

TERRAMAI

ENGINEERED FLOORING Installation Instructions

Prior to installation, please read all of these instructions. In addition to these guidelines, we recommend the installer follow all installation guidelines set forth by the National Wood Flooring Association (www.NWFA.org). Where these instructions differ from the guidelines from NWFA, this document takes precedence.

PRIOR TO INSTALLATION

It is the installer's responsibility to ensure that all of these General Conditions are met prior to installation, and that all specific installation instructions below for the installation method you have chosen (Glue Down or Nail Down plus, when applicable, Radiant Heat Systems) are followed carefully.

When installed according to these instructions, TerraMai Engineered Wood Flooring is approved for use above and on grade. TerraMai's Engineered Wood Flooring is not suitable for installation below grade.

INSPECT MATERIAL

It is the installer's responsibility to inspect the flooring for proper color, grade, visible manufacturing defects, damage, or otherwise unsatisfactory appearance.

After identifying a visible problem, please inspect the remainder of the material for problems and contact TerraMai immediately at customerservice@terramai.com.

Do not install damaged or visibly unsatisfactory material. Installing a plank constitutes acceptance of its appearance.

GENERAL CONDITIONS (All Installation Methods)

Once all of these General Conditions are met, continue the installation using the instructions for the type(s) of material being installed.

ENVIRONMENTAL CONDITIONS

To help minimize moisture-related expansion and contraction, verify the following conditions prior to installation:

1. All exterior walls, windows, and doors must be in place and the building envelope closed during acclimation and installation.
2. All wet work such as painting, drywall, masonry, and concrete must be completed and dry.
3. Basements and crawl spaces must be dry and well ventilated.
4. Crawl spaces must be a minimum of 18" high from the ground to the bottom of the joist.
 - a. Dirt floors in crawl spaces should be covered with a 6-10 mil black plastic to reduce moisture migration. Seams should overlap and be sealed with waterproof tape.
 - b. Perimeter crawl space cross ventilation should equal 1.5% of the square footage. Vents must remain open year round.
 - c. Exterior grading should be complete and drainage should move away from the building structure with a minimum drop of 3" in 10'.
5. Permanent HVAC should be on and operational and maintained between 60-80°F with relative humidity

of 35%-55% for a minimum of 7 days prior to delivery, as well as during and after installation of the flooring. Humidity levels below 35% or above 55% may cause movement in the flooring, gapping between pieces, cupping, cracking and other problems. Use of a humidification/dehumidification system may be required to maintain proper humidity levels, particularly over radiant heat.

ACCLIMATION

As a customer, there are a few things you need to know about your newly purchased reclaimed wood flooring or paneling. Wood is hygroscopic, which means it attracts water based upon the conditions it's presently in through absorption or adsorption. This results in wood arriving to your location potentially at a different moisture content than what is required for your installation. In order to make your flooring or paneling look and feel its best, you need to acclimate it. Wood naturally has certain levels of water in it at all times. This is nothing to worry about so long as you treat the wood correctly.

Acclimating is one of the most significant things you can do to attain the best looking installation possible. Acclimating is when you allow the wood time to adjust its moisture content to the environment that it will be installed in. Failure to acclimate both engineered and solid wood flooring may result in cupping, warping, gaps and splits before, during, or after installation.

- First and foremost, consult with a licensed professional installer before installation of the flooring/paneling material.
- Upon receiving your material, you should take moisture readings using a moisture meter to establish the moisture content (MC), and visually inspect boards for defects from each box including boards from the top, bottom and middle. A good rule of thumb is to inspect 40 boards per 1,000 square feet.
- When inspecting engineered flooring/paneling, remember to check the seasonal variation of wood moisture content for **YOUR** specific geographical region by consulting with the National Wood Flooring Association. Make sure to establish the average low and high MC and then divide the two in order to determine your optimal MC.
 - Example: If your region has a low MC of 6% and a high MC of 9%, your optimal MC would be 7.5%. In this example, if your flooring/paneling arrives and is lower or higher than 7.5%, you would need to store the wood as close to the installation environment conditions as possible and retest until the wood reaches the 7.5% you need.

If the material arrives at a significantly high MC or you are installing in an extreme environment, you need to increase acclimation times.

