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Care &
Maintenance
Manual



volofloors.com

Floor Maintenance



Overview

VOLO Floors are only to be cleaned with VOLO cleaning solution.

Formulated with natural components, this is an ideal product to clean the toughest grit and grime yet be safe for a living environment.

Understanding realistic expectations of wood floor maintenance up front is important. Hardwood floor owners who realize that their floors aren't impervious to an onslaught of spills, grit, and water will be happier with their floors. As Preventative maintenance and clean practices will significantly reduce future damage. You can prevent most problems before they occur by following the below care and maintenance, keeping a hardwood floor looking its best and lasting longer.

All wood/vinyl flooring products sold by VOLO Floors are to use the correct cleaning products & procedures. Using PH-neutral cleanings such as VOLO cleaning systems is the best for wood/vinyl flooring care. These mentioned cleaning products are well-known and acceptable for all hard and soft finish wood floors (Natural Oil, Polyurethane, and Water-based finishes) and also all LVP floors.

Using any non-listed floor cleaners may result in major issues.



IMPORTANT

**READ ALL PAGES
carefully and
attentively**

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Installation Completion and Final Considerations

Proper installation is essential for ensuring the long-term performance, durability, and aesthetic quality of VOLO engineered hardwood flooring. All installation steps—including subfloor preparation, moisture testing, acclimation, fastening, and adhesive use—must be completed in strict accordance with VOLO guidelines and industry standards. Failure to do so may result in flooring failure and will void all applicable warranties.

Do not adhere tape directly to the flooring surface at any time, including during construction, renovation, or protection phases. Tape can damage the finish or leave permanent residue. Instead, always apply tape to the protective covering—such as plywood, OSB, Masonite, or Lastik™ floor protection—and secure it along the base molding or adjacent walls. This ensures the flooring remains protected without compromising the finish.

After installation is complete, thoroughly clean the flooring surface using a vacuum (with a soft brush head) and a microfiber mop to remove any dust, debris, or residue from the installation process. Avoid using water or cleaners not approved for wood flooring. This final cleaning step ensures the floor is ready for turnover and enhances the finished appearance.

Fill any nail holes or exposed fastener points with a color-matched wood filler for a clean, professional look. At transitions to tile or other hard surfaces, apply a high-quality, flexible caulk to bridge the materials and provide a smooth, finished transition that accommodates minor movement.

Finally, conduct a complete walkthrough to confirm that all planks are securely installed, expansion gaps are maintained, trim and transitions are properly fitted, and protection is in place if other work will continue on-site. Your attention to these final details will ensure the floor performs beautifully and lives up to the VOLO standard.

Floor Maintenance



Taping, Cure Time, Moving Furniture & Rugs

Guidelines for Sand/Stain/Finish and Prefinished Wood Floors

Prefinished Floors

Prefinished floors arrive from the factory already coated and fully cured under UV or heat-cure processes, so they're ready to use right after installation. While they don't require on-site curing, they still need careful handling to prevent surface damage.

Walk-On & Covering

- Light foot traffic is allowed immediately after installation.
- If covering the floor during construction or painting, use only breathable protection such as paper-backed felt, Ram Board, or Lastik™—never plastic or non-breathable coverings that trap moisture.

Curing & Performance

- Prefinished floors are already fully cured at the factory, so there's no extended curing time required.
- They are immediately scratch- and burnish-resistant but still need proper care to avoid surface damage.

Rugs & Furniture

- Rugs: can be placed immediately after installation; however, use only hardwood-safe, non-staining rugs (avoid rubber or latex backing).
- Furniture: can be set immediately but avoid sliding or dragging pieces—always lift them into place and install felt pads under all chair and furniture legs.

Taping Guidelines

- You can tape to the surface immediately after installation only with delicate painter's tape for short durations.
- If a stronger tape is needed, apply a layer of blue painter's tape first, then place the stronger tape over the blue tape to protect the finish.
- Avoid: duct tape, white masking tape, packing tape, or any aggressive adhesive directly on the wood.

