

# About Teragren

We are proud designers and developers of premium bamboo building products, headquartered in Washington state. We are also a company on a mission. Like all businesses, we want to be successful, but our definition of success includes not only high-quality products and excellent customer service but also environmentally and socially responsible manufacturing and business practices.

From the moment our company was founded in 1994, we have been committed to developing and manufacturing beautiful bamboo products that:

- Enhance home and business environments for years and years
- Pay farmers and factory workers fair wages in China
- Reduce dependence on dwindling timber resources and rely instead on rapidly renewable bamboo
- Adhere to stringent, environmentally sensitive specifications
- Promote green building
- Provide a quality product that has no negative impact on human health

Today, Teragren is one of North America's leading developers of environmentally friendly bamboo building products, and our mission hasn't changed.

As the industry leader in creative design, application and new product innovation, Teragren offers a wide selection of stylish and sustainable products. The result is beautiful, renewable, durable bamboo® products that are perfect for every installation type.



FINE BAMBOO FLOORING, PANELS & WORKTOPS

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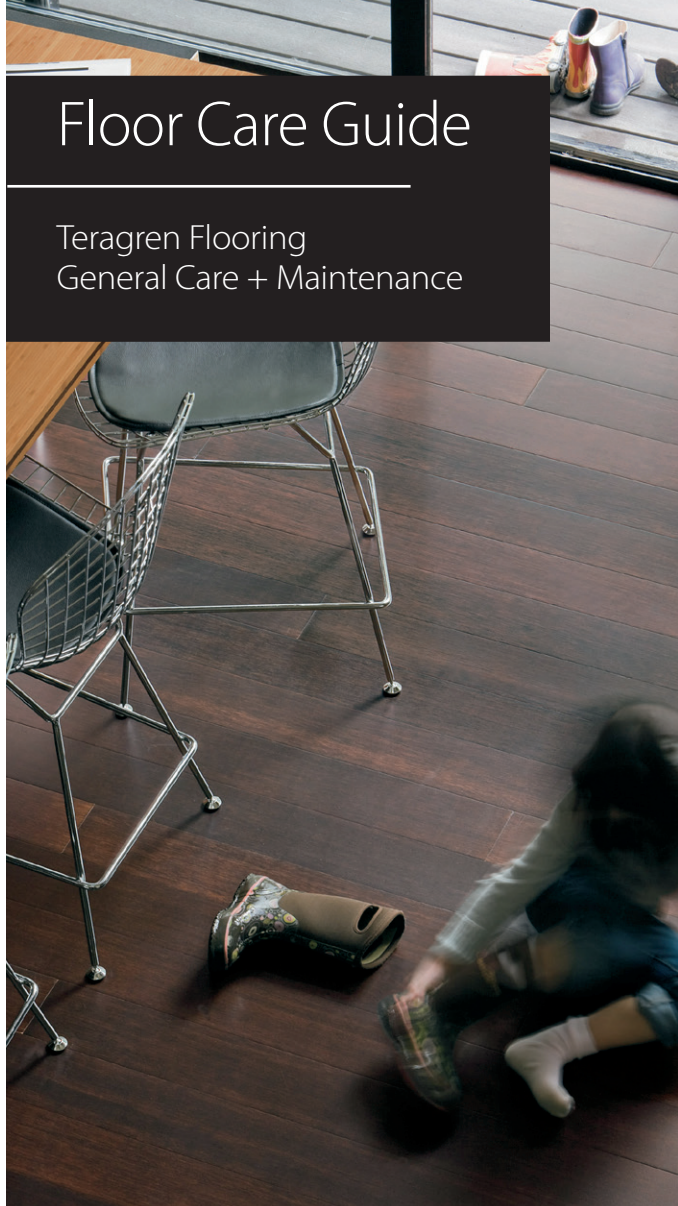
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## Floor Care Guide

### Teragren Flooring General Care + Maintenance



FINE BAMBOO FLOORING, PANELS & WORKTOPS

# Floor Care Tips



## **TERAGREN RECOMMENDS:**

1. Vacuum or sweep floor regularly. Remove spills promptly.
2. Use area rugs with non-abrasive or felt backing on high-traffic areas.
3. Install “wood guards” on “feet” of furniture.
4. When moving heavy furniture or appliances, always pick up the item rather than sliding it across the floor.
5. Keep pets’ claws trimmed to avoid excess scratches or gouges.
6. Use sheer drapes, curtains or blinds to limit direct sunlight on your floor. Sunlight will cause naturally light colors to darken, and dark colors to lighten due to the UV rays. Stained colors will also be affected by the sunlight.
7. Maintain indoor humidity levels between 35% and 55% year-round, regardless of outside conditions.

## **TERAGREN DOES NOT RECOMMEND:**

1. Do not let sand, dirt or grit build up. This may cause scratches in the finish.
2. Do not wet mop. Slightly damp mopping is acceptable. Too much water will cause flooring to swell and cup.
3. Steam cleaning is not recommended and may damage the floor
4. Do not walk on the floor in stiletto-style heels or athletic cleats, etc.
5. Do not use wax, oil soap, or other household cleaners. *See recommendations.*
6. Do not use throw rugs with rubber or vinyl backing without checking to determine if they will affect your floor’s finish. Some materials in the backing can react with certain floor finishes, discoloring or causing the finish to become dull.