STORAGE

After inspecting the material, ensure your product is stored properly. Flooring/paneling should be stored in a clean and dry location with the product still properly wrapped. This includes storing for short periods of time. All flooring/paneling should be stored on a solid flat surface that is properly supported with blocking evenly spaced no further than one foot apart along the length of the units (preferably not directly on the floor) to prevent warping. This is essential for engineered flooring which tends to be thinner.

- Do not store wood flooring at the jobsite under uncontrolled climate conditions. Garages and exterior patios, for example, are not acceptable areas to store wood flooring.
- Ideal interior climate conditions vary from region to region and jobsite to jobsite. It is your responsibility to know what your "ideal" climate conditions are and build your floor around those conditions.

ACCLIMATING

Please keep in mind that different wood species take longer than others to acclimate. Tropical species have been known to take longer than domestic species so consideration should be taken when planning your installation.

When acclimating engineered flooring/paneling, the National Wood Flooring Association recommends the material remain in the box with the box ends opened. Remove a few pieces from top, bottom and middle of the box to sample the moisture content. Replace these pieces back in the box and close the box, while still keeping the box ends open.

CHECKING MOISTURE

When checking for moisture during acclimation, the type of moisture meter used can determine the level of accuracy. Follow all of the manufacturer's recommendations to ensure proper use of the moisture meter. There are two common types of moisture meters.

Pin style meters require multiple testing points along a board depending on the finish coating. Care should be taken when using this style of meter to avoid damage to your surface finish.

Pinless meters typically have depth adjustment that can be adjusted to provide a more accurate reading. This should be considered when checking MC.

Make sure to check the MC of the installation surface (walls or subfloor, including concrete) in at least 20 points every 1000sq ft. Failure to do so might jeopardize the entire installation. Please consult a professional installer regarding the type of subfloor and possible need for a moisture vapor retarder. Flooring/paneling must be at the MC for your geographic area and be within 2-4% of the subfloor's or existing wall sheeting's MC. Be sure to check the moisture near windows or plumbing. These areas may have higher out-of-range MC readings that will affect the performance of your material.

ENVIRONMENTAL CONDITIONS

Last but not least, ensure your HVAC system is running at least 5 days prior to installation at the proper settings for desired temperature and humidity. This will allow the humidity to stabilize in the room your new flooring/paneling will reside. Ambient air humidity should be between 35% and 55% assuming the room is between 60° to 80° Fahrenheit. If your humidity or temperature is out of spec, postpone your installation. Failing to do so may cause the room to have an improper moisture content that will cause failure. **These conditions must be maintained over the life of the product.**

These are guidelines only and are superseded by the expertise and guidance of the National Wood Flooring Association (NWFA) as well as your professional and knowledgeable flooring and paneling installer. For more information, or if you have additional questions, please consult a licensed professional or consult with the National Wood Flooring Association (NWFA) prior to installation.

SUBFLOOR CONDITIONS

Subfloors must be:

CLEAN

Subfloors must be scraped clean and free of debris. Sweep and/or vacuum all debris from the subfloor. Debris on the subfloor may cause over-wood and uneven surfaces in the finished floor, poor fit between planks, and poor adhesive bond in glue-down installations.

FLAT

Subfloors must be flat to within 3/16" over any 10' radius and 1/8" over any 6' radius. Check the flatness using a straight edge, laser line, or string line. Grind, scrape, sand or shim all high or low spots. On concrete subfloors, grind all high areas and fill low areas using a quality cementitious leveling compound. Ensure that all fasteners securing the subfloor are set flush.

DRY

Check and record all moisture and temperature conditions prior to installation. Visually check the jobsite for potential moisture problems. Look for signs of water intrusion around window and doors. Check for mold or fungus on walls and all other areas. Water intrusion may necessitate structural repairs and/or create conditions unsuitable for flooring installation.

1. Plywood and composite subfloors should be checked using a calibrated moisture meter. Be sure to use the correct moisture meter setting for the species being checked. Carefully follow the moisture meter manufacturer's operation instructions. Moisture readings should not exceed 10% in any location and the moisture variation between the subfloor and the flooring should not exceed 2% at time of installation.
2. Concrete subfloors must be fully cured, at least 60 days old, and should have minimum 6-mil polyfilm between the concrete and ground. Lightweight concrete can hold more moisture and may take longer to dry out to an acceptable moisture content.
3. Installations over concrete require the use of a Calcium Chloride test per ASTM F 1869, or an in-situ Relative Humidity test using probes inserted into holes drilled into the concrete. Test all areas where wood will be installed. The results of the Calcium Chloride tests should not exceed 3 lbs per 24 hours per 1000 square feet, and in-situ test results should not exceed 75% RH. Carefully record all results.
4. More stringent requirements regarding the dryness of the subfloor apply when installing over radiant heat. Please consult your TerraMai Account Manager for radiant heat installation guidelines.

