

## Chantal Andrade

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**From:** Chantal Andrade  
**Sent:** Thursday, January 12, 2012 8:14 AM  
**To:** 'Powell, Kareen'  
**Subject:** RE: Hardwood floor issue #210 Elle

Hi Kareen,

Glad to hear that your floor issue has been resolved.

As per the Amacon Homeowner package regarding hardwood floors, **Controlling Humidity is the most important factor (30-40%) is the recommended percentage of humidity.**

Clean your hardwood with a cloth or a swifter, using a hardwood cleaner. I would suggest Bona Hardwood Cleaner which you can buy at Home Depot. Please refer to the link below for more information about the product.

<http://www.bona.com/en/Consumer/Care2/Care/Cleaner/>

Do not clean your wood with water or water based products, clean only when necessary. Never use a Damp mop, water deteriorates the wood and its finish.

Never let water spills dry on the floor, it will cause cupping (Hardwood will swell up and lift).

Since hardwood is a natural product it will absorb excess moisture under humid conditions and release their normal moisture content under excessively dry conditions. All wood flooring expands in the humid summer weather and will shrink in the winter under dry conditions.

Hope this address your questions\concerns. If you have any further questions please contact me.

Regards,

CHANTAL ANDRADE  
OFFICE ADMINISTRATOR



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37 Bay Street, Suite 400  
Toronto, Ontario, M5J 3B2  
Tel. 416.369.9069 X256  
Fax. 416.369.9068  
Email: [candrade@amacon.com](mailto:candrade@amacon.com)  
Web. [www.amacon.com](http://www.amacon.com)

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**From:** Powell, Kareen [<mailto:Kareen.Powell@Honeywell.com>]

**Sent:** Wednesday, January 11, 2012 5:28 PM

**To:** Chantal Andrade

**Subject:** RE: Hardwood floor issue

Hello Chantal, sorry for just getting back to you.

The floor is much better.

However I was wondering, the previous gentleman had told me that I should use the Swifter to wipe, can you please let me know what is the best thing to use to wipe with, is that the best thing.

Also I'm wondering if the temperature affects it as well as later In the evening it felt different from when I first arrive home. There was no squeaking.

Thanks for your help.

Kareen

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**From:** Chantal Andrade [<mailto:candrade@amacon.com>]

**Sent:** Tuesday, January 10, 2012 9:29 AM

**To:** Powell, Kareen

**Subject:** Hardwood floor issue

Hi Kareen,

Mark, our Customer Service Representative has gone into your unit and fixed the necessary floor boards in your unit.

Please let me know if you have any other concerns.

Regards,

CHANTAL ANDRADE  
OFFICE ADMINISTRATOR



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37 Bay Street, Suite 400  
Toronto, Ontario, M5J 3B2  
Tel. 416.369.9069 X256  
Fax. 416.369.9068  
Email: [candrade@amacon.com](mailto:candrade@amacon.com)  
Web: [www.amacon.com](http://www.amacon.com)

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