

Heatwood Parquet in GCC FAQ

Q1. What makes Heatwood parquet flooring unique?

Heatwood combines Italian-inspired craftsmanship with precision-engineered wood flooring, designed specifically for the climatic conditions and luxury standards of the GCC market. Our collections range from classic oak patterns to exotic species like Santos Rosewood, all made with superior finishes and sustainable sourcing.

Q2. Do you offer both supply and installation services?

Yes. Heatwood provides complete service solutions, including supply, delivery, and professional installation across the GCC through our certified installers or partner network.

Q3. What are your main product lines?

We offer two main collections:

- Heatwood Classic - Stylish, accessible engineered parquet with 3mm oak top layer, ideal for residential and mid-range luxury spaces.
- Heatwood Heritage - Premium handcrafted parquet using rare hardwoods and custom patterns, ideal for palaces, high-end villas, and designer projects.

Q4. Are your products suitable for GCC climate?

Absolutely. Our engineered wood is designed to resist warping, humidity, and temperature fluctuations common in the GCC. We also use climate-resistant adhesives and finishing oils.



Q5. What wood species do you offer?

We offer a curated selection of premium woods including:

- European Oak
- Santos Rosewood
- Tarara Colorado
- Teak
- Custom species and combinations are available for designer projects.

Q6. How do I get a sample or quotation?

You can request samples and receive a quotation by:

- Visiting our website and filling out the inquiry form
- Contacting our GCC regional showroom
- Speaking directly with a Heatwood project consultant

Q7. Can Heatwood customize designs or patterns?

Yes. Our Heritage line specializes in bespoke parquet designs - including Versailles, chevron, herringbone, and baroque-style panels - all customizable to match your vision.

Q8. Do you offer support for architects and interior designers?

Yes. Heatwood collaborates closely with architects, developers, and design studios by offering:

- Material samples
- CAD & 3D files
- On-site technical consultations
- Dedicated project managers

Q9. What are the typical lead times?

- Classic collection: 3-5 weeks (depending on inventory)
- Heritage collection or custom designs: 6-10 weeks

We recommend early engagement for large or bespoke orders.



Q10. Do you deliver across the GCC?

Yes. We provide shipping and logistics support across:

- UAE
- Saudi Arabia
- Qatar
- Kuwait
- Bahrain
- Oman

We can also arrange door-to-door or port-to-port shipping for international clients.

Q11. What is your warranty policy?

All Heatwood parquet comes with a 10-year structural warranty and a 5-year finish warranty, assuming proper installation and care. Details are available in our warranty guide.

Q12. How to maintain parquet?

Our floors require simple maintenance:

- Sweep or vacuum regularly
- Use pH-neutral wood floor cleaner
- Avoid excess water or steam cleaning

We also offer optional maintenance services and kits.

Q13. Can Heatwood floors be used with underfloor heating?

Yes, our engineered parquet is compatible with underfloor heating systems when installed properly. We recommend discussing your heating type during the project consultation.

Q14. How can I become a Heatwood distributor or partner?

We welcome collaborations. Please contact us through our website or send a business inquiry to:

heatwoodinternational@gmail.com

