAL SOAP

Sawyer Mason floors can be cleaned regularly with water and RMC Natural Soap. RMC Natural Soap was developed to retain the matte look of your oiled floor. Local stains can be cleaned easily with RMC Surface Care Spray or Tannin Remover.

When using water or any Rubio cleaning product, be sure to thoroughly ring out the applicator or mop prior to applying it to the floor. Water left for prolonged periods on oiled-finished floors may cause water-spotting.

- Vacuum the floor using a soft brush attachment.
- Mop with a small amount of Rubio Monocoat Soap. RMC Natural Soap is designed for the regular cleaning by removing all dirt and grease thoroughly without leaving a film.
- Use by mixing 1/4 cup of RMC Natural Soap into a gallon of cold water. The mix ratio is 66 parts water to 1 part Soap. Alternatively, RMC Surface Care Spray is a premixed solution of RMC Natural Soap and water and may be used by directly misting the floor.
- When cleaning with RMC Natural Soap, the best working method is with two buckets: one with the soap mixture and one with clean water to rinse the dirt out of the mop.

- Dampen a terry cloth mop with the cleaner mixture. Clean a part of the floor. Rinse the terry cloth with clean water and wring it out. Repeat this routine on the rest of the floor.
- Always use a damp mop, and not a wet mop. Do not leave any water on the floor. Let the floor dry (approx. 15 minutes) before you walk on it.

STORAGE: The product can be stored for up to 12 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

PACKAGING: Bottle 1 L and 2 L

REGULAR CLEANING WITH RMC SURFACE CARE SPRAY

Rubio Monocoat Surface Care Spray is a ready-to-use cleaning product for the weekly or monthly care of surfaces treated with oil. Also suitable for the easy cleaning of localized stains.

- Sweep, dry mop or vacuum your floor with a soft brush attachment.
- Spray the product on to the spot to be cleaned.
- Wipe dry with a mop or microfiber cloth
- Allow the area to dry for approximately 15 minutes

STORAGE: The product can be stored for up to 12 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

PACKAGING: Available in a 750 ml spray bottle.

TREATING STAINS WITH RMC TANNIN REMOVER

Rubio Monocoat Tannin Remover is a ready-to-use product for removing stains and spots on wood caused by a reaction to acid and water. These spots tend to occur after coming into contact with moisture and metal.

- Apply RMC Tannin Remover to the stain or spot.
- Allow several minutes for absorption.
- Use a damp cloth or paper towels to wipe off product.
- For stubborn marks, it is recommended to repeat this method as many times as needed to achieve the desired result.
- Allow the surface area to dry completely.

STORAGE: The product can be stored for up to 24 months. Store in dry conditions and in the original packaging. Do not allow to freeze.

PACKAGING: Available in a .5L and 1L spray

RESTORE WITH RMC REFRESH ECO SPRAY

Rubio Monocoat Refresh Eco Spray is a ready-to-use revitalizing treatment oil that refreshes, restores and protects your floor. RMC Refresh Eco Spray is used when the surface feels and looks dry or rough in areas where the finish has worn due to heavy traffic.

Maintenance with RMC Refresh Eco Spray will replace the oil that has worn away and add protection to that area. This can be used several times a year as needed.

- Eliminate dirt and dust from the floor. It is also recommended to clean the entire surface with RMC Natural Soap or Surface Care Spray before application of the Refresh Eco Spray.
- Spray RMC Refresh onto the surface to be treated, or apply the product with a cloth or mechanical buffer. Use a minimal amount of the product to prevent the floor from becoming sticky.
- Allow the product to react for a couple of minutes.
- Wipe the surface dry with a cloth, paper towel, or a cloth under a buffer with a white pad. Polish until the surface feels completely dry.
- Work in zones that can be fully wiped dry within 15 – 20 minutes.
- The surface can be walked on after 4 – 6 hours.
- Rubio Monocoat Refresh Eco Spray may NOT be diluted! After usage, cloths need to be soaked in water before disposal. Cloths, saturated with oil, may spontaneously combust.

COVERAGE: 1 liter = +/- 1,075 sf

STORAGE: Store in dry conditions and in the original packaging for up to 12 months

PACKAGING: Available in a .5L and 1L spray

SPOT REPAIRS

Superficial scratches can be repaired with Sawyer Mason Repair Oil. Using a clean cloth, apply a small amount of oil to the cloth and buff the scratched area. Wait 2-3 minutes, then buff off excess oil using a clean cloth. Allow to dry one hour.

