

TESORO ENGINEERED WOOD FLOORING

Care & Maintenance Guide

Caring For Engineered Wood Flooring

- Tesoro engineered wood brings warmth and beauty to a space, but proper care is essential longevity and warranty coverage.
- Wood is a hygroscopic material that responds to humidity, so maintaining consistent indoor conditions (65– 85°F, 35–55% relative humidity) protects both wood and topical finish.

Routine Maintenance

- Dust or vacuum regularly using a vacuum without a commercial beater bar, which can scratch the finish.
- Periodically damp-mop with a certified cleaner made specifically for hardwood floors (ex Bona), following the label directions. Excessive mopping can damage the finish over time.
- Never clean with water alone, and never wax the floor. Oil-based wax, oil soap, mineral oil, polish, or other household dusting products will dull or damage a polyurethane finish.

Preventative Maintenance

- Place protective mats at doorways and non-abrasive, non-discoloring rugs near sinks and tubs; install floor protectors on furniture legs and use protective mats under all rolling chairs.
- Clean up spills including water, hot oil, and food debris immediately. Unprotected spills left to sit are damaging to wood and are excluded from warranty coverage.
- Avoid spiked or high-heel shoes, keep pet nails trimmed, and use drapery or blinds to limit direct sunlight, which can fade natural wood pigments over time.

What To Avoid

- Don't use rubber-backed mats, harsh chemicals (acetone, paint thinner, alcohol), or cleaning products not formulated for hardwood. These can damage the factory finish and void the warranty.
- Don't use steam cleaners, power scrubbers, or wet-mops with excess water. Standing moisture can cause cupping, delamination, or finish damage.
- In kitchens, protect cooking and sink areas with soft felt-backed throw rugs, and only use hardwood cleaning products specifically formulated for your flooring's finish.

TESORO TIPS

- *Immediately after installation, vacuum thoroughly rather than wet-wiping drywall dust — a damp cloth can create a pasty residue that damages the finish.*
- *Maintain consistent indoor temperature and humidity year-round; seasonal gapping from normal wood movement is expected and is not a manufacturing defect.*
- *Tesoro's 25 year wear-through warranty only covers if a plank is worn through the veneer into the plywood core.*
- *Tesoro's finish warranty covers normal wear-through for 25 years (prorated) under proper care — but does not cover scratches, indentations, or damage from neglect, abuse, or improper maintenance. For specific prorated timeframes, please visit our [website](#).*

This guide offers general best practices for the care of Tesoro engineered wood flooring, consistent with NWFA industry guidance. Always follow the printed instructions on your specific cleaning products, and see Tesoro's full warranty documentation for coverage details and exclusions. Tesoro is not responsible for damage resulting from improper care, incompatible cleaning products, or failure to maintain recommended indoor climate conditions.