Moving Heavy Items

- When moving heavy appliances or large furniture, use a professional moving company equipped with air movers, sliders, and protective floor coverings to protect both the floor and main walkways.
- Never slide appliances or furniture across the wood surface—always lift or use proper moving equipment to avoid scratching or denting.

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PREVENTATIVE MAINTENANCE

- Use clean & dirty tank mop buckets. If you do not use a dual system, you will just continually move existing dirt around the floor, and it will not be cleaned off the floor surface.
- Using chair felts and protective pads when sliding anything is imperative. This is the most common wear/damage to wood floors.
- Bi-annually check for felts and replace them immediately.
- Placemats in high-traffic/wet areas inside and outside entrances.
- Placemats in kitchen areas to protect against dropped utensils, water spills, and other accidents.
- Make sure wet rugs are taken off the floor to fully dry.
- It is important to shake out rugs or door mats, clean them periodically, and make sure they are removed from the floor and completely dried if become wet.
- Wipe and clean liquid spills immediately when they happen.
- Make sure to vacuum often. Pebbles and dirt will scratch the floor.
- Make sure the vacuum head/wheels are not sharp and can scratch the floor.
- Clean as needed. Do not overdo it.
- Considering another coat of finish every 3-5 years can remedy scratches and cause floors to have maximum longevity.
- Replace plastic casters with wide rubber wheels.
- Avoid exposing the floor to sunlight and intense artificial light constantly which can change the wood color. This is completely natural; proper windows, shades, and exposure can help this effect to be minimized.
- Use proper moving blankets & protection before moving furniture.
- Keep pet claws trimmed to prevent scratching and indentation.
- UV rays and the sun accelerate the aging of wood, paint, and fabrics. Window UV treatments can greatly help with such patina. This natural occurrence can be minimized by periodically moving rugs and furniture.
- Dull marks and wear in high-traffic areas are normal.

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PRECAUTIONS

- Do not use or slide furniture without felt pads. This is the most common wear to floors.
- Pick up and move heavy furniture. DO NOT slide heavy items on floors.
- Do not use a steam mop. This puts excessive moisture in the floor.
- Do not use chemical cleaning agents, other than advised cleaning products. This includes soap, harsh disinfectants, or other household detergents.
- Do not use vinegar, alcohol, or any ammonia-based cleaners. Repetitive use of these will result in the acidic chemicals degrading the floor finish.
- Do not walk on the floor with heels. Heels can have concentrated pressure and easily reach 3,500 pounds per square inch.
- Do not allow the house climate to be at improper climate ranges. The house should have 40-50% humidity, and 60-80 degrees.
- Do not use rugs or rug pads which may potentially leech oils or residue. Ask your rug supplier about the proper options.
- Do not use steel wool, abrasive pads, cleaners, or detergents on a lacquer finish.
- Do not apply any tape or adhesive to the wood surface.



IMPORTANT

The relative humidity and temperature should have 40-55% humidity and be 60-80 degrees Fahrenheit.

If you do not maintain this your floor may have issues.

Check your humidifier/dehumidifier status every month or to ensure you are maintaining proper climate.

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Daily cleaning

The first step in maintaining your floor is sweeping or vacuuming it regularly. To avoid damaging a floor, turn off the beater brush if your vacuum does not have a suction-only floor attachment. Less water is ideal. Daily, using a spray mop kit is the best way to clean flooring. As needed, using a well-wrung-out mop is a viable option as well. The mop must be damp and only lightly wet.

A wood floor should never be steam cleaned.

Weekly/Bi-weekly Cleaning

The ideal floor cleaner is Volo Floor Cleaner or another similar no-rinse hardwood floor cleaner. A PH-neutral cleaning product with ample evaporation properties is necessary. Your floor will be dulled, damaged, and void your warranty if you use oil soaps, liquid or paste wax products, or other household cleaners that contain lemon oil, tung oil, silicone, or ammonia.

Mopping is a practice commonly seen; it is acceptable; but spin mops and less damp applications are suggested. Excessive mopping/moisture on the floor is not recommended.

Annual/Bi-annual Maintenance

Regularly check chairs for felts and replace them as needed, this is the most common damage to wood floors that can be avoided.

