

Cleaning & Maintenance Instructions

Hakwood flooring products with Oil, DuoVarnish and Ultramatte Lacquer finish.

Important information before you start

It is **EXTREMELY IMPORTANT** that you read and understand this information completely prior to starting. Improper maintenance and/or care can void the warranty.

General information:

Newly delivered pre-finished flooring by Hakwood requires three weeks to harden completely. During the first week, we recommend only cleaning with a vacuum cleaner or a dust mop fitted with a dry cloth (do not use a damp cloth).

During the second week, wipe gently with a damp cloth that has been soaked in clean water and wrung out thoroughly. After the third week, the floor can be maintained using Hakwood Complete maintenance products.

Floor protection

Hardwood flooring can be a beautiful investment. To protect against moisture damage and abuse, follow Hakwood protection guidelines:

Hakwood protection guidelines

- Always clean the floor in accordance with the Hakwood Complete cleaning & care product Instructions.
- Maintain indoor relative humidity between 40% and 65%. If this preventive measure is not kept, the Duoplank can crack, split, discolour, crook, bow and delaminate.
- Use felt leg protector pads, made for use with wood flooring, under all furniture legs.
- Wipe up spills immediately.
- Apply slip resistant runners or area rugs on high traffic areas.
- Use slip resistant door mats (outside and inside), to keep abrasives such as dirt, grit and sand off the floor.
- Replace narrow, hard (plastic) furniture rollers with wide rubber ones.
- Don't use rubber, foam back or plastic mats as they can discolour the floor.
- Don't use ammonia-based cleaners, wax based products, detergents, bleach, polishes, oil soaps, or acidic materials like vinegar.
- Don't wear high heeled shoes when the metal post is unprotected and in direct contact with the wood flooring.
- Don't walk on the floor with any hard and/or sharp object protruding from the sole.
- Keep animal nails trimmed to prevent scratches to finish.

Cleaning and Care schedule

Hakwood factory finished wood floor surfaces require periodic cleaning, care and oil treatments.

The frequency of treatments depends on its use, the amount of foot traffic, general wear and tear, cleaning frequency, exposure to sunlight, etc. Below is a guideline:

Method	Residential	Light Commercial	Commercial
CLEAN: Routine cleaning	1 -4 per month	6-8 times per month	every day
CLEAN: Intensive cleaning	1-2 times per year	1 time per month	2-3 times per month
OIL CARE: Routine care	1-2 times per year	1 time per month	2 -3 times per month
PROFESSIONAL: Deep cleaning & refreshing	1 times per 3 years	1 time per year	1-2 times per year

Floor cleaning (Oil, DuoVarnish and Ultramatte Lacquer finish)

Regular cleaning and maintenance with Hakwood Complete CLEAN is recommended to keep your wood flooring protected and looking its best.

DIRECTIONS: Routine Cleaning

1. Sweep, dust mop or vacuum before cleaning with Hakwood Complete CLEAN.
2. Shake the container well before use.
3. Dilute Hakwood Complete CLEAN at a 1: 50-100 ratio with clean, warm water, approx. 100-200 ml of CLEAN in 10 L of water.
4. Apply a thin, even coat in the direction of the wood planks using a microfiber mop or lint-free cloth. The surface to be cleaned should only be damp wiped (not wet). Refresh cleaning liquid with new diluted CLEAN if it becomes black with dirt.
5. Clean tools after use with clean water.

DIRECTIONS: Intensive Cleaning

1. Sweep, dust mop, vacuum,) before cleaning with Hakwood Complete CLEAN to remove dirt from the surface.
2. Shake the container well before use.
3. Dilute Hakwood Complete CLEAN at a 1:10 ratio with clean, warm water, approx. 1 L in 10 L of water. Hakwood Complete CLEAN can be used at a higher concentration, up to undiluted, if necessary.
4. Working in sections, apply a thin, even coat in the direction of the wood planks using a microfiber mop or lint-free cloth. The surface to be cleaned should only be damp wiped (not wet).
5. After intensive cleaning, damp-mop the surface with clean water to remove any residue from the floor.
6. Clean tools after use with clean water.

ALL Cleaning:

Recommendation: Rinse mop during cleaning process to avoid leaving a dirty residue behind.

Recommendation: For stubborn spots, sticky spills and shoe marks, use clean cloth or mop pad to apply diluted cleaning agent directly to the soiled area by hand as necessary.

Floor care (Oil and DuoVarnish finish)

Regular maintenance with Hakwood Complete OIL CARE improves the visual appearance and increases the wear life of a floor. Hakwood Complete OIL CARE has components which produce a “topping up” effect to the floor’s finish. This effect renews lasting care and protection.

DIRECTIONS: Routine Care

1. Remove all dust, dirt and grease from the floor using a mop, soft brush or vacuum cleaner before using Hakwood Complete OIL CARE.
2. Bring the container of Hakwood Complete OIL CARE to room temperature and shake well.
3. Dilute Hakwood Complete OIL CARE at a 1: 30 ratio with room temperature water, approx. 200-400 ml in 10 L of water.
4. Using a suitable applicator (microfiber mop or lint-free cloth), apply one damp (not wet) coat over the floor surface in the direction of the planks and allow to dry.
5. Clean tools after use with clean water.
6. Floor is ready to be walked on after 60 minutes.*

* Optimum conditions are 18 – 25 °C, relative humidity < 65 %. Low temperatures and high humidity lengthen, while high temperatures and low humidity shorten the drying time.

DIRECTIONS: Intensive Care

1. Remove all dust, dirt and grease from the floor using a mop, soft brush or vacuum cleaner before using Hakwood Complete Oil Care
2. Bring the container of Hakwood Complete OIL CARE to room temperature and shake well.
3. Use Hakwood Complete OIL CARE at a more intense strength, up to undiluted, to restore finish to scratches and even out floor sheen.
4. Using a suitable applicator (microfiber mop or lint-free cloth), apply one damp (not wet) coat over the floor surface in the direction of the planks and allow to dry.
5. Clean tools after use with clean water.
6. Floor is ready to be walked on after 60 minutes.*

* Optimum conditions are 18 – 25 °C, relative humidity < 65 %. Low temperatures and high humidity lengthen, while high temperatures and low humidity shorten the drying time.

Important Note

- Flecks and applicator marks can be removed with undiluted Hakwood Complete CLEAN on a cloth or non-scratch white pad.