

TERMS OF USE MAINTENANCE WOODEN FLOORS OILED WITH NATURAL OILS

The manufacturer offers a warranty for the installed floors, provided that they are used in compliance with their guidelines:

1. The room temperature for wooden floors should be between 18°C and 24°C.
2. Relative humidity in the room should be between 45% and 60%.
3. The maximum temperature on the surface of the boards installed over an underfloor heating system should not exceed 29°C. It is forbidden to put carpets, runners, or furniture with legs the minimum height of which is less than 10cm, on any floors mounted over an underfloor heating system.
4. Floor maintenance should be carried out using only the products intended for that purpose: "Wax Care Plus", "Wash Care", and "Magic Cleaner". Information about the method and frequency of floor maintenance can be found on the packaging of care products and on the www.hardwood-installation.eu website. Using other care products may result in changing the colour of the floor, forming of stains, changing the slipperiness of the floor surface, or changing its gloss.
5. Daily care should be limited to normal vacuuming or sweeping of the floor.
6. The frequency of floor care depends on the amount of traffic.
7. Any sand present on the floor surface should be removed quickly. Any deposited sand causes scratches on the varnish layer and minor dents and scratches on the surface of the wood.
8. The room with a wooden floor should have doormats that effectively remove sand, water, and other impurities, placed in front of and behind entrance doors, terrace doors, etc.
9. Dry and soft brushes or a vacuum cleaner with a soft brush should be used for dust removal. You can also use a slightly damp cloth with or without the addition of "Wash Care". Under no circumstances must wet traces remain on the floor, after cleaning.
10. Felt pads should be applied to all pieces of furniture and other interior fittings that are in direct contact with the floor.
11. It is obligatory to use protective mats made of plastic, flooring, or carpets protecting the wooden floor against mechanical damage, under chairs and other furniture with castors. Check and immediately remove any sand or other dirt that may get under the protective mat. Failure to remove this type of dirt will scratch the surface layer of the floor under the protective mat.
12. Under no circumstances should the wooden floor be covered with PE foil or other moisture- and air-tight materials.
13. Engineered hardwood floor exposed to light (UV rays) will change its colour.
14. The floor can be renovated, by sanding and re-oiling. The manufacturer authorizes the use of oils intended for wooden floors, if used in accordance with the guidelines for their application, during renovation. The number of floor renovations consisting in "removing" the surface layer of wood depends on the depth of mechanical damage. Before starting mechanical renovation (sanding), analyse the condition of the floor and whether it is possible to carry out mechanical renovation, or not.
15. Ignoring the afore-mentioned recommendations will void the warranty on the material and service immediately.
16. The manufacturer allows only for the use of sandwich boards manufactured using the floating and adhesive assembly systems, if installed over underfloor heating systems.
17. Before installing a sandwich board on an underfloor heating system, the investor should perform heat treatment of the floor, in accordance with the "Heat Treatment Protocol for floors". A completed and signed "Heat Treatment Protocol for floors" constitutes an annex to the Warranty Certificate. If such a protocol is not produced, it will void the warranty on the floorboard installed on the underfloor heating system.
18. If using the floating system, it is recommended to use the base materials offered by manufacturer. The use of other materials may result in a defective installation of the entire floor.
19. Information concerning the installation of the sandwich panel on the underfloor heating can be found in the installation manual and on the www.hardwood-installation.eu website

IMPORTANT: It is the responsibility of the user / investor to make sure that the cleaning personnel is familiar with the afore-mentioned "Terms of use maintenance wooden floors oiled with natural oils".