

♥  
HEALTHY  
⌚  
LONG-LASTING  
🔌  
SUITABLE FOR ALL FLOOR  
HEATING SYSTEMS!  
👁️  
MODERN

# THE FEELWOOD CARE GUIDE

THIS IS THE RIGHT WAY  
TO CARE!



# THE FOREWORD

Wood is the building material that has accompanied mankind since the beginning of time. Both outdoors and indoors, it shows its unique strengths through its natural properties and can be permanently beautiful with the right planning, treatment and maintenance. Indoors, the living material wood also ensures a healthy room climate in particular. On the floor as well as on the walls and ceiling, it regulates the air humidity, filters the air in the room and provides a feeling of warmth through its pleasant feel.

The natural FEELWOOD solid wood flooring combines all these positive qualities and, in their many surface variations, are a beautiful design element for every interior design and furnishing style. To preserve this beauty for a long time, is required regular care. In this care guide we show you that this care can be done with simple methods and little effort. With a few basic rules, regularity and love for wood, you can turn your FEELWOOD solid wood flooring into a reliable "friend for life"!

**Christian Loidl**

Executive management







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# OUR HINTS



Correct and regular care guarantees that your FEEL WOOD solid wood flooring will give you years of enjoyment and well-being and will keep its value for decades.

**This includes:**

- careful use of water during wet cleaning.
- quickly remove damp dirt such as shoe prints and liquids so that they cannot penetrate the wood.
- regular cleaning with our care products.
- avoid using products that stress the wood surface (no microfibre towels, use only soft brushes for vacuuming to avoid scratching the wood surface, do not use aggressive household or industrial cleaners).
- pay careful attention to our care guide and it will help you to keep your FEEL WOOD solid wood flooring beautiful and liveable for decades.
- dirt-stop mats in entrance areas.
- fitting felt glides under objects that need to be moved, e.g., under the legs of chairs, side tables, etc.
- adherence to the recommended room climate for FEEL WOOD solid wood flooring, ideally with a relative humidity between 45 % and 65 %.
- inform the users of the rooms and any cleaning companies about how to handle FEEL WOOD solid wood flooring with care.
- in case of doubt, consult the dealer or craftsman from whom you purchased your FEEL WOOD solid wood flooring.

# RECOMMENDED INITIAL CARE



## Raw / Untreated surfaces

FEEL WOOD solid wood flooring is available from the factory with a raw surface: either with a finely sanded surface (150 grain) prepared for surface application on site according to your wishes, or with a brushed or bandsaw cut surface for surface application on site according to your wishes. In any case, we recommend applying a protective surface on the object side, as the raw wood is open-pored and can therefore easily absorb damp dirt and liquids of any kind. However, if an untreated wood surface is absolutely desired in rooms with little use (e.g. bedrooms), the floor should be cleaned thoroughly and dry immediately after installation. Avoid any application of liquids, as the wood surface is very unprotected and staining is almost unavoidable. We recommend treating the floor with wood floor soap.



## Natural oiled surfaces

FEEL WOOD solid wood flooring is available from the factory with a natural oil finish applied 2 times in a variety of styles. These natural oil surfaces can be produced in the factory on fine-sanded as well as on brushed and bandsaw cut surfaces. Applying natural oil twice is already equivalent to a FEEL WOOD solid wood flooring ready for living. Nevertheless, we recommend initial care with FEEL WOOD maintenance oil after installation. The rooms are still available in their full free area for simple maintenance oil application. Any light soiling and dust are removed immediately and permanently, the solid

wood flooring is additionally refreshed and receives even stronger protection against soiling. If necessary, the floor can be covered with a breathable protective fleece after the initial care, once it has dried. The maintenance oil should dry for at least 12 hours, better up to 24 hours, after max. 24 hours the floor can be walked on gently. During the first 14 days, no liquids should be applied to the floor, if necessary gentle dry cleaning with a sweeper or battery broom. After that, the maintenance treatment with FEEL WOOD wood floor soap can be started. We recommend wiping the FEEL WOOD solid wood floorboards with warm water and wood floor soap every week for a period of three weeks. After that, it is sufficient to mop the floor with warm water and wood floor soap about once a month in case of normal use. In addition to its cleaning effect, the wood floor soap also has a regreasing and thus very good protective character for the wooden surface of the FEEL WOOD solid wood flooring.