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## Warranty Information

The Teragren name is synonymous with quality, durability and beauty. We want you to be happy and confident in your investment and enjoy your floors for years to come. We therefore stand behind the following warranties:

- *Lifetime Structural Warranty on all flooring products*
- *Polyurethane Finished Floors: 25 year residential and 10 year commercial finish warranty*
- *Oil Finished Floors: Limited Lifetime residential and commercial finish warranty*

Learn more on our website:

<http://teragren.com/warranties.html>

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## Installation Touch-up

**Removing floor installation adhesive:** For information on adhesive removal, please make contact with the manufacturer of your adhesive. Always remove any adhesive from the surface of the flooring (smudges, fingerprints, etc.) before it dries. Clean up as you go – do not wait until the installation is complete. Cured adhesives are very difficult to remove and may permanently damage flooring. Always follow the adhesive manufacturer's installation instructions.

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## Maintain your environment

### Expansion Cracks and Squeaks

Installed flooring, like any natural wood, will expand and contract in response to the varying levels of humidity within your home or building. Therefore, care should be taken to maintain indoor humidity levels within the 35-55% range for optimal performance.

### Heating Season (Dry)

A humidifier is recommended to prevent excessive shrinkage in any hardwood floor due to low-humidity levels. Wood stoves and electric heat tend to create very dry conditions

### Non-Heating Season (Humid, Wet)

Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months.

Avoid excessive exposure to water during periods of inclement weather.

# Flooring Care + Maintenance

To maintain the beauty of your floor and preserve Teragren's Finish Warranty please follow these simple guidelines. NOTE: For complete maintenance guidelines for your specific Teragren floor, please reference our installation guidelines: <http://teragren.com/installation.html>

## **POLYURETHANE FLOORS:**

## **OIL-FINISHED FLOORS:**

### **CLEAN AND MAINTAIN YOUR FLOOR:**

The following maintenance products are quick and easy to use, and specifically designed for use with prefinished hardwood flooring. They are non-abrasive, ecofriendly, leave no marks or residue, and do not require rinsing.

#### **Recommended Cleaning Products:**

WoodWise Floor Cleaner by Design Hardwood Products  
800.424.7092 [www.woodwiseproducts.com](http://www.woodwiseproducts.com)

Bona Swedish Formula Hardwood Floor Cleaner by BonaKemi  
USA 800.574.4674 [www.bonakemi.com](http://www.bonakemi.com)

**Surface Care:** For regular cleaning, moisten a mop (slightly damp, not wet!) with Rubio Monocoat Surface Care non-residue cleaner. Rubio Monocoat Soap can be diluted per the instructions on the container to produce more Surface Care cleaner.

**Refresh Spray:** Refresh Spray is a ready to use oil spray that may be used to spot treat or broadly revitalize your flooring's surface. Residential floors may need to have their surfaces treated with Refresh Spray every 1-3 years. To use, clean your floor, apply a very thin layer of Refresh oil using a cloth applicator, allow the oil to react with the surface for 2 minutes, and then within 10 minutes, wipe off all oil until the surface feels dry. After treatment, your flooring may be walked on within 4-6 hours.

### **RENOVATE/REFINISH YOUR FLOOR:**

#### **Refinishing/Recoating:**

Proper care and maintenance can extend the life of your floor for many years; however, at some time a recoating may be desirable. To recoat your floor and remain in conformance with the Teragren warranty, follow our instructions within our *Installation Guidelines* for either Basic Coatings or BonaPrep recoating systems.

#### **Maintenance Oil:**

Use this product to repair, protect, and restore your floor's entire surface. Residential flooring may require an application of Maintenance Oil every 4-6 years. NOTE: Rubio Surface Care Soap, Refresh Spray Oil and Maintenance Oil are all available online at [www.teragren.com](http://www.teragren.com)

### **REPAIRING DIVOTS AND FINISH SCRATCHES:**

Scratches and/or gouges in the flooring material may happen during an installation or subsequent use. Board replacement is the best option; however if this is not possible, please try one of the following recommendations: For shallow scratches that don't penetrate the coating, try using White Oil such as is used in the Tibetan Almond Stick product by Zenith. For deep scratches or divots, try RPM Fil Stiks. These are large wax crayons that fill voids and are a close match to Teragren's colors. After selecting the color you need from the color chart on [Teragren.com](http://Teragren.com), you may purchase the sticks from any number of online woodworking supply stores.

**IMPORTANT** – DO NOT USE CLEANERS AND MAINTENANCE PRODUCTS OTHER THAN THOSE MANUFACTURED BY RUBIO MONOCOAT AS THESE PRODUCTS WILL VOID THE TERAGREN WARRANTY AND MAY HARM THE FINISH. DISPOSE OF OIL SOAKED RAGS PROPERLY TO PREVENT SPONTANEOUS COMBUSTION. RAGS SHOULD BE ALLOWED TO FULLY AIR DRY BY LAYING THEM FLAT ON A NON-COMBUSTIBLE SURFACE. RAGS ARE DRY WHEN STIFF. REVIEW AND FOLLOW ALL LOCAL REGULATIONS PRIOR TO DISPOSING OF OIL SOAKED RAGS.

*Contact your Teragren distributor or retailer for more information or email our Technical Department with questions: [techsupport@teragren.com](mailto:techsupport@teragren.com)*