



heatwood®

These are general guideline and do not include or preclude all job site conditions. General floor laying knowledge and common sense should be applied to the installation of the HeatWood Floor. HeatWood Flooring is not responsible for site conditions or the manner to which the product is installed. Additionally, refer to the HeatWood Warranty for further clarification.

1. Conduct a visual inspection for signs of moisture possibly resulting from issues such as, but not limited to, pipe leaks, window seal leaks, bathroom/laundry overflow problems, ceilings leaks or rising damp. Any signs of water or moisture ingress must be remedied prior to installation.
2. The subfloor must be dry and free of contaminants including but not limited to oil, paint, grease, dust, metal shavings, saw dust.
3. The subfloor is to be fully scraped with a wide blade scraper to remove all cement render spoil, plaster residues and mortar excess.
4. The subfloor must be tested for flatness. Deformations to the surface greater than 3mm over 3m are to be filled and a leveling compound used following manufacturers recommendations. Elevated deviations greater than 3mm over 3m should be ground smooth to conform to the aforementioned specification for flatness.
5. HeatWood does not need any acclimation time, therefore the product comes right out of the box and is ready to install.
6. Plan the location and type of any trims to be installed, as some trims are easier to install prior to installing the flooring.
7. Plan the direction you intend installing the floor. Set out the first run of floorboards using chalk/string lines. It is recommended you lay the boards parallel to the longest wall in the room.
8. Apply the HeatWood One-Step adhesive using the manufacturers recommended notch trowel, while trying not to work too far ahead. In order for directstick systems to perform at their optimum levels it is a requirement that at least 85% of the floor area be covered by adhesive (see technical sheet for details).
9. It is very important that there is a spacing of >5mm from any wall, object or obstruction that could impede the expansion of the wood flooring due to moisture / humidity. If the environment is prone to high humidity or the environment is a new construction and there is excessive evaporation or condensation. Installers must allow a greater expansion to the perimeter. When installing in a large (8+ meters) room, an additional expansion joint should be installed (>3mm) between the long sides of the boards. This includes doorways that connect to additional rooms.

10. Lay out the flooring over the applied adhesive firmly using the tongue and groove together in a random pattern, while keeping the short joints no closer than 200mm apart. Apply even pressure to the boards to guarantee full contact between the adhesive and the base of the board. Use a low tack masking tape (blue painters tape) on all end joints to ensure the boards don't move from the installed position. Remove the tape after 2hrs. Do not leave tape on flooring for longer than 2 hrs.
11. Use the standard power tools, such as a drop saw and table saw with regular timber cutting blades. It is recommended to use a vacuum attachment on all power tools to extract and reduce dust.
12. HeatWood is easily cleaned and remnants from the base should be vacuumed and this can be followed by wiping with a damp cloth. Glue residue on surface can be removed with a citrus wipe or denatured alcohol.
13. Upon completion, care should be taken to protect the timber flooring from damage during the final stages of construction. Installation of the HeatWood flooring system should be completed at the final stage of the project, to minimize any damage to the floor surface. The use of protective sheeting such as foam underlay and MDF (Medium density fiberboard) to cover high traffic areas is appropriate where required. Care should be taken when installing the protective sheets so no grit or obstructions get trapped below. Do not directly tape protective material to the floor. As long-term tape application will remove or effect the top coating.

#### SAFE WORK PRACTICES

---

Wood dust may cause irritation and repeated inhalation may damage health. Machinery or power tools may generate sufficient noise to damage hearing. The following work practices should be employed when working with HeatWood Flooring. Work areas must be clean. Sawing, sanding and routing equipment should be fitted with dust extractors. Dust levels should be below standards set by Work Safety Australia for dust. When machining timber, respiratory protection, gloves, clothing, hearing and eye protection should be worn. After handling timber, wash skin thoroughly with mild soap. Regularly launder clothing. Dispose of waste material responsibly.

Disclaimer: The information presented herein is based on data considered to be accurate as of the date of preparation of this Safety Data Sheet. However, no warranty or representation, express or implied, is made as to the accuracy or completeness of the foregoing data and safety information, nor is any authorization given or implied to practice any patented invention without a license. In addition, no responsibility can be assumed by the vendor for any damage or injury resulting from abnormal use, from any failure to adhere to recommended practices, or from any hazards inherent in the nature of the product. Immediately contact HeatWood flooring



# heatwood®

## Care and Maintenance Guide

Wood floors are long-term investments and with a small amount of care and maintenance optimum performance is ensured. The following care and maintenance hints will assist in keeping your Heatwood flooring looking its best.