## Lacquered surfaces

FEEL WOOD solid wood flooring is factory-finished with a water-soluble and environmentally friendly UV-cured lacquer, which is applied in 6 layers. The lacquered surface of FEEL WOOD is particularly resistant, dirt-repellent and easy to maintain. The FEEL WOOD lacquered surface has been tested in accordance with DIN EN13696 and is suitable for use in buildings. This high-quality surface impresses with its silky sheen as well as its elegant appearance. These lacquer surfaces can be produced in the factory on finely sanded as well as brushed and bandsawn surfaces. FEEL WOOD solid wood flooring with a lacquered surface can be used immediately after installation and does not require any initial maintenance. Any dirt from the installation must be removed immediately, see also our instructions for ongoing cleaning and maintenance. If necessary, the floor can be covered with a protective fleece until all other work on the construction site has been completed.

# IMPORTANT CARE

To ensure that your solid wood floor remains undamaged and retains its noble appearance, we recommend the following when cleaning your floor:



1

## SWEEPING THE PARQUET

It is best to clean parquet floors daily with a mop or a battery-operated vacuum cleaner. In this way, dirt and dust can be gently removed from the floor surface and more severe contamination or damage can be prevented.



2

## MOPPING PARQUET

It is best to damp-clean parquet floors weekly with a floor mop or spray mop. However, the mop cover should only be damp and never too wet. Excessive moisture by mopping can damage the wooden floor.



3

## DRYING PARQUET

After wet cleaning, the damp parquet floor must dry completely. It usually takes about 30 minutes for all wet spots to dry. During this time, the surface should not be walked on to avoid leaving unsightly marks.



4

## AFTERCARE OF PARQUET

Parquet floors should be refinished after cleaning, depending on the amount of wear and tear. The protective layer of the floor surface is refreshed so that protection and shine are maintained.

## NATURAL OILED SURFACES

Depending on the wear and tear, a natural oiled solid wood floor in the living area should be thoroughly maintained at least once a year in addition to regular cleaning. This maintenance interval should be shortened for heavily used surfaces in the public sector.

### YOU WILL NEED:

- 2 plastic buckets
- Mop made of natural fibres
- Pad holder and polishing pad
- Wood floor soap natural or white

For regular damp maintenance, mix wood floor soap (approx. 1 dl) with 5 l of warm water in a plastic bucket. Wipe the floorboards lengthwise with the soap solution. Rinse the mop in clear water before dipping it into the soap solution again. Replace the clear water depending on how dirty it is. Make sure that no water remains on the wooden floor after mopping.

Normal stains can be removed first with a mixture of wood floor soap and warm water (mixing ratio approx. 2 dl to 5 l) and a towel. In case of heavy soiling or floors with signs of wear, first remove old soap layers with intensive cleaner (mixing ratio approx. 1 dl to 5 l) and a polishing pad. After cleaning, always treat with wood floor soap.





### **LACQUERED SURFACES**

The lacquered surface of FEEL WOOD is particularly resistant, dirt-repellent and easy to maintain. It consists of 6 layers, is tested in accordance with DIN 13696 and is suitable for use in buildings. This high-quality surface impresses with its silky sheen as well as its elegant appearance.

#### **TIPS:**

Large and small dirt stop mats in front of the heavily used entrance area prevent dirt and moisture from wearing off the surface. This is an important measure, especially for colour-treated floors, to prevent tread marks and footprints. Chairs, tables, clothes racks, etc. should be provided with sliding pads. (Felt or Teflon glides). This will prevent your floor surface from being scratched. This will prevent your floor surface from being scratched. In principle, standard household care products or those available in specialist shops can be used for lacquered floors. In order to be able to judge the result well, cleaning or care tests should be carried out on heavily soiled surfaces in inconspicuous places. Do not use strong alkaline cleaners or acids, they can

irreversibly discolour the wood. We cannot accept any liability for careless or improper use.

