



# MAINTENANCE GUIDE



## Maintenance Guide

Depending on the product you have purchased your product will come factory finished with either UV lacquer, UV oil or in the case of our solids a natural oil. With proper care and maintenance the beauty of your floor will last a lifetime.

To ensure that it does please observe the following maintenance instructions.

### Entrance Mat:

The greatest threats to your floor are dirt and moisture brought in on shoes. The installation of a barrier zone consisting of scrapers and a good-sized, high quality mat inside and outside external doors is essential.

### Cleaning:

three simple steps

#### 1. Remove dirt and grit

Vacuum, dry mop or sweep to remove any loose dirt or grit. If you vacuum, use a soft brush attachment. If you dry-mop using the Bona Care Cleaning Pad, remember to remove any loose dirt or grit afterwards. Rinse with water and wring out the pad thoroughly before cleaning.

1a. Make sure you have the correct cleaning materials to suit your floor finish.

#### 2. Spray

Lightly mist a 10x15cm area of your floor or spray the cleaning pad directly with Bona Care Floor Cleaner for UV finished floors.

#### 3. Clean

Use a slightly dampened, well wrung-out Bona Care Cleaning Pad, and thoroughly clean the floor surface with your Bona Care Mop. Finish one area before moving on to the next.

When your cleaning pad becomes soiled, rinse it with water and wring out thoroughly before you continue cleaning. If the pad becomes excessively soiled, launder and replace it with a clean one to avoid streaking.

### Maintenance:

Using a floor dressing will greatly increase the life of your floor. In heavy wear areas a weekly application should be considered – less often in areas subject to lighter traffic. Clean the floor as outlined above and apply two thin coats of Bona Refresher using a soft clean lint free cloth. Refresher is available from your Heartwood retailer or installer.

### Repairs:

Small cracks and gouges can be repaired using HeartWood wood filler, which is available from your Dealer. Once applied the surface should be refinished as described below.

### Refinishing:

After extended use of heavy trafficking your floor may become dull. This is easily treated. To re-finish a small area always refinish whole boards and restrict the area to be refinished by applying low-grab masking tape to its perimeter.

All build up of polish or dirt must be removed. Vacuum and clean the surfaces with a damp cloth, removing any spots or stains as described above.

Sand lightly with a fine grade of abrasive paper (120-180 grit) along the grain to provide a key for the lacquer. Vacuum thoroughly again, wipe with a slightly damp cloth and allow to dry.

Apply one or two coats of Bona Traffic using the applications instructions.



Please complete the guarantee registration card on the reverse side and return to:

Heartwood  
PO BOX 5129  
KIDDERMINSTER  
DY10 1UX

Affix  
postage  
stamp here



Congratulations on the purchase of your new HeartWood multi-layer engineered/solid hardwood floor. You have made an investment that will last a lifetime!

HeartWood hardwood flooring carries the following guarantees and warranties in residential applications:

- HeartWood Floors are **guaranteed** against faulty materials or manufacturing defects for a period of 20 years from the date of installation.
- HeartWood **guarantees** against premature wear, from normal domestic use, for 20 years from the date of installation.
- HeartWood Floors are **guaranteed** to have sufficient strength and durability to sustain normal domestic loads and traffic for 20 years from the date of installation.
- HeartWood Floors are **guaranteed** as being highly stable and able to withstand the effects of normal fluctuations in domestic, atmospheric temperature and humidity.
- It is **guaranteed** that HeartWood's Floor will comply with its technical specification at the date of delivery.
- It is **guaranteed** that HeartWood's manufacturing produces no toxic by-products or gases.
- It is **guaranteed** that HeartWood's Floors are not knowingly manufactured from timber procured from anywhere other than properly managed, sustainable sources.

In the unlikely event that your HeartWood flooring proves to be defective in materials, manufacturing, premature wear, durability or stability, such defects that existed at the date of delivery, or that arose during the period of the guarantee shall be rectified **free of charge**. Such rectification shall be made by repairing the original floor or by the supply of new flooring to the same equivalent specification as the original at the manufacturer's discretion.

## Terms & Conditions Of Guarantee

These guarantees and warranties are given subject to the following conditions:

- Installation of the floor must have been carried out strictly in accordance with the manufacturer's instructions, using only adhesives and accessories as recommended by the manufacturer. Copies of the installation instructions are available on request.
- The floor shall have been maintained strictly in accordance with the manufacturer's instructions. (See overleaf)
- This guarantee does not apply to the wear ability of the surface lacquer or oil, the durability of which will depend on factors beyond the control or knowledge of the manufacturer.
- Damage arising from incorrect or infrequent maintenance, misuse or careless handling, incorrect cleaning agents, cuts and scratches caused by sharp objects and tools such as screwdrivers and surface damage from furniture movement, high heels, pet's claws etc. are not covered by this guarantee.
- Protective pads and mats must be placed beneath all furniture feet and wheels.
- The floor must be protected from exterior dirt and moisture by the use of a substantial, proprietary barrier mat.
- HeartWood's floor should not be installed in wet areas such as bathrooms or laundries. Installation in such rooms shall make this guarantee null and void.
- Surface defects, which are visible prior to fitting, must be notified under the terms of this guarantee prior to completion of the installation. Claims in respect of such defects will not be accepted after completion of the installation.
- Damages arising as a result of other building defects, particularly in the sub-floor, walls, heating and ventilation systems and extraordinary atmospheric conditions are not covered by this guarantee.
- In the event of the flooring proving defective liability under this guarantee shall be limited to the value of the original materials supplied. This guarantee does not cover the cost of intervention in any other part of the building in which the floor has been installed.
- All claims made under this guarantee must be made within thirty days of the defect becoming apparent. It is the responsibility of the claimant to ensure that no further damage is permitted to occur to the floor after notification of the defect and before rectification. Failure to protect the original floor from further damage or deterioration may nullify any claim arising under this guarantee.
- Claims under this guarantee must be made in writing, giving a detailed description of the defect. This claim should be sent to your floor-dealer with this Guarantee Certificate and proof of purchase.
- This guarantee is not transferable and is extended only to the original end-user customer and to the original installation.
- No agreement to repair or replace shall in any event act to extend the period of coverage of the original guarantee.
- Normal atmospheric conditions are deemed to be Relative Humidity of between 30-60% at 18-22°C.
- The moisture content of the walls and sub-floor must not exceed 8%.
- The manufacturer reserves the right to alter and improve the product without notice.

**THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS**

## Owner Registration Card

Please complete fully this guarantee registration card and return it to the address shown on the reverse.

### Purchase Information:

Retailer/Installer Details

Name: .....

Address: .....

Postcode: .....

Date of Purchase: .....

Customer Details

Name: .....

Address: .....

Postcode: .....

### Installation Details:

1. Who Installed the floor?

Owner

Retailer/Dealer

Other (please specify) .....

2. Which product have you had installed?

HeartWood Product Code:

Size of Floor:

Square Metres:

In which room is the floor installed?

Hall/Foyer  Living Rm  Dining Rm  Study

Conservatory  Kitchen  Playroom  Bedroom

What kind of floor did you have in this room before?

Parquet  Carpet  Vinyl  Cork

Linoleum  Stone

Other (please specify) .....

Signature: ..... Date: .....