### TREAT YOUR FLOOR LIKE YOU WOULD YOUR TIMBER FURNITURE

#### CLEANING

---

- Heatwood flooring will look better for longer if it is kept as clean as possible. To remove surface dirt and grit, regularly vacuum, with a soft bristle head, or sweep with an electrostatic mop.
- Keep door mats clean, as loose rocks and abrasive items will scratch and gouge the floor
- For stubborn dirt, Use a damp-mop or towelling floor pad. The use of a pH neutral floor cleaner can help remove stubborn dirt.
- Never clean a floor with common household detergents, polishes, steel wool pads, wax or similar products. These products can be too abrasive and scratch the surface, or may make a floor dangerously slippery. Some products may leave a film of silicon or wax on the timber, which may hamper recoating of your floor in the future. Never use any type of petroleum or solvent based product they will degrade the coating and irreversibly dull the floor.
- Wipe up spills and leaks promptly with a dry cloth or dry paper towel. For sticky substances, moisten the cloth slightly.
- It is important to ensure that mops and cloths are well wrung so that as little water solution as possible wets the floor.
- Steam mops are not recommended for cleaning wood floors. The heat from the steam mop could cause damage to the coating on the floor.

#### DO NOT

---

- Leave standing water on the floor. This will cause darkening of the timber and may atler the integrity and structure of the floor. This is not a waterproof product.
- Use industrial cleaning machines on the floor.
- Use excessive mopping of the floor.
- Continue to use the same method of cleaning if noticeable signs of affect are visible on the floor.

#### MAINTENANCE

---

- Dirt and grit can lead to excess wear and scratching to the coating of Heatwood Flooring. Use dirt trapping mats at all exterior doors to minimise dirt, sand and grit that might be brought inside. Small rugs and hall runners are also helpful for collecting the dirt that can scratch the floor. Regularly sweep high traffic areas with an electrostatic mop.
- Fit protective pads to furniture legs to reduce risk of scuffing the floor when moved. To protect the floor surface use protective mats for movable furniture.
- All timber floors will fade, darken or change shades over time. Exposure to sunlight will increase this process. Rotate rugs periodically and protect the floor from direct sunlight with curtains or blinds.
- High heel shoes can dent a hard floor surface. Special care should be taken to remove shoes that have exposed heels with sharp points to avoid potential damage to a timber floor.
- Pets with long nails or claws can scratch and dull the floor finish, make sure pets nails or claws are trimmed regularly and kept blunt.
- Heatwood flooring can be refinished if it becomes worn. The use of a flooring professional proficient in sanding and finishing to complete this work is recommended.

#### RE-COATING

---

It is advisable to apply a maintenance coat before the surface has been excessively worn. This will save the need for expensive re-sanding. Just when this maintenance coat will be required is again entirely a factor of wear and tear. Obviously the greater the traffic the sooner you will require a re-coat.

Board replacement is also advised if small areas require fixing.

*\* This is a guide and does not include all scenarios. We ask that general common sense be used to take care and maintenance of your Heatwood Flooring.*



# heatwood®

## Technical Data Summary

TEST METHOD	DESCRIPTION	RESULTS DESCRIPTION
ASTM D3359	Cross Hatch Adhesion	5B (No Loss of Adhesion)
ASTM 4060	Taber Abrasion (S33)	≥550 (IP)
ASTM D3363	Pencil Hardness	≥3H
ASTM D2394	Coefficient of Friction	≥0.50
AS 4964-2004	Asbestos Content	None Detected
AS 4586-2004	Slip Resistance	32 (BPN)
EN 438.2.15	Stain Resistance Rating	5 (No Effect)
EN 438-2.25	Scratch Resistance	Grade 3 (≥2N)
EN 438-2.20	Impact Resistance	≥5N
EN 717	Formaldehyde Content	Certified E1
C1.10A	Fire Rating Approved	Approved
	Cycled Environments on Wood	

TEST METHOD	DESCRIPTION							RESULTS DESCRIPTION
ASTM D3459	Pre-acclimation							See Below
	Pre acclimation	1 Cycle Humid	1 Cycle Dry	2Cycles Humid	2 Cycles Dry	3 Cycles Humid	3 Cycles Dry	
Length (inches)	11.977	12.038	12.002	12.029	12.006	12.015	12.004	
Width (inches)	4.933	4.939	4.917	4.936	4.921	4.948	4.931	

TEST METHOD	DESCRIPTION		RESULTS DESCRIPTION
ASTM D2394	Falling Ball Indentation Test		See Below
	Drop (inches)		Depth (inches)
	12 inches		.006 inch
	24 inches		.009 inch
	36 inches		.013 inch
	48 inches		.015 inch
	60 inches		.016 inch
	72 inches		.018 inch

Note: No fracture of surface or interior material observed.