### **REGULAR CLEANING**

If possible, the floor should be cleaned dry with a powerful vacuum cleaner. If adhering dirt cannot be removed with dry cleaning, the floor must be damp mopped.

#### **ATTENTION:**

Avoid using too much water during routine cleaning, as this could cause the floor to swell too much in the joint area!

# REGULAR REFRESHING



In case of heavy use, we recommend treating the floor with FEEL WOOD Care Oil natural or noblematt to care for and refresh the floor. Please only use care oil noble matt for white or noble matt oiled floors.

## YOU WILL NEED:

- Mop
- Pad holder and polishing pad (use a single-disc machine)
- Wood floor soap
- Natural or noble matt maintenance oil

## DRY CLEANING

First carry out dry cleaning with a powerful vacuum cleaner. In the case of soiling, which can occur during installation or in the vicinity of a construction site, wet cleaning is also recommended.

**WET CLEANING** with a mixture of FEEL WOOD natural wood floor soap and water. Approx. 50 ml (1/2 yoghurt pot) of soap to 5 litres of water. Wipe the floor well with this soap and a wrung-out cotton cloth. For larger areas or very heavy soiling, work with two buckets so that you can rinse the soiled wipe in clear water before reapplying the soap solution to the floor as protection. The floor must be completely dry before the next step of re-oiling - allow approx. 8 h drying time.

**RENEW WITH FEEL WOOD CARE OIL** by spreading and wiping with a floor mop. The floor absorbs very little oil after it has already been oiled at the factory - it is just a case of „oiling out“ to create the visual effect of a new floor.



# OUR SERVICE PACKAGE

FEEL WOOD solid wood flooring is usually delivered with a finished surface - for example, natural oiled. Of course, dirt can occur on the construction site and during installation. In order to give you unrestricted pleasure with the FEEL WOOD solid wood flooring, to give

the floor a perfect appearance in your new home and to emphasise its natural beauty, we recommend cleaning immediately after installation, or also during regular cleaning or any subsequent maintenance:



FEEL WOOD  
Care Oil Noble Matt

FEEL WOOD  
Wood Floor Soap

FEEL WOOD  
Maintenance Oil

# CHOOSING THE RIGHT CARE PRODUCT

No matter in which room it is installed, the unique look of a solid wood flooring gives every room a particularly cosy atmosphere. Thanks to the large selection of individual colour and surface finishes, your FEEL WOOD solid wood floor can be designed entirely according to your wishes and ideas.

Our care products are designed for our factory-made oil treatment. We recommend our wood floor soap for regular care. For refreshing and re-oiling, we have two care products to choose from.

| Surface  | FEEL WOOD<br>Wood Floor Soap | FEEL WOOD<br>Maintenance Oil | FEEL WOOD<br>Care Oil Noble Matt |
|--|------------------------------|------------------------------|----------------------------------|
| 2x natural oiled   | ●                            | ●                            | –                                |
| brushed & 2x natural oiled                                 | ●                            | ●                            | –                                |
| 2x noble matt oiled (raw-effect)                           | ●                            | –                            | ●                                |
| brushed & 2x noble matt oiled (raw-effect)                 | ●                            | –                            | ●                                |
| 2x white oiled   | ●                            | –                            | ●                                |
| brushed & 2x white oiled                                   | ●                            | –                            | ●                                |
| 2x noble smokey oiled (partly smoked-effect)               | ●                            | ●                            | –                                |
| brushed & aged black, 2x natural oiled                     | ●                            | ●                            | –                                |
| bandsaw cut & 2x natural oiled                             | ●                            | ●                            | –                                |
| bandsaw cut & 2x noble matt oiled (raw- effect)            | ●                            | –                            | ●                                |
| bandsaw cut & 2x white oiled                               | ●                            | –                            | ●                                |
| bandsaw cut & 2x noble smokey oiled (partly smoked-effect) | ●                            | ●                            | –                                |
| lacquered (6-layer/gloss level 10)                         | –                            | –                            | –                                |
| brushed & lacquered (6-layer/gloss level 10)               | –                            | –                            | –                                |

