Care and Maintenance Guide

Engineered hardwood flooring with tongue and groove profiles

This guide covers routine care of Valencia engineered hardwood with tongue and groove profiles. Protect the floor from grit, liquid, excessive heat and unstable indoor conditions. Proper care supports performance and is a condition of the Limited Warranty; damage caused by improper care is excluded as described in that warranty.

Indoor conditions throughout the year

Maintain indoor relative humidity at 35–55% and room temperature at 60–80°F (approximately 16–27°C) before, during and after installation, year-round, including periods when the property is unoccupied.

Use a reliable hygrometer and thermometer in the flooring areas. Check readings regularly, particularly during seasonal changes, and keep records for reference. Use suitable humidification, dehumidification and HVAC equipment to maintain conditions throughout the home. Do not shut down climate control during vacations or vacancy. Avoid rapid temperature or humidity changes.

Wood exchanges moisture with the air and naturally expands and contracts. Small seasonal gaps and natural colour changes may occur and are not automatically defects. If unusual gapping, cupping, checking or buckling develops, check conditions and moisture sources promptly and contact the dealer before attempting repairs.

Routine cleaning

- Sweep or dust mop regularly with a clean, soft tool. Vacuum with a hardwood-safe soft brush or hard-floor setting; turn off beater bars and rotating abrasive brushes. Remove grit before using a cleaning pad.
- For routine soil, use a non-abrasive wood floor cleaner expressly suitable for the finish actually supplied. Follow the cleaner and finish care instructions, test in an inconspicuous area and apply a small amount to a clean, soft pad or cloth. Leave no visible moisture or residue. Do not assume that a cleaner suitable for one finish is suitable for another.
- Never pour or spray liquid directly onto the flooring. Do not wet mop, steam clean, flood rinse or use a water-dispensing or scrubbing machine. Wipe spills and pet accidents immediately, then dry the area. Flooring is not waterproof.
- Do not use vinegar, ammonia, bleach, abrasive powders or pads, household detergents, silicone products or unapproved solvents. Use oils, soaps, waxes, polishes or maintenance coatings only where expressly required by the care instructions for the finish supplied and approved by Valencia. Do not apply a maintenance treatment intended for a different finish.

Protecting the surface

Use clean, breathable, non-staining entrance mats and area rugs without rubber or latex backing. Keep mats dry and remove trapped grit. Use suitable protection at sinks and entrances without trapping moisture. Lift rugs periodically to inspect underneath and allow even exposure to light.

Fit furniture legs with clean felt pads and inspect and replace them regularly. Lift furniture and appliances; do not drag them. Move heavy items on appropriate rigid load-spreading protection. Use hardwood-safe chair mats under rolling chairs and keep wheels free of grit. Avoid sharp heels and keep pets' nails trimmed.

Heat light and moisture protection

Use blinds, curtains or suitable UV-reducing window treatments to limit direct sunlight. Move rugs and furnishings periodically where practical to reduce uneven colour change. Natural ageing, fading and colour differences between covered and exposed areas are not covered manufacturing defects.

Keep plant pots and containers on non-staining, ventilated protection. Do not leave wet footwear, towels or damp mats on the floor. Repair leaks and condensation sources promptly. A dry surface does not establish that the subfloor is dry; persistent odour, staining, swelling or movement requires investigation.

Approved radiant heating

Radiant heat requires written Valencia approval of the flooring and complete heating assembly before installation. Do not assume that every engineered floor is suitable for heated subfloors. Approval does not remove the climate, moisture or care requirements.

For an approved system, the finished wood floor surface must never exceed 80°F (approximately 27°C), including beneath rugs and furniture. Use a floor sensor and a temperature-limiting control. Change the operating temperature gradually, by no more than 3°F (approximately 1.7°C) in 24 hours, or a slower rate required by the system or adhesive manufacturer. Prevent local heat buildup from thick rugs, mattresses or furniture without ventilation.

Acclimation repairs and replacement boards

Acclimate flooring in the installation rooms for at least 7 full days after the jobsite meets the required conditions. Seven days is a minimum, not proof of readiness; extend acclimation until representative moisture readings are stable and compatible with expected in-service conditions and the Installation Guide.

The acclimation requirement applies to new flooring and replacement boards before installation. It is not a waiting period after installation. Store spare material flat in a dry, climate-controlled interior space; retain the product labels and purchase records.

Have repairs assessed by a qualified wood flooring professional. Contact the dealer before removing boards suspected of a manufacturing defect, and preserve photographs and samples. Check suitability and obtain written Valencia guidance before sanding, screening, recoating or refinishing. Altering or replacing the original finish ends coverage for that finish; damage caused by the work is excluded from structural coverage. Carry out any expressly approved routine finish maintenance as directed.

After installation or building work

Observe adhesive and joint-glue cure times before traffic, cleaning, placing rugs or moving furniture. For temporary protection during other work, use clean, breathable, non-staining floor protection only after the adhesive has cured. Tape protection to itself, never to the finish. Do not cover a damp floor or trap construction moisture under plastic. Keep grit out from under protective coverings.

Warranty and reporting concerns

The Limited Warranty provides 25-year residential structural and factory-finish coverage on its stated terms. It does not cover ordinary scratches, dents, gloss loss, natural variation or damage caused by moisture, unsuitable conditions or improper care. A hidden manufacturing defect is assessed under that warranty; the guides do not expand or replace its coverage or remedies.

Report suspected defects promptly to the selling authorized dealer, wherever reasonably possible within 30 days of discovery. Retain the original invoice, labels, photographs and available installation and climate records. Take reasonable steps to prevent further damage and allow inspection before non-urgent repairs.

Read this guide with the Valencia Limited Warranty and Installation Guide. The warranty governs coverage and remedies. Follow the instructions applicable to the flooring and finish supplied. If requirements conflict, obtain written Valencia clarification before proceeding.