

Your questions answered...

What happens if I damage part of my floor?

A wooden floor does get scratched through everyday wear and tear; at times the scratch is so deep, which makes the timber beneath the coating visible as well. This being said, the protection to the floor through the coating is no longer there. Unlike many of the traditional lacquers, damaged areas on floors treated with our products can be sanded and re-treated or partially renovated with the same products without having to sand and any visible brush marks.

How can I safeguard my timber floor from being scratched?

Any horizontal surface is prone for more scratches than a vertical surface since the traffic on the same is higher. However, that being said it is important to safeguard the same before the damage actually happens. Some of the precautionary measures are as follows:

- Make the environment a shoe free area
- Make allowance by placing a rug before the floor so that sand crystals, etc. attached to the shoe would stay behind once the place yourself on the rug before entering the timber floor
- Regular Maintenance with the right tools and maintenance products
- Have surface guards/felt pads placed beneath the chair and furniture so that the dragging of the same does not scratch the surface

Which wood species to be used for exterior?

It is really not important to have specific timber specie for exterior, however a hard wood or naturally oil dense timber is most certainly recommended. What is more important is to have the right finish on the surface to protect the timber and its durability.

Do transparent finishes offer UV -protection?

An effective level of protection can be achieved with a transparent finish on exterior surfaces. Darker pigmented finishes offer more UV -protection than lighter pigmented finishes. This is because the pigment in the dark color gives you the added protection against the UV Rays.

Why does fungal decay occur on exterior wood finishes and how can I remove it?

The most frequently appearing fungi show a punctual, brownish but mostly black affection (airborne spores). Moss and algae in contrast appear as a green film on the finish. These organisms discolor the wood and can spread over the whole area. This affection is a result of high humidity and other environmental influences – particularly in umbrageous areas and near plants and water. This discoloring fungus won't destroy the wood; however early detection and removal of the fungus and right treatment will help you maintain the finish.



How should I treat wooden decking?

IF it is a new timber or existing timber you need to make sure the timber is weathered well, it depends on the environment as to how long it needs to be left for weathering, however in most environments in the tropical region it is best to leave the timber to weather for about 3 weeks, you can remove grayed wood cells before application. Weathering not only increases the durability of the finish but also gives resistance against fungus, blueness and insects. An impregnation is not necessary due to the wood ingredients in the hardwood but wood oil is most certainly requirement to protect the surface from graying and to prolong the durability of the timber.

Why is OIL recommended as oppose to Lacquer and Why does the coating Lacquer CRACK, PEEL OFF or FLAKE?

Even though you cut timber and use it for commercial, residential or constructive purposes, the timber is not dead. It still breathes and lives on provided it is given the right treatment in the form of a good natural finish which blends in with the natural characteristics of the timber.

A lacquer or a film forming finish would not give them a solution in the long run, the coating would eventually crack, peel off, flake, blister, scratch, etc... It happens because in our environment timber expands and contracts, when this happens the coating on the surface cannot expand, this is when the coating cracks from the surface. Over time the surface also changes colour and becomes grey and without a doubt you have to remove the coating, clean the grayness out of the timber and then re-do the application all over again. This is not only time consuming, but also disturbs guest overtime as the machine needs to run to remove the coatings from the surface and finally cost alot of money, valuable resources, loss of timber thickness, etc...

How does timber decay and how can it be protected?

One of the main reasons for timber decay is moisture being trapped inside the surface. The moisture along with humidity and UV starts the clog the pores of the timber, which results in timber decay. Sometimes early detection of the decay is possible but in most cases it is towards the later stage that you notice the timber has been completely destroyed.

However one of the best ways to protect the surface is using OIL, this creates a water repellent surface and also allows the timber to breathe.

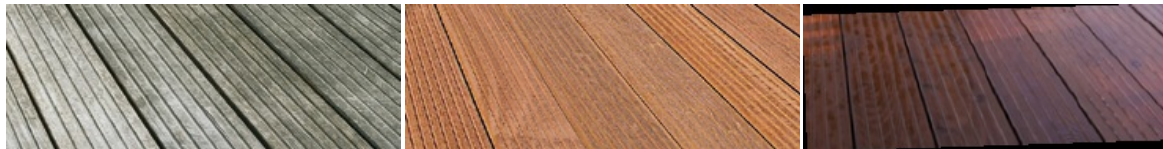
What is the reason for sunbed handles and chair handles to change color with guest usage?