TEST REPORT

DATE: 08-20-2015

TEST NUMBER: 0221843

CLIENT	Finish Systems International, LLC
--------	-----------------------------------

TEST METHOD CONDUCTED	HPVA 4.2 Bond Line Test
-----------------------	-------------------------



DESCRIPTION OF TEST SAMPLE	
IDENTIFICATION	Hardwood SE, 3mm Wood Veneer Wood/Stone Composite Flooring

GENERAL PRINCIPLE

The submitted flooring sample was subjected to the Bond Line Test as listed in HPVA section 4.2. The samples were prepared and immersed in water for 4 hours followed by oven drying at 122° F for 19 hours. This cycle was completed 3 times with the samples being examined for delamination after each cycle.

TEST RESULTS

Sample #1

RESULT	None of the test specimens exhibited delamination. The material as submitted passes the Bond Line Test as described in HPVA 4.2.
--------	--

APPROVED BY: Gary Ashbury

This report is provided for the exclusive use of the client to whom it is addressed. It may be used in its entirety to gain product acceptance from duly constituted authorities. This report applies only to those samples tested and is not necessarily indicative of apparently identical or similar products. This report, or the name of Professional Testing Laboratory, Inc., shall not be used under any circumstance in advertising to the general public.







TEST REPORT

DATE: 08-20-2015

TEST NUMBER: 0221843

CLIENT	Finish Systems International, LLC
--------	-----------------------------------

TEST METHOD CONDUCTED	HPVA 4.2 Bond Line Test
-----------------------	-------------------------



DESCRIPTION OF TEST SAMPLE	
IDENTIFICATION	Hardwood SE, 3mm Wood Veneer Wood/Stone Composite Flooring

GENERAL PRINCIPLE

The submitted flooring sample was subjected to the Bond Line Test as listed in HPVA section 4.2. The samples were prepared and immersed in water for 4 hours followed by oven drying at 122° F for 19 hours. This cycle was completed 3 times with the samples being examined for delamination after each cycle.

TEST RESULTS

Sample #4

RESULT	None of the test specimens exhibited delamination. The material as submitted passes the Bond Line Test as described in HPVA 4.2.
--------	--

APPROVED BY: Gary Ashbury

This report is provided for the exclusive use of the client to whom it is addressed. It may be used in its entirety to gain product acceptance from duly constituted authorities. This report applies only to those samples tested and is not necessarily indicative of apparently identical or similar products. This report, or the name of Professional Testing Laboratory, Inc., shall not be used under any circumstance in advertising to the general public.



## HeatWood Flooring Product Warranty

This product warranty document acknowledges certain rights that a purchaser of HeatWood Products and also details the additional express warranties in respect of the HeatWood Flooring offered by SmartWood USA,

This product warranty document applies to following products of HeatWood (HeatWood Products): HeatWood Flooring installed with HeatWood Flooring adhesive only.

### 1. DEFINITIONS

---

In this product warranty document:

- (a) PDH Goods means any goods which, for the purposes of section 3 (1) are goods of a kind ordinarily acquired for personal, domestic or household use or consumption;
- (b) Non PDH Goods means any goods which are not PDH Goods; and
- (c) Purchaser means a person who purchases any HeatWood Products.

### 2. CONSUMER GUARANTEES

---

2.1 HeatWood acknowledges that if the HeatWood Products purchased or otherwise acquired by a Purchaser are:

- (a) PDH Goods; or
- (b) Non PDH Goods, the purchase price for which is less than the amount specified in or prescribed under section 3; then, subject to the provisions of local Consumer Laws (including, without limitation, section 3 (2)), a number of guarantees will apply in respect of those HeatWood Products including guarantees regarding:
  - (a) title to the HeatWood Products passing to the Purchaser;
  - (b) the Purchaser having undisturbed possession of the HeatWood Products;
  - (c) the HeatWood Products being free from undisclosed encumbrances;
  - (d) the HeatWood Products being fit for any disclosed purpose or any purpose for which the supplier represents they are fit;
  - (e) the HeatWood Products matching their description or corresponding as close to as possible, any sample or demonstration model while remember wood is a natural product with many normal variations.
  - (f) express warranties in respect of the HeatWood Products made by the supplier being complied with.

