

Cleaning & Maintenance Instructions

These instructions describes how to conduct cleaning and maintenance of all Hakwood finished hardwood floors.

Important information before you start

It is extremely important that you read and understand this information prior to starting as improper maintenance/care may lead to non-repairable damage and void warranty.

Floor protection

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

Hakwood protection guidelines

- After installation, if choosing to add a protective cover, cover the floor completely as wood is light-sensitive and uncovered areas may change color.
- Do not tape cover to finished flooring. When taping paper or sheets together, tape them to each other, not to the floor (finish).
- Do not allow the floor covering to sit on the installed floor longer than necessary.
- Use breathable throw rugs both inside and outside the doorways to help prevent grit, salt, chemicals, sand, moisture, and other debris from being tracked onto the wood floors.
- It is recommended to apply slip resistant runners or area rugs on high traffic areas.
- Be aware that area rugs cover the wood floor, protecting it from UV/sun exposure, which will result in color differences on the wood floor.
- No items containing any form of softening agents as for instance artificial or natural rubber should come in permanent contact with the floor's surface.
- Use synthetic or felt leg protector pads under all furniture legs and sliders. Please note that felt pads will eventually wear out and will need to be replaced periodically.
- Replace narrow, hard (plastic) furniture rollers with wide rubber ones. Wear and tear from office chairs etc. can be reduced by the use of purpose made plastic mats.
- Humidity levels indoors should be in-between 40%-65%. If this preventive measure is not kept, the boards can crack, split, discolour, crook, bow and delaminate.
- Always clean the floor in accordance with the Hakwood Complete cleaning & care product Instructions.
- Use Hakwood cleaning and care products. Our products are designed to clean and maintain Hakwood flooring products.
- Remove any spillage and stains as soon as possible with a moistened, well wrung out soft cloth or sponge. Dried out stains are often more difficult to remove than fresh ones.
- Do not use unauthorized maintenance products as ammonia –based cleaners, wax based products, detergents, bleach, polishes, oil soaps, or acidic materials like vinegar.
- Do not use sandpaper and steel wool to remove stains because they can permanently damage the finish.
- Do not wear high heeled shoes when the metal post is unprotected and in direct contact with the wood flooring.
- Do not walk on the floor with any hard/sharp object protruding from the sole.
- Do not set a potted plant directly on the hardwood flooring.
- Keep animal nails trimmed to prevent scratches to finish.

RESIDENTIAL CLEANING

Giving floors a good dusting with a microfiber mop or cloth will be the best daily defense against scratches and surface damage. A damp mop with CLEAN can be used for spills, rinse the mop during the cleaning process to avoid leaving a dirty residue behind. Hakwood recommends using two buckets, one with clean rinsing water and one with cleaning solution.

COMMERCIAL CLEANING

Always use the two-bucket method when cleaning the floor. Bucket 1 with Diluted CLEAN, Bucket 2 with clean water. Dampen mop head with diluted CLEAN from bucket 1 and wipe floor. Rinse mop head in clean water from bucket 2. When water in bucket 2 becomes cloudy and darkens with dirt, replace with fresh water.

Cleaning and Care schedule

Hakwood factory finished wood floor surfaces require periodic cleaning, care and oil or lacquer 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
FINISH CARE: Routine care	1-2 times per year	1 time per 2 months	2 times per month
PROFESSIONAL: Deep cleaning & refreshing	1 times per 3 years	1 time per year	1-2 times per year

Floor cleaning all finishes

Regular cleaning 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 use a damp wipe, not a wet one.
5. After intensive cleaning, damp-mop the surface with clean water to remove any residue from the floor.
6. Use clean water to clean tools after each use

Note:

For stubborn spots, sticky spills and shoe marks, use a 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 that 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. Use clean water to clean tools after each use
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. Use clean water to clean tools after each use
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

It is recommend that areas of high use should be maintained with Hakwood OIL periodically.

Floor Care (Lacquer finish)

Hakwood Complete FINISH CARE is a water based care emulsion that, by means of a dirt repellent protective film, improves the seal and appearance of the surface, fills in microscopic scratches and at the same time extends the wear life of the flooring.

DIRECTIONS: Routine Care

1. Remove all dust, dirt and grease from the floor using a mop, soft brush or vacuum cleaner and carry out maintenance cleaning with Hakwood Complete CLEAN.
2. Bring the container of Hakwood Complete FINISH CARE to room temperature and shake well.
3. Dilute Hakwood Complete FINISH CARE at a 1:50 ratio (1 part FINISH CARE to 50 parts warm 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. No buffing is required.
6. Use clean water to clean tools after each use.
7. 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. Using a mop, soft brush, or vacuum cleaner, remove all dust, dirt, and grease from the floor and perform maintenance cleaning with Hakwood Complete CLEAN.
2. Bring the container of Hakwood Complete FINISH CARE to room temperature and shake well.
3. Use Hakwood Complete FINISH CARE at a more intense strength, 1:10 ratio (1 part FINISH CARE to 10 parts water), or 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. No buffing is required.
6. Use clean water to clean tools after each use.
7. Floor is ready to be walked on after 60 minutes.*

* Optimum conditions are 18 – 25 °C (64 – 77 °F), relative humidity < 65 %. Low temperatures and high humidity lengthen, while high temperatures and low humidity shorten the drying time.