



heatwood®

Care and Maintenance Guide

Wood floors are long-term investments and with a small amount of care and maintenance optimum performance is ensured. The following care and maintenance hints will assist in keeping your Heatwood flooring looking its best.

TREAT YOUR FLOOR LIKE YOU WOULD YOUR TIMBER FURNITURE

CLEANING

- Heatwood flooring will look better for longer if it is kept as clean as possible. To remove surface dirt and grit, regularly vacuum, with a soft bristle head, or sweep with an electrostatic mop.
- Keep door mats clean, as loose rocks and abrasive items will scratch and gouge the floor
- For stubborn dirt, Use a damp-mop or towelling floor pad. The use of a pH neutral floor cleaner can help remove stubborn dirt.
- Never clean a floor with common household detergents, polishes, steel wool pads, wax or similar products. These products can be too abrasive and scratch the surface, or may make a floor dangerously slippery. Some products may leave a film of silicon or wax on the timber, which may hamper recoating of your floor in the future. Never use any type of petroleum or solvent based product they will degrade the coating and irreversibly dull the floor.
- Wipe up spills and leaks promptly with a dry cloth or dry paper towel. For sticky substances, moisten the cloth slightly.
- It is important to ensure that mops and cloths are well wrung so that as little water solution as possible wets the floor.
- Steam mops are not recommended for cleaning wood floors. The heat from the steam mop could cause damage to the coating on the floor.

DO NOT

- Leave standing water on the floor. This will cause darkening of the timber and may atter the integrity and structure of the floor. This is not a waterproof product.
- Use industrial cleaning machines on the floor.
- Use excessive mopping of the floor.
- Continue to use the same method of cleaning if noticeable signs of affect are visible on the floor.

MAINTENANCE

- Dirt and grit can lead to excess wear and scratching to the coating of Heatwood Flooring. Use dirt trapping mats at all exterior doors to minimise dirt, sand and grit that might be brought inside. Small rugs and hall runners are also helpful for collecting the dirt that can scratch the floor. Regularly sweep high traffic areas with an electrostatic mop.
- Fit protective pads to furniture legs to reduce risk of scuffing the floor when moved. To protect the floor surface use protective mats for movable furniture.
- All timber floors will fade, darken or change shades over time. Exposure to sunlight will increase this process. Rotate rugs periodically and protect the floor from direct sunlight with curtains or blinds.
- High heel shoes can dent a hard floor surface. Special care should be taken to remove shoes that have exposed heels with sharp points to avoid potential damage to a timber floor.
- Pets with long nails or claws can scratch and dull the floor finish, make sure pets nails or claws are trimmed regularly and kept blunt.
- Heatwood flooring can be refinished if it becomes worn. The use of a flooring professional proficient in sanding and finishing to complete this work is recommended.

RE-COATING

It is advisable to apply a maintenance coat before the surface has been excessively worn. This will save the need for expensive re-sanding. Just when this maintenance coat will be required is again entirely a factor of wear and tear. Obviously the greater the traffic the sooner you will require a re-coat.

Board replacement is also advised if small areas require fixing.

** This is a guide and does not include all scenarios. We ask that general common sense be used to take care and maintenance of your Heatwood Flooring.*