CLEANING DON'TS

- Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for oil-finished floors.
- Do not wash your floors with Rubio Natural Soap concentrate without diluting with water. Excess dosages of soap can leave unwanted footprints on your freshly washed floor.
- Rubio Monocoat Cleaner is a separate product and is not intended for regular cleaning. Do not use RMC Cleaner unless you are preparing the floor for a new coat of oil.

**Always refer to the specific manufacturer instructions for all oiled flooring maintenance and cleaning products.*

WHERE CAN I FIND RUBIO?

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Rubio dealer. A full list Rubio's maintenance products, dealers and instructions may be viewed on their website at www.rubiomonocoatonline.com.



BONA NATURALE FLOORING

VINTAGE COLLECTION AND SAUSALITO SELECT



Your floors require specific cleaning/maintenance products. Other cleaning products not specifically recommended may damage your floor. These instructions are specifically for floors finished with Bona Naturale. If you are unsure about how your floor is finished, please contact your flooring salesperson. We recommend using Bona for all your cleaning and maintenance needs. Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Bona dealer. A full list Bona's maintenance products, dealers and instructions may be viewed at www.us.bona.com.

Sawyer Mason's Vintage Collection floors are finished with a UV Cured Bona Naturale finish that has the look of an oiled floor, with the protection of a urethane coating. Scratch resistant additives have been added to protect your floor from normal, daily use. However, precautions should be taken with all wood floors to avoid unnecessary damage.

NOTE: Sawyer Mason's Vintage Collection does NOT require a coat of Rubio Maintenance Oil after installation.

CLEANING DO's

ORDINARY DAILY CLEANING

For everyday cleaning of your Sawyer Mason Bona finished floor, vacuum your floor using a soft brush attachment. You may also dry sweep the floor with a microfiber hardwood floor sweeper. Sweep or vacuum frequently. Debris left on the floor can get ground into the grain by foot traffic and become more difficult to remove.

REGULAR CLEANING WITH BONA WOOD FLOOR CLEANER

Sawyer Mason Bona finished floors can be cleaned regularly with Bona Wood Floor cleaner. Bona Wood Floor Cleaner is specially developed for efficient cleaning of varnished wooden floors. This is a convenient, ready to use, pH neutral, spray-on cleaner. The special 'non-streaking' formulation leaves no build-up of sticky residue whilst effectively cleaning the toughest of dirt and grime.

- Vacuum the floor using a soft brush attachment.
- Clean floor regularly with Bona Wood Floor cleaner. Avoid using abrasive cleaning tools or steam cleaners.

POLISHING WITH BONA HARDWOOD FLOOR POLISH

Polishing a hardwood floor restores a floor's existing finish, filling in microscopic scratches and evening out the appearance of the floor. Regularly scheduled polishing of your floor may mean you never have to refinish it. Additionally, polishing your hardwood floors adds extra beauty, shine and longevity by restoring the floor's protective layer of finish. For your Vintage Collection floors, we recommend Bona's Low Gloss version to match your existing finish.

- Always test a small area first before starting.
- Remove all rugs and furniture from the area.
- Remove all dust and dirt from the floor and ensure the room is well-ventilated.
- Clean the floor thoroughly with Bona Wood Floor Cleaner. Leave it to dry completely.
- Before applying polish, shake bottle back and forth for 30 seconds to evenly mix product.
- Using a Bona Microfiber Cleaning Pad, wet the mop pad thoroughly, then apply the polish in an 'S' pattern and mop back and forth in small sections. Once you have finished a section, smooth the finish by following the grain of the wood. Polish should coat the floor, not be rubbed in.
- After applying the polish, wash out your Microfiber Pad immediately to remove polish residue.
- Allow the floor to dry at least 1 hour before resuming light foot traffic. Allow polish to cure a full 24 hours before replacing any furniture or rugs.

COVERAGE: Each 32oz bottle covers about 500 sf.

CLEANING DON'TS

Never use ammonia, vinegar, petroleum-based cleaners, wax, polish, household dust treatment chemicals, abrasive cleaners, scrubbing pads, furniture cleaners, or any other product not specifically for Bona finished floors.

**Always refer to the specific manufacturer instructions for all oiled flooring maintenance and cleaning products.*

WHERE CAN I FIND BONA?

Suggested cleaning and maintenance products may be purchased through your Sawyer Mason dealer, or an authorized Bona dealer. A full list Bona's maintenance products, dealers and instructions may be viewed on their website at www.bona.com.

