

Care & Maintenance Instructions for Hakwood Flooring Products

Hakwood is the inventor of the Duoplank®, the current standard for wide width, long length engineered flooring. The wood top layer is adhered to the highest grade multi-ply birch plywood to produce a dimensionally stable product. That is why Hakwood flooring offers the look of solid wood flooring, combined with the installation flexibility of an engineered floor. The Duoplank® is available in planks and herringbone.

Important information before you start

It is EXTREMELY IMPORTANT that you read and understand this information completely prior to starting, since improper maintenance and/or care can void the warranties.

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 maintenance products per these instructions. On locations with very heavy traffic, the surface should preferably be covered for the first week with a porous, protective material.

To retain durability and appearance, Hakwood Duoplank flooring must be maintained as follows:

Prevention

Do:

- Maintain indoor relative humidity between 40% and 65%. If this preventive measure is not kept, the Duoplank may crack, split, discolour, crook, bow or delaminate.
- Use felt leg protector pads under all furniture legs.
- Vacuum, sweep or dust mop your Hakwood floor once a week, or more, if needed. The vacuum head must be brush or felt.
- Wipe up spills immediately.
- Use a roll cart, rolled over plywood, when moving heavy objects.
- Apply (slip resistant) runners or area rugs on high traffic areas.
- Use interior and exterior door mats at entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- Protect the floor from direct sunlight.
- Replace narrow, hard furniture rollers with wide rubber ones.
- Move area rugs occasionally as they block sunlight and may give the appearance of discolouring under the rug.
- Keep animal nails trimmed to prevent scratches to finish.

Don't:

- Allow water to stand on the floor.
- Walk on the floor with any hard and/or sharp object protruding from the sole.
- Use cleaning products that are abrasive or contain alkaline, ammonia, bleach, soap, citrus.
- Let furniture stand on the floor on small hard legs.
- Use a steam mop, vacuums with beater bars or hard heads as you risk damaging the finish of the Hakwood flooring.



Cleaning: *Hakwood Flooring Wash*

Hakwood Flooring Wash gently cleans and maintains the floor's matte finish.

Container size: 1 liter

Coverage* per container: approximately 3300m² (35521 sq. ft.)

Frequency: Use weekly (also suitable for daily use)

- Sweep / vacuum clean the floor and eliminate dust. The vacuum head must be brush or felt.
- Dilute Hakwood Flooring Wash with clean water (see dilution information table).
- Immerse the cloth in the diluted Flooring Wash and wring it out until it is only lightly dampened.
- Wipe until the dirt is taken up by the cloth and a light shine appears.
- Do not leave any surplus water on the floor. Lightly dampened cloth cleaning is sufficient.
- If necessary wipe over with dry cloth.
- Do not walk on the floor until it is completely dry (± 30 minutes).
- Avoid using mops or cloths that leave water on the floor.

Note: To remove persistent stains, we recommend our Hakwood Power Cleanser in combination with Hakwood maintenance.

Dilution information:

Hakwood product	Content per 1 container cap	Quantity per 1 liter water	Quantity per 5 liter water	Quantity per 10 liter water
Flooring Wash	10 ml = 1 cap	6 ml	30 ml	60 ml

Intensive Cleaning: *Hakwood Power Cleanser*

Hakwood Power Cleanser intensively cleans the floor of deep dirt and spots. After using the Hakwood Power Cleanser, application of Hakwood Maintenance product is **required** to enhance the protective coating on the floor. Hakwood Power Cleanser has no color restoration properties.

Container size: 1 liter

Coverage* per container: approximately 1000m² (10764 sq. ft.)

Frequency: Use when weekly cleaning with Hakwood Flooring Wash does not clean sufficiently.

- Sweep / vacuum clean the floor and eliminate dust. The vacuum head must be brush or felt.
- Dilute Hakwood Power Cleanser with clean, lukewarm water (see dilution information table).
- Apply evenly and thoroughly with cloth to floor surface.
- Do not pour directly on the surface.
- Allow the product to react for 2 to 5 minutes.
- Remove dissolved dirt with cloth and wipe 2-3 times with a clean, damp cloth.
- Wipe dry with a cloth, paper towel, or polishing machine with white pad.
- Pay attention to handle medium sized zones that can be fully wiped dry within 15 to 20 minutes.
- Make sure zones are not done twice.
- The surface can be walked on when it is dry.
- Once dry, treat area with Hakwood Maintenance.

Dilution information:

Hakwood product	Content per 1 container cap	Quantity per 1 liter water	Quantity per 5 liter water	Quantity per 10 liter water
Power Cleanser	10 ml = 1 cap	20 ml	100 ml	200 ml



Refresh & Protect: *Hakwood Maintenance*

Hakwood Maintenance enhances the protective coating on the flooring and may diminish the appearance of water spots and stains.

Container size: 1 liter

Coverage* per container: approximately 100m² (1076 sq. ft.)

Frequency: Always use after treatment with Hakwood Power Cleanser and when needed to refresh rough spots.

- Make sure the floor is completely dry before using *Hakwood Maintenance*.
- Sweep / vacuum clean the floor and eliminate dust. The vacuum head must be brush or felt.
- Shake Hakwood Maintenance well before use.
- Apply Hakwood Maintenance undiluted (see coverage information table).
- Apply thinly and evenly with a spray bottle or non-absorbent cloth.
- Allow the product to react for 2 to 5 minutes.
- Wipe dry with a clean cloth, paper towel or polishing machine with white pad.
- Hakwood Maintenance dries in reaction with oxygen, so it is important to ventilate.
- Pay attention to handle medium sized zones that can be fully wiped dry within 15 to 20 minutes.
- Make sure zones are not done twice.
- The surface can be walked on when it is dry.

Coverage information*:

Hakwood product	Content per 1 container cap	100 ml undiluted	250 ml undiluted	500 ml undiluted	Coverage for 1 liter*
Maintenance	10 ml = 1 cap	± 10 m ² (± 108 sq. ft.)	± 25 m ² (± 269 sq. ft.)	± 50 m ² (± 538 sq. ft.)	± 100 m ² (± 1076 sq. ft.)

* Coverage depends on flooring texture and frequency of use.

See also:
 Hakwood GENERAL TERMS AND CONDITIONS OF SALE
 Hakwood INSTALLATION INFORMATION
 Hakwood SUBFLOOR HEATING AND COOLING
 Hakwood HEAT SENSORS
 Hakwood TECHNICAL PRODUCT INFORMATION
 Hakwood MATERIAL SAFETY DATA SHEET
 Hakwood Limited WARRANTY