The best Annual/Bi-Annual cleaning procedure is a wood floor scrubber. Recommended scrubbers use a very soft wire brush wheel, solution, and two vacuum heads to fully remove debris from flooring. Depending on the environmental conditions and amount of traffic, if wear is showing we recommend having a flooring contractor evaluate the floor if areas wearing to potentially conduct touch ups or apply an additional coat of finish applied to limit further damage. Consult with your local flooring company for such service.



IMPORTANT

Use clean & dirty tank cleaning process. If you do not use a dual system, you will just continually move existing dirt around the floor, and it will not be cleaned off the floor surface.

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Standard cleaning procedure

1. Before cleaning the floor, vacuum or sweep it thoroughly.
 2. Make sure the cleaner bottle is well shaken.
 3. Add 1 cup (240ml) of floor cleaner to a lukewarm warm gallon of water and mix well.
 4. Administer the soap mixture to the floor using a moderately damp mop in a 15' X 15' area or smaller. Water should not be soaked on the floor, as this can damage it or cause dimensional changes.
 5. Spread the solution on the floor for 30-60 seconds to dissolve any foreign substances, and to bring dirt to the surface.
 6. Wipe the floor with a second well-wrung mop or cloth and clear warm water to remove the dirty soapy solution. Using this method, dirt is removed with the cleaner evenly, resulting in a streak-free finish. Make sure the solution does not dry before cleaning with a dry mop.
- It is imperative to remove contaminated water, and if not, dirt is just pushed around. After cleaning with the mop, rinse it thoroughly with warm, clear water. For each bucket of cleaner solution used, the rinse bucket should be changed four to five times.
7. Continue to the next area and repeat steps 4 through 6.
 8. Allow one hour for the floor to dry after it has been thoroughly cleaned.

Cleaning Concentrate Mixing Ratio

Mix 1 Gallon of water to 1 Cup (240ml or 8oz) of Volo Cleaning Concentrate

Touch Ups and Damaged Flooring Procedure

If the cleaning solution and rag is not cleaning the issue, please contact your hardwood flooring professional. The use of mineral spirits on damp cloths is generally effective for removing grease, tar, lipstick, and crayons. Start by testing on an inconspicuous corner or leftover piece of flooring, it is recommended a flooring professional preforms this. If further touch ups are needed, a hardwood flooring professional should be experienced with acrylic pigments or similar topical repair methods for scratches or damages, and or epoxy and hard wax fill kits for dents.

Radiant Heating Considerations

Radiant heating, when first turned on, needs to be gradually raised by a few degrees at a time per day. Wood flooring performs best with subtle changes in temperature. The floor should not fluctuate by more than 5°F per day. Items such as area rugs, mattresses, exercise mats, pet beds, bean bags, or other highly insulating products that cover the floor will trap heat and increase the temperature of the floor it is covering, which can result in irreversible damage to any type of floor. All radiant heating systems should be fully operational, regardless of season, for a minimum of 5 days. Follow the national wood flooring association's guidelines with radiant floor heating.

Floor Maintenance



Touch Ups and Damaged Flooring Procedure

If the cleaning solution and rag is not cleaning the issue, please contact your flooring installation professional. The use of small amounts of mineral spirits on a clean cloth is generally effective for removing grease, tar, lipstick, and crayons. Start by testing on an inconspicuous corner or leftover piece of flooring, it is recommended a flooring professional preforms this. If further touch ups are needed, a hardwood flooring professional should be experienced with acrylic pigments or similar topical repair methods for scratches or damages, and or epoxy and hard wax fill kits for dents.

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Climate

The environment of the home should be stable and maintained throughout the life of the floor. Engineered floors as a whole are less prone to moisture damage due in comparison to solid wood flooring, due to its engineered substrate, large swings in humidity and temperature ca cause floors to fail.

Although it is common for all wood floors to shrink and expand as seasonal changes occur. To minimize these changes, maintain a consistent temperature and humidity for your floor to perform as designed. These conditions should be between 60° and 80° and 40% to 50% relative humidity. Installers take many steps to make sure the flooring is installed in the correct conditions. In extreme high or low moisture conditions, a floor can start to go through unsightly and unexpected changes and in worst cases, cause irreparable damage.