This is a very common problem that most resorts/hotels have come across. The reason for this is because of sweat, sun lotion, body greases of the guest in the resort. What these products do is, they fire the timber fibre causing the timber to have black marks.



Can grayed timber be cleaned without having to sand?

Sanding is generally the most common option but one must understand timber is a valuable resource and sanding the same over and over again is only going to reduce the thickness of the timber and invariably breakaway.



Naturally grayed surface

Refreshed

Protected

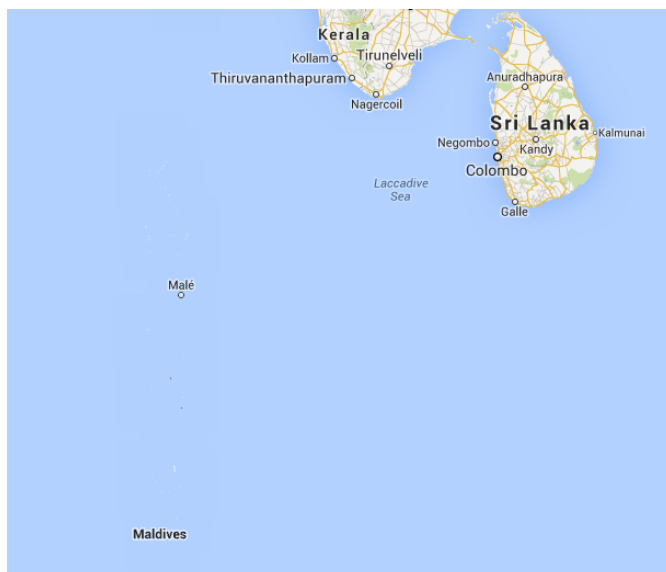
The picture above shows how a surface can be cleaned and brought back to originality without having to sand and lose timber. This process is not only quicker than sanding but more effective than sanding as you will be not reducing or losing the strength of the timber by sanding.

What types of maintenance is required to maintain the finish?

Wood is a natural resource, like it is being protected it is more important to maintain so that you can benefit from the same. The maintenance is not complicated if it is understood well, however to understand one must show interest.

A regular mop to remove the dirt and dust from the surface and a wax half yearly or depending on the traffic by monthly should help you retain a fine finish for a lifetime.

"Wood needs PROTECTION and MAINTENANCE



Our Region (Common Conditions)

- High Humidity
- Salinity
- Tropical
- Rainfall
- Sunlight throughout the Year
- Etc....



Our Promise...

Our expertise in these regions has helped us understand the root cause of the problem and eventually to identify the right product and solutions. We are keen in giving you the right solution, as you know a solution isn't complete without both parties agreeing to the same, we also believe in reducing your costs in the long term, in order to do so we need your support at the initial stage to have the product implemented properly, the initial stage is when the product would perform and prove for itself. Therefore even though it may sound or be a bit difficult at the beginning, I am sure you will enjoy the benefits in months or years to come with renovation costs coming down.

Furthermore we equip our clients with uninterrupted continuous support from our team trained professionals, where we provide regular inspection visits, reports on improvement, address minor day to day issues if any, provide training and support to further their knowledge and experience in the use of OSMO.

We also provide an in-depth training on wood, flooring construction, floor preparations, etc... to our clients as means of improving the quality of workmanship, in their use of timber.

All Resorts use a lot of timber, OSMO has a solution for all the needs and problems of timber, be it indoor or outdoor. Like I explained to you, highlight your problem, we at OSMO will you a complete solution.

Thank You,

NOTE:

Wood is an ideal and healthy material with which to create modern homes. Although as a non-professional, it can be difficult to assess the quality of wood at first glance, with Osmo you can be sure that you are getting the very best.

That's because Osmo sets the standard in quality wood and color. One look at our fine finishes, high-quality surfaces and our perfect-fit flooring shows that only the very best products, which have passed our strict quality controls, are fit to bear the name Osmo.

...wood – a diverse and naturally renewable material