2.2 Our goods come with guarantees that cannot be excluded under local state consumer law. A purchaser is entitled to a replacement or refund for a failure of that area that has failed only and compensation for any reasonable and customary labor associated with the direct replacement of the failed area only. Under HeatWood limited warranty (HeatWood) will not be responsible for any expenses associated with moving any furniture, appliances or relevant fixtures and/or woodwork installed on top of HeatWood Flooring.

### 3. EXPRESS WARRANTY

---

In addition to any rights or remedies offered to a Purchaser in respect of the HeatWood Products, HeatWood also offers the following express warranties to a Purchaser in respect of the HeatWood Products (subject to paragraph 4):

- (a) The commercial and residential Diamond-Tech specific pre-finished coating available on certain specific HeatWood Products must be clearly indicated on your HeatWood Receipt at the time of purchase. HeatWood Diamond-Tech finish will not wear through below the clear finish under normal traffic and other loads for a period of:
  - (i) 10 years from the date of delivery to the original Purchaser in the case where the HeatWood Flooring is installed; and
  - (b) the flooring boards for any properly installed HeatWood Product will remain intact for a period of 10 years from the date the HeatWood Products are delivered to the original Purchaser.
- (c) All other HeatWood Flooring not specifically indicated with DiamondTech finish will be considered having a 5 year commercial finish warranty unless clearly indicated on the original purchasers receipt.

The benefits given to a Purchaser above under the express warranty in section (a),(i) of paragraph 3 are only applicable where more than 5% of the room is affected. Floor wearing thru the top finish appearing in less than 5% of the affected room will be considered excess traffic wear and thus considered "normal." In the case of normal wear the purchaser solely assumes the responsibility to change the affected boards.

### 4. CIRCUMSTANCES WHERE EXPRESS WARRANTY DO NOT APPLY:

---

4.1 The express warranty does not apply to the following issues with respect to the HeatWood Products:

- (a) Any sign of damage due to excessive water including but not limited to splitting, cracking, discolouration or delimitation.
- (b) Slight surface cracks that may occur as the timber absorbs or releases moisture. This is a natural transformation of the timber during its life and is not considered a defect
- (c) exposure to objects that scratch the finish causing excess wear and tear like rocks, sand, high heels and other abrasive materials
- (d) exposure to moisture where the ends of the lumber begin to darken and discolor
- (e) excessive exposure to low or high humidity outside the acceptable indoor relative humidity range which is between 35% indoor relative humidity to 65% indoor relative humidity
- (f) wood flooring that is not installed in a climate controlled environment

(g) HeatWood flooring that is installed in wet areas or external area. (h) seasonal dimensional changes, as timber is a natural product and may experience slight dimensional changes immediately after installation and during normal environmental changes; or



## HeatWood Flooring Product Warranty

- (i) changes in appearance of the HeatWood Products or any part or component of the HeatWood Products, including by fading or discoloration, due to exposure to direct or indirect light, moisture or excessive water. This is due to the fact that the HeatWood Products are made of natural timber which reacts to direct and indirect light and different atmospheric conditions and, therefore, a change in appearance is a natural occurrence in timber products and not a defect.
- 4.2 Without limiting paragraph 4.1, the express warranty in paragraph 3 will not apply to defects or other issues with the HeatWood Products when:
- 4.3 HeatWood Flooring is installed with any appearance defects. It is understood that all wood flooring has some defects, as they are natural and sometimes inherent in the product. In the case where defects are obvious or not, it is 100% the responsibility of the installer to look over each piece to ensure the individual boards are acceptable prior to setting in HeatWood adhesive. If HeatWood Flooring is installed and later found to be not acceptable due to defects in appearance, which includes but not limited to lipping, chips, damaged corners, cracks, lack of stain in areas or any other obvious defects it is 100% the responsibility of the installer to see these and not set in adhesive.
- 4.4 HeatWood Flooring requires a full spread glue method of HeatWood adhesive only and therefore requires proper application in accordance with your local flooring association for "spreading glue under wood flooring." Please take care as any hollow sounds are clearly lack of full glue spread contact but may or may not be considered acceptable depending on your local association's requirements. It is understood that less than 100% coverage under the board does not necessarily mean the board is applied improperly but regardless is the installer's sole responsibility.
- 4.5 HeatWood's warranty excludes the following:
- (a) tampering or repair work carried out by persons other than repairers authorized by HeatWood;
  - (b) damage to the HeatWood Products caused during shipping or in transit;
  - (c) alterations or modifications made to the HeatWood Products;
  - (d) the HeatWood Products being maintained other than in accordance with HeatWood's recommended care and maintenance procedures;
  - (e) the HeatWood Products being installed other than in accordance with HeatWood's recommended installation procedures;
  - (f) indentations or damage to the HeatWood Products caused by any heavy or sharp objects;
  - (g) misuse or abuse of the HeatWood Products;
  - (h) failure to follow any instructions or procedures in relation to the installation, maintenance, use or protection of the HeatWood Products as recommended by HeatWood at the relevant time of such installation, maintenance, use or protection, including as recommended in any publication or document issued by HeatWood in relation to the HeatWood Products;