Wood Floor Soap: continuous cleaning and care

Maintenance Oil: for our standard surfaces

Care Oil Noble Matt: white and noble matt (raw effect) surface

# THE RIGHT INDOOR CLIMATE

The FEEL WOOD solid wood flooring is a 100 % living natural product made of solid wood. One of the basic properties of wood is that it is hygroscopic, i.e., it absorbs or releases water according to the relative humidity. In the process, it changes its dimensions, it swells and shrinks. This is also the background for the formation of gaps in wooden floors, especially during the heating period and the very (often too) dry room climate during this time.

The FEEL WOOD solid wood flooring leaves the production with an individually controlled moisture

content of 9 +/- 2 %. In the Central European climate, this corresponds to the equilibrium humidity in a healthy room climate for humans. The humidity in a healthy room climate is ideally between 50 % and 65 %. A varying room climate leads to different swelling and shrinkage of the wooden floor depending on the type and dimension of the wood and thus to the formation of joints if the humidity is too low. The swelling and shrinkage behaviour is negligible in the longitudinal direction and very dependent on the type of wood and the cut (standing or lying annual rings) in the width direction.

| Relative humidity | Values for the wood balance moisture |      |      |      |      |      |
|-------------------|--------------------------------------|------|------|------|------|------|
| 85 %              | 18,1                                 | 18,0 | 18,0 | 17,9 | 17,5 | 17,1 |
| 80 %              | 16,2                                 | 16,0 | 16,0 | 15,8 | 15,5 | 15,1 |
| 75 %              | 14,7                                 | 14,5 | 14,3 | 14,0 | 13,9 | 13,5 |
| 70 %              | 13,2                                 | 13,1 | 13,0 | 12,8 | 12,4 | 12,1 |
| 65 %              | 12,0                                 | 12,0 | 11,8 | 11,5 | 11,2 | 11,0 |
| 60 %              | 11,0                                 | 10,9 | 10,8 | 10,5 | 10,3 | 10,0 |
| 55 %              | 10,1                                 | 10,0 | 9,9  | 9,7  | 9,4  | 9,1  |
| 50 %              | 9,4                                  | 9,2  | 9,0  | 8,9  | 8,6  | 8,4  |
| 45 %              | 8,6                                  | 8,4  | 8,3  | 8,1  | 7,9  | 7,5  |
| 40 %              | 7,8                                  | 7,7  | 7,5  | 7,3  | 7,0  | 6,6  |
| 35 %              | 7,0                                  | 6,9  | 6,7  | 6,4  | 6,2  | 5,8  |
| 30 %              | 6,2                                  | 6,1  | 5,9  | 5,6  | 5,3  | 5,0  |
| Temperature (°C)  | 10                                   | 15   | 20   | 25   | 30   | 35   |

## TO NOTE:

Allow to acclimatise for at least 48 hours in the unopened packaging in the designated room. Lay horizontally and flat on the floor.







” KNOCKING ON WOOD -  
IT MEANS **EVERYTHING WILL  
BE WELL** IN THE FUTURE.  
“

Monika Kühn-Görg



# TIPS & TRICKS

A solid wood flooring from FEEL WOOD creates a unique cosy and friendly atmosphere in your home. Our surface combines the highest quality with exceptional durability and ease of care. Solid wood flooring is generally durable and resilient, as well as being an environmentally-friendly and easy-care floor covering. In addition, solid wood flooring is much more hygienic than carpeting, as neither dirt nor bacteria or germs can settle in the material. FEEL WOOD oiled surfaces are open-pored, warm underfoot and create a pleasant living feeling. The surface is resistant and has been tested in accordance with the DIN 68861-1:2011-01 resistance test..

## PARQUET IN THE ENTRANCE AREA

A solid wood flooring in the entrance area is subjected to the most wear and tear on a daily basis. Dirty shoes, wet boots, pointed and dripping umbrellas, pets, etc. Here, every floor covering has to contend with small stones, mud and sand. This environmental dirt, which simply cannot be avoided, acts like sandpaper.