NOTE: These tests give a snapshot of moisture conditions at the time of the test, but do not reflect the permanent year-round condition of the substrate. If Gluing Down on concrete that is on or below grade, it is highly recommended to use a concrete sealer approved by the manufacturer of the adhesive you have chosen, even if you believe the concrete is dry. A concrete slab on or below grade that measures dry today may become moist in the future and cause floor failure. TerraMai is not responsible for site related moisture issues.

STRUCTURALLY SOUND

Wood subfloors must be well fastened. Use screws every 6" and replace subfloor panels/boards as necessary to eliminate all movement and squeaking.

ACCEPTABLE SUBFLOOR TYPES

1. **CDX plywood** - at least 5/8" thick for joist spacing up to 16" on center, minimum 3/4" thick for joist spacing greater than 16" on center (19.2" maximum). Plywood subfloors installed over concrete must be installed in accordance with the guidelines set forth by the National Wood Flooring Association (NWFA) - www.nwfa.org.
2. **OSB** - at least 3/4" thick, PS 2-92 rated or PS 1-95 rated. Existing hardwood flooring over a suitable subfloor as outlined above. Existing floor must be well-fastened, smooth, and for Glue Down installations, unfinished.
3. **Concrete slab** - Glue Down only. Concrete must be at least 3000 lbs. density for Glue Down installations.

PREPARING THE PERIMETER

1. Undercut door trim, jambs and casings to the thickness of the flooring plus any adhesives or underlayments you plan to use.
2. All wood flooring expands and contracts with changes in humidity. It is essential to install the floor leaving adequate expansion space between ALL sides of the flooring and ALL vertical obstructions, including door trim, jambs, studs, plumbing, cabinets, etc. This space will be covered with base molding. **Failure to provide adequate expansion space in any single location can cause damage to the entire floor.**
3. **Minimum expansion space for 9/16" - 3/4" thick flooring is 5/8"**

LAYOUT

On wood subfloors, if the subfloor is fastened to joists or trusses, the flooring should be installed perpendicular or at a 45° angle to the joists/trusses. If possible, use an outside wall as the starting wall.

No contiguous area of installed flooring should exceed 30' across the widths of the planks or 50' along the lengths of the planks. For spaces wider or longer than these dimensions, add expansion space midway through the span and cover with a T-molding or other transition piece.

RADIANT HEAT

Please consult your TerraMai Account Manager for radiant heat installation guidelines before finalizing product selection or beginning installation.

Careful adherence to these guidelines is required for a successful and fully warranted installation. Certain wood species and plank sizes are not warranted for installation over any type of radiant heat. TerraMai does not offer a warranty on ANY flooring installed over electric radiant heat systems. Only hydronic (water) systems may be approved; please consult your TerraMai Account Manager.

In wood flooring installations over radiant heat, moderate surface checking, cracking (especially at the ends of boards and around knots), shrinkage, gapping between planks, and slight cupping are all to be expected and do not constitute a product defect.

TOOLS & ACCESSORIES (All Installation Methods)

- Pencil - Tape Measure - Safety Glasses - Utility Knife
- Hammer - Shim Wedges - Tapping Block
- Carpenter square - Pry-bar or pull-bar - Wood Filler
- Chalk Box & Chalk - Recommended Saws: power miter saw, table saw, jamb saw
- Moisture Meter
- Rubber Mallet - Rags - Scraper - Dust Mask
- **If tape is needed (we recommend avoiding its use if possible), use ONLY 3M Advanced Delicate Surfaces 2080EL Tape, and be sure to remove any tape within 20 minutes of application. Leaving tape on for more than 20 minutes or using the wrong type of tape will damage the finish. Never tape protective covering directly to the floor - only tape it to itself.**

INSTALLATION INSTRUCTIONS

GLUE DOWN INSTALLATION METHOD

Recommended for Engineered Wood Flooring up to 7" width. Please consult your TerraMai Account Manager for best methods for flooring over 7" face width.