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Here are a few things that can be done to help maintain the correct conditions in a home:

- Have a way to monitor temperature and humidity in the home.
- If the HVAC thermostat does not have the ability to read humidity, inexpensive tabletop units can be purchased at most big box stores. If the levels start to go outside the zone; use a humidifier or dehumidifier to control the moisture levels.
- Standard heating and air conditioning systems may not be effective at controlling humidity levels. Additional humidity controlling devices may be necessary such as atomization units for very large residences over 5,000 SF. As standard pass though humidifiers may not be enough.
- Make sure humidity control devices are maintained and always working properly.
- Expect some seasonal changes with a floor. To minimize this normal behavior, maintain the recommended range of humidity and temperature as suggested by the National Wood Flooring Association www.nfwa.org
- Do not allow the humidity level in your home to drop below 40% for an extended period, the following can occur. Your hardwood floor will lose some of its moisture, and shrinking of the planks may occur as a result. Shrinking is a natural reaction to the loss of moisture and should not be of concern if it only occurs to a minor extent. However, more severe cases indicate a serious lack of moisture which may result in splits and checks in the flooring.
- House settlement and gapping from poorly insulated ducts can cause areas of trouble in wood floors. It is best to consult with a flooring professional to fix.
- If you allow the humidity level in your home to exceed 55% for an extended period of time the follow can occur. Your floor will absorb moisture from the air, swelling and expanding may occur as a result. This expansion can create pressure between the boards, which can cause the boards to warp, cup or crack. Both cupping and crowning are natural reactions to moisture and should not be of concern if they occur only to a minor extent. However, more severe cases indicate a serious moisture problem which may result in buckling and cracking in the flooring.

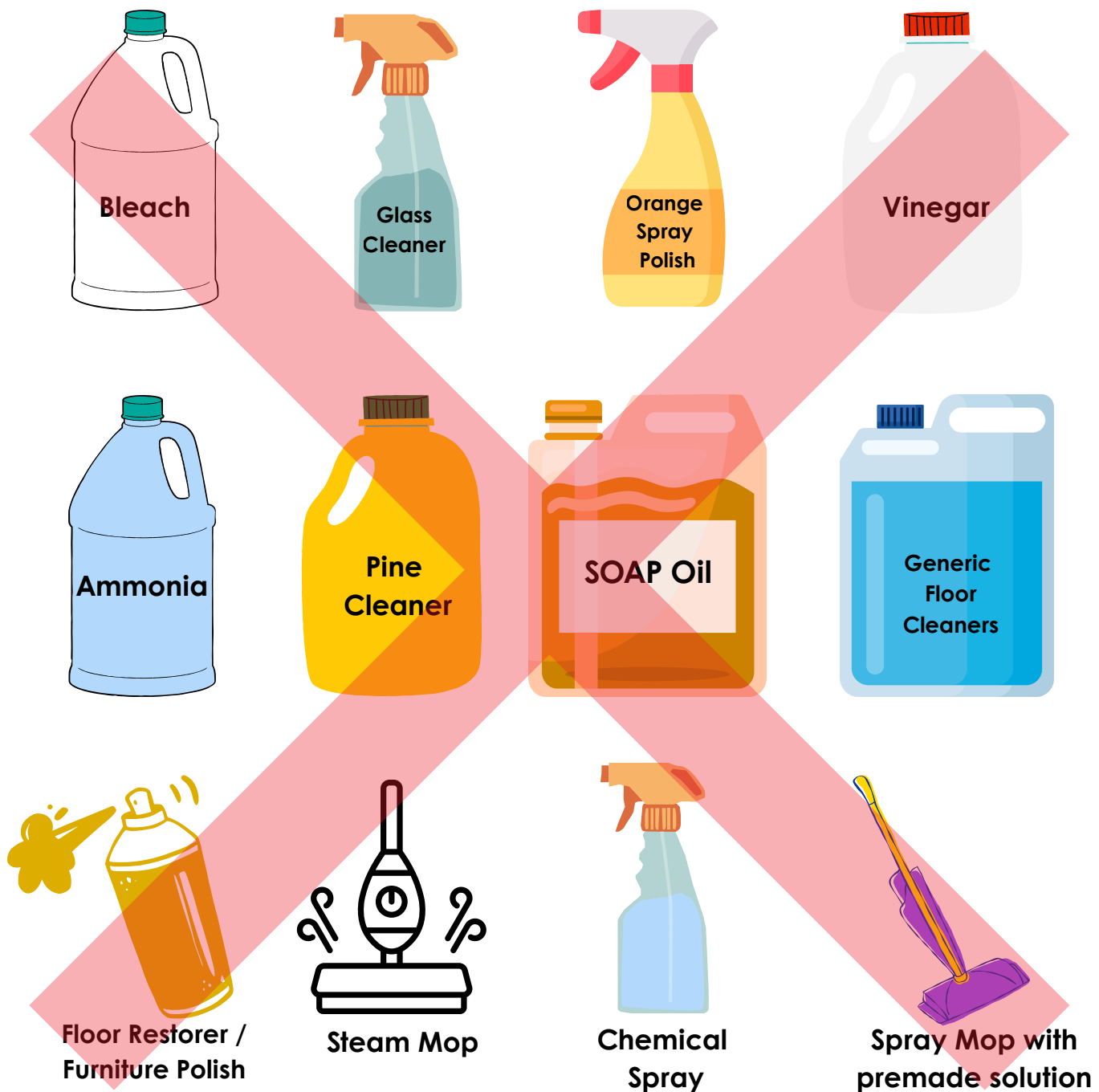
THESE PRODUCTS MAY DAMAGE YOUR WOOD FLOOR