- (i) any circumstances beyond the reasonable control of HeatWood;
- (j) exposure of the HeatWood Products to excessive heat, dryness or moisture in the form of excess water saturation; excess water saturation can be specifically characterized by standing water causing the ends of the boards to blacken or darken in appearance or slight linear cracks in the ends of each board or delamination.
- (k) scratches to the surface of the HeatWood Products;
- (l) the use of solvents or improper cleaning compounds on the HeatWood Products;
- (m) subfloor flatness is recommended at a plus or minus of 3mm over 3 meters radius or 1/4 of an inch over 10 foot radius. Adhesive must have full coverage on subfloor and no less than 75% coverage on the underside any one board.
- (n) normal 'wear and tear' of the HeatWood Products; or
- (o) defects in the sub-floor onto which the HeatWood Products are laid.  
The "Green House effect," caused by lack of circulation and proper air conditioning in new construction. Proper ventilation and air flow is required as the moisture from new construction products flows from higher concentration in those materials to lower concentration in the kiln dried veneer causing a slight doming effect in the flooring.
- (p) Lack of a climate controlled environment at any time while HeatWood is installed.

### 5. EXPRESS WARRANTY CLAIM PROCEDURE

- 5.1 To make a claim under the express warranty, the Purchaser should download a copy of the express warranty claim form [www.HeatWoodflooring.com](http://www.HeatWoodflooring.com) and send the completed Express Warranty Claim Form:
- (a) by email to [mail@HeatWoodflooring.com](mailto:mail@HeatWoodflooring.com); or
  - (b) by post (at the Purchaser's expense) to HeatWood USA's business address at 200 Lexington Avenue, Suite 1316, New York, NY 10016 USA during the relevant warranty period as specified and must be accompanied with a proper on site indoor relative humidity reading by an approved humidity meter at the time of the incident performed by a HeatWood Flooring representative. It is most often that potential warranty claims occur from excess indoor relative humidity or improper moisture below or above the floor and therefore any claim must include a relevant and proper moisture test.
- 5.2 If the HeatWood Products to which the express warranty claim relates have been installed, the Purchaser must provide HeatWood with access to the installation site at times nominated by HeatWood (acting reasonably) to enable HeatWood to inspect the installed HeatWood Products and the installation site.



## HeatWood Flooring Product Warranty

6.3 If a claim in respect of the HeatWood Products is made under the express warranty in paragraph 3 and the HeatWood Products are Non PDH Goods, the liability of HeatWood

for any breach of the express warranty or Consumer Guarantees will be limited, at the option of HeatWood, to:

- (a) the replacement of the HeatWood Products or the supply of equivalent goods;
- (b) the repair of the HeatWood Products;
- (c) the payment of the cost of replacing the HeatWood Products or of acquiring equivalent goods; or
- (d) the payment of the cost of having the HeatWood Products repaired.

### 7. ONLY WARRANTY-NON PDH GOODS

---

If the HeatWood Products are Non PDH Goods, the purchase price for which is more than the amount specified in or prescribed then the express warranty specified in paragraph 3 is the only warranty or guarantee offered by HeatWood in respect of the HeatWood Products and all other warranties or guarantees (whether express or implied) are excluded.

### 8. GENERAL

---

8.1 The rights of a Purchaser under the express warranty in paragraph 3 are personal to the Purchaser and cannot be transferred or assigned.