**TIP: In the entrance area of public buildings (offices/restaurants/shops) there should be a dirt trap. Gratings, rubber profiles or floor mats made of coconut or sisal catch the dirt. The person entering should take at least six to eight steps on the dirt trap and must not have the possibility to walk over the dirt trap. Such measures can intercept up to 80 per cent of the dirt usually carried inside.**

In private areas, it is usually sufficient to clean the footwear before entering and to lay a carpet or door-mats made of coconut or sisal in the entrance area. For children, who often run in and out with muddy rubber boots and bring friends with them, a reliable dirt trap is needed.

## PRESSURE SURFACES

Moving/pushing or pulling heavy items can very easily damage the solid wood flooring.



**TIP: Felt glides under chairs/tables and other pieces of furniture help to prevent damage to the surface. A plastic base should be used for office chairs.**

## CRATCER

When cleaning with a vacuum cleaner, care should be taken to use the correct brush attachment. Even the use of a brush attachment, which is available for many models, can cause scratches and permanent damage to the floor.



**TIP: Floor mops and brooms should always be the first choice for cleaning solid wood flooring.**

# SIGNS OF USE / REPAIRS

## SCRATCHES AND DENTS

Depending on the type of wood, scratches or dents will appear on solid wood flooring over time. With an oiled solid wood flooring, even more severe scratches can be repaired locally. Cross scratches in particular may have to be repaired by hand. Slight scratch marks and minor damage will disappear over time due to the damp care of the floor. The wood fibres will rebuild themselves through the addition of moisture. Our FEEL WOOD wood floor soap also prevents soiling. We recommend moistening the affected area with hot water. Apply a cotton cloth to this spot and heat it for a short time (3 - 5 seconds) with a standard iron. This process causes the wood fibres to stand up more and more with the drying time, whereby in most cases the scratch already disappears completely or almost disappears. If the scratch marks are too deep and still visible, we recommend roughening the affected area - always in the direction of the plank - first with a green pad and then with sanding pads. Start with a coarse grit and finish with a fine grit (P100 to P150). In the case of a brushed surface, work over the plank several times in the direction of the plank with the help of a wire brush. First wipe the repaired area with warm water and then treat with FEEL WOOD Maintenance Oil. For raw-effect and white-oiled surfaces, we recommend FEEL WOOD Care Oil-noble matt.

## DAMAGE, CRACKS, CHIPPING AND FAULTY SURFACE CHIPPING

Always cut away damaged loose wood. Then fill the area with the appropriate wax putty and allow to dry slightly. When choosing the right colour, there is no single ready-made solution, but different colours can be mixed. Then remove with a chisel and polish with a white hand pad. Finish the micro bevel with a hand spatula and polish again with a white hand pad. For a brushed surface, work over the plank several times in the direction of the plank with the help of a wire brush. First wipe the repaired area with warm water and then treat with FEEL WOOD maintenance oil. For raw-effect and white-oiled surfaces, we recommend FEEL WOOD Care Oil Precious Matt.

## STAINS

Spills should be wiped up quickly before they soak through and get into the wood. To remove stubborn stains on natural oiled solid wood flooring, the affected areas can be treated with FEEL WOOD care products and wiped away after a few minutes. Do not use scouring agents or aggressive cleaning agents such as liquids containing ammonia or chlorine, as these attack and damage both the protective layer and the wood itself. Use only recommended FEEL WOOD care products for cleaning.



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Serafin Campestrini GmbH  
Linzer Straße 36  
4100 Ottensheim, Austria  
Tel.: +43 7234 83195-0  
Fax: +43 7234 82226  
E-Mail: [verkauf@seca.at](mailto:verkauf@seca.at)

Produktion und Vertrieb  
Wernersdorf 111  
8551 Wies, Austria  
Tel.: +43 3466 42319-0  
Fax: +43 3466 42319-67  
E-Mail: [feelwood@feelwood.at](mailto:feelwood@feelwood.at)



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