Use of non-approved or oil-based cleaning products will void warranty coverage.

These products may leave oily residues, interfere with adhesion of future coatings, degrade the finish, and or void the warranty coverage.

Some examples of things to not use on your floor, but not limited to are the following:

JET MOPS, PINE CLEANERS, OIL SOAPS, AMMONIA, VINEGAR, FLOOR RESTORER or FLOOR POLISH, ORANGE WOOD SPRAY, BLEACH DISINFECTANT, STEAM MOP, BLEACH, ENHANCING POLISH, OR ANY OTHER GENERATIC FLOOR CLEANERS SOLD AT HARDWARE STORES.



Recommended Felt Protectors

This is the most common damage to floors!

Check current felts every few months to prevent damage.



Gorilla Felts



Stick On Floor Felts



Chair Sled Floor Glides Tubing Protectors



Screw-On Felt Pads X-Protector



Screw-On Felt Pads X-Protector



Dual Balde Chair Castor



Silicone Cap Felt



Piano / Caster Protection



Heavy Furniture Felt



Most above products can be sourced on Amazon.



You can also visit EXPANDED Technologies website for other abstract protectors.
www.expandedtechnologies.com

RECCOMENDED CLEANING SOLUTIONS

Premixed or Concentrated cleaning solutions to degrease and clean floors thoroughly.



VOLO Floor Cleaner



Basic Coating Squeaky Clean



ProCare Floor Cleaner (Procoat)



Loba Floor Cleaner

RECCOMENDED LIGHT CLEANING EQUIPMENT

For Daily or Weekly light cleanings.



Broom + Dustpan



Vacuum



Spray Mop

RECCOMENDED DEEP CLEANING EQUIPMENT

For Weekly, Bi-Weekly, or monthly deep cleanings.



O-Cedar Flat Mop



O-Cedar Spin Mop with dirty/clean tank



Tineco Wet / Dry Vacuum Mop



roborock Qrevo Edge Robot Vacuum and Mop Clean + Dirty Tank

Thank you for trusting Volo Floors with your new flooring!

We appreciate your business and are honored to be part of your home transformation. Our team takes great pride in delivering high-quality flooring and we hope you love your new floors for years to come.

If you have any questions about care and maintenance, don't hesitate to reach out. We're always here to help! And if you ever need additional flooring solutions in the future, we'd love the opportunity to work with you again.

Enjoy your beautiful new floors, and thank you for choosing Volo Floors!

From,
Volo Floors



volofloors.com