

MAINTENANCE & REPAIR

OF HARDWAX OILED AND LACQUERED WOOD FLOORS

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Dedicated to providing our clients with superior level hardwood flooring, Novus Wood takes pride in delivering high-quality products and services. Nevertheless, like most floors, our hardwood flooring must be well maintained in order to achieve longevity. Made from a natural hardwood and finished with natural oils, Novus Wood floors are super simple to care for and safe for prolonged and vigorous use.

NOTE: Inappropriate maintenance of wood floors can result in a damaged product and voided warranty.

1. GENERAL INFORMATION

Natural Colour Change/Fading: As a natural product with natural oil finish, Novus Wood wooden floors are subject to slight colour change/fading when exposed to intense sunlight. To protect your floor from excessive sunlight, use drapes. Occasionally move rugs and furniture to make sure that the colour of the floor remains even as it gradually ages.

Joints: A natural plank floor system expands and contracts in response to fluctuations in temperature and humidity.

By controlling the environment and maintaining an adequate temperature and relative humidity, you will decrease the visible effects of the seasonal contraction and expansion of your floor. Optimum recommended temperature is +18°C – +25°C and relative humidity is 40% - 60%. Maintain adequate humidity levels in the room. Use a humidifier or dehumidifier, if necessary.

Heating systems: Ideally suited to both, under-floor and regular radiant heating systems, a surface temperature of 29°C must not be exceeded. The maximum daily temperature increase is 5°C per day. The use of temperature indicators is absolutely vital.

ATTENTION: By placing items that require a lot of floor space (e.g. larger furniture, low Futon beds, heavy carpets) over a heated floor surface, one risks trapping the heat, which invariably results in overheating! Screeds need to be dried out according to their standard before installing the floor.

2. CLEANING & MAINTENANCE

The cleaning and maintenance frequency depends on user intensity. For lasting radiance and a beautiful floor we recommend the following schedule regarding the cleaning and maintenance of Novus Wood wood floor:

REGULAR CLEANING

Daily / weekly

Vacuuming, sweeping, dusting

Weekly / monthly

Mopping with floor cleaner for hardwax oiled floors

Mopping with neutral floor soap (maximum pH8) or any other suitable water-based cleaner for lacquered floors

PERIODIC MAINTENANCE

1-2 times a year for normal use areas and 3-4 times a year for intensive use areas

Treatment with maintenance oil for hardwax oiled floors or with periodic cleaner for lacquered floors

NOTE: Consult your Novus Wood sales representative on our recommended cleaning and maintenance products.



3. PREVENTIVE MAINTENANCE

1. To prevent wear, dirt penetration, and potential damages, cover the floor with hardboard, paper or cardboard after installation as well as to prevent potential damages during construction.
2. Never use tape (except a blue tape for a glue down/floating installation) or other adhesive products on the floors surface.
3. To reduce the chances of scratches, thoroughly vacuum the floor areas with a soft bristle brush or use a broom to sweep the surface.
4. Attach proper floor protectors on all moveable furniture (including chairs, tables, sofas, etc.) that sit directly on the floor.
5. Caster wheeled chairs should have wide casters and a protective mat should be used under office chairs.
6. To minimize excessive wear, keep pet nails trimmed and fit led.
7. Avoid putting porous pots and drinking bowls for pets directly on the floor.
8. Lift rather than push to move heavy furniture.
9. To prevent sand, dirt, and other unwanted substances from being tracking onto your flooring, place high-quality floor mats and area rugs near outside entrances. Moreover, by placing a throw rug with a soft or felt backing in front of the sink to catch spills, you will prevent potential damages caused by water and other liquids.
10. Avoid non-ventilated mats or rugs such as ones that are rubber backed.
11. Immediately wipe up spills and spots with a damp cloth.
12. Never use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.
13. To avoid swelling and discolouration, excessive moisture should be avoided (wet shoes, umbrellas left on floor etc.).
14. When caring for or cleaning your floor, always use a damp/well wrung out mop.
15. Always use two buckets – one for the care product & the other for clean water (change when dirty) to rinse the mop. Never pour out the soapy water on the floor!

4. REPAIR & RENOVATION

Hardwax oiled floors

Although hardwood flooring with hardwax oil finish is unique due to its high repairability, floor wear is unavoidable and is a natural process over a time. We recommend re-oiling the wood floor once the protective oiled layer is worn out every 3 to 5 years or any sooner in case unmovable stains with regular/periodic maintenance products are in visible areas. This process helps to conceal current scratches, stains, gives a new protective layer to the wood floor and restores its original look.

Repairing deep scratches

1. Remove any contaminants, small dirt, and dust particles from the scratched area.
2. Some products may be repaired using a sand paper and appropriate oil to remove light and small scratches.
3. Deep scratches may be filled with a wood filler in a matching colour.
4. In case of severe damages, certain planks may be replaced with a new ones.

Lacquered floors

Hardwood flooring with lacquer finish is more durable and has a slightly better wear resistance compared to hardwax oiled flooring. However, it is much harder if impossible to repair flooring with such finishing.

Partial renovation

It is recommended to replace damaged or worn-out individual planks or planks converting small area to new ones.

Full renovation

If the floor is worn-out and cannot be repaired, or needs renovation for some other reason, it can be machine-sanded to bare wood and treated again with lacquer or natural oil to give a new surface.

NOTE: Consult your Novus Wood sales representative for more details.