

What brand of finish product does Graf Custom Hardwood use on their Prefinish Collection?

Graf Custom Hardwood Prefinish Collection uses Bona brand product which is specifically designed for industrial manufacturer's factory application. It is not the same Bona product that would be used for an onsite finishing application.

What makes your prefinished flooring more durable than an onsite finished product?

Our prefinished flooring is UV Cured. This additional process makes the finish more durable and scratch resistant due to the superior curing of the wood. UV Curing allows us to apply multiple coatings of product in a efficient time frame to allow the wood to dry to its hardest degree before your product installation.

How many coats of prefinish are applied to your Prefinish Collection?

Our prefinished process applies a total of 6 coatings. This process would be very time consuming to achieve this number of coatings for an onsite finish application.

What type of prefinish is Graf Custom Hardwood Prefinish Collection?

Graf Custom Hardwood Prefinish Collection is a uv coated finish. We offer the low sheen levels which will give similar appearance as oil based finish. This option makes your flooring lower maintenance and more durable than the oil based finishes.

What are the advantages of the matte water based finish?

It is low gloss in all angels. It gives the look of natural wood and has an improved performance over an oil and wax finish with similar appearance.

What are the advantages of prefinished flooring versus site finished flooring?

1. Durability due to ability to apply more finish layers than on site finish.
2. Odorless- the finish is already completely dry so there are no strong odors on the installation site.
3. Less mess due to no sanding or staining at job site.
4. Less wait time: Once flooring is installed you can move furniture in immediately to start enjoying your new flooring.

Does the gloss level affect the durability of the finish?

The gloss level does not affect the overall durability of the durability or the performance of the finished flooring. The matte versus a satin or higher gloss finish is strictly a matter of personal preference.

What are the advantages of the lower gloss finishes?

The lower gloss levels such as matte is a better choice when it comes to hiding the appearance of minor surface scratches that can occur with everyday wear.

What is the best way to clean Graf Custom Hardwood Collection prefinished hardwood floors?

To preserve your hardwood flooring factory finish always use the Bona cleaning products recommended. The Bona cleaning products were created to be compatible with your flooring finish and further extend the life of your hardwood flooring.

Why should I only use Bona cleaning products on my Graf Custom Hardwood Collection?

Hardwood flooring is an investment which if cared for properly can last a lifetime. Use of other products could harm the finish of your hardwood flooring due to the different chemical properties that could be contained in other brands of hardwood floor cleaning products. Bona has developed their cleaning products specifically for their flooring finish.

Can using other cleaning products void my finish warranty?

Yes. The use of other brands of flooring cleaning products can void your finish warranty if it is determined any finish issue was affected by method of cleaning products being used by end-users.

Where can I purchase Bona cleaning products?

Bona hardwood flooring cleaner can be purchased at most stores including grocery aisles and home improvement centers. The products can also be purchased online if you are unable to find them in your area. Here is the link to their website. www.us.bona.com/products

Do I need to wax my prefinished flooring?

Floors that have a polyurethane finish do not need to be waxed. If waxing a floor that doesn't need it; the wax will react negatively with the finish and create a cloudy look.

Is it ok to clean my hardwood floors with water?

Water and hardwood do not mix. While water can be used as part of the cleaning process, too much water on a hardwood floor can damage floors and alter its look. Avoid using a string or sponge mop to clean since they don't do a good job of absorbing water once they're fully soaked.

Is Bona Hardwood flooring cleaning products safe for indoor use?

Bona Hardwood Floor Cleaners are specially formulated for effective cleaning. The residue-free formula protects your hardwood floor investment and is safe for your family, pets and the environment.

Is it ok to use the popular steam mops for cleaning my hardwood flooring?

Steam mops are not recommended for use on wood flooring. Steam cleaners put heat and excessive water on your floor, which can lead to cupping and long-term damage.

Is it ok to use vinegar and water solution to clean my wood flooring?

Avoid using water and vinegar on your hardwood floors. Vinegar and water actually dull the floor's finish over time.

Are soap based cleaners ok to use on your hardwood floors?

Avoid using soap-based cleaners on your hardwood floors. Use of these products on new modern flooring finishes can leave a residue on your hardwood flooring.

How can I protect my floors from early signs of wear from daily traffic?

Place doormats or rugs at entry ways. This will prevent moisture, dirt and debris from being tracked onto your hardwood flooring. Establish a routine cleaning schedule.