TerraMai Engineered Flooring can be glued down to concrete, plywood, OSB, and existing wood floors meeting the requirements outlined above under General Conditions/Subfloor Conditions. TerraMai Engineered Flooring can also be glued to other surfaces such as well-adhered sheet vinyl, vinyl tile, ceramic, etc., but the performance of the adhesive is the responsibility of the adhesive manufacturer and careful adherence to the adhesive manufacturer's installation instructions for that particular subfloor surface is crucial. TerraMai does not warrant the adhesive bond between the subfloor and the wood flooring.

For Glue Down Installations, you will need the General Tools and Accessories, plus:

- Premium Wood Flooring Adhesive.
- Adhesive Remover recommended by the manufacturer of the adhesive selected
- Adhesive Trowel recommended by the manufacturer of the adhesive selected
- Masking Tape (if needed - not recommended): 3M Advanced Delicate Surfaces 2080EL Tape

GLUING DOWN THE FLOOR

1. Measure out from the starting wall the width of one flooring plank plus the appropriate expansion space for that thickness of flooring. Mark two points toward each end of the starting wall and snap a chalk line along the full length of the wall through the marks. Install backer boards as guides along the wall side of the chalk line. Anchor the backer boards in place with screws or finish nails. Over concrete subfloors, anchor the backer boards with concrete screws or concrete nails. These boards will be removed later.
2. Lay the first row of flooring, but do not glue into place. Align the tongue side of the flooring boards against the backer board. Use cut ends to start the subsequent row, discarding any pieces shorter than 12". Dry lay the next two rows of flooring in place, sliding the tongue into the groove. End joints should be staggered by at least 18". Pull the rows of flooring boards away from the backer board approximately 24" to allow for the glue to be spread.
3. Trowel spread the adhesive on the subfloor along the backer board wide enough to allow the first three rows of flooring to be installed. Follow the adhesive manufacturer's recommendations for wet lay times before proceeding to the next step.
4. Install the first row of flooring, pressing the tongue to the backer board. Slide the tongue of the next row of flooring into the groove of the first row and continue until the first three rows are done.
5. If tape is needed to hold boards together, use ONLY 3M Advanced Delicate Surfaces 2080EL Tape, and be sure to remove any tape within 20 minutes of application.
6. Trowel spread adhesive and continue the installation across the room. Trim the last row of flooring to maintain the minimum expansion space at the far wall. Be careful not to move the installed flooring out of position. Some flooring boards may need to be tapped or pulled into place with a tapping block or pull bar.
7. Most adhesives require that the installer clean the adhesive off the flooring boards during the installation. Follow the adhesive manufacturer's recommendations for this procedure.
8. Once the room is finished, remove the backer boards at the starter row.

9. Dry lay the first row of flooring to replace the backer board. Trowel spread the adhesive on the back of the flooring boards (not on the subfloor) and install the flooring, sliding the groove onto the tongue of the already installed starter row. Doorways and other openings may require installation of the flooring the same way. Slide the flooring boards under the previously cut door trims and casings.
10. Complete the installation by reinstalling or installing new base moldings.

Do not allow foot traffic on the floor for 24 hours after installation is complete.

NAIL DOWN INSTALLATION METHOD

If nailing down planks wider than 7.5", follow the Nail Down and Glue Method instructions below or consult your TerraMai Account Manager for best practices.

TerraMai Engineered Wood Flooring can be nailed to plywood, OSB and existing wood flooring meeting the requirements outlined above under 'Subfloor Conditions.'

For Nail Down Installations, you will need the General Tools and Accessories, plus:

- Nail set - Tack Stapler or 1" roofing nails (for felt)
- 6-d Finish Nails or Pneumatic Finish Nailer with 1 1/4" to 1 1/2" fastener
- Edge or Blind Stapler/Nailer (Manual or Pneumatic) with 1 1/2" - 2" Fasteners for flooring 5/8" - 3/4" thick, or 1-1/4" to 1-1/2" fasteners for flooring 5/16" - 9/16" thick (always do a test plank to verify that fasteners are seating properly and not causing dimpling on the surface)
- Compressor with hose (if pneumatic tools are used)
- 15 lb. roofing felt, #15 hardwood floor underlayment felt, or Aqua Bar underlayment paper

NAILING DOWN THE FLOOR

1. After installing 15 lb. felt or Aqua Bar per the manufacturer's instructions, measure out from the starting wall the width of one flooring plank plus the appropriate expansion space for that thickness of flooring. Mark two points toward each end of the starting wall and snap a chalk line along the full length of the wall through the marks.
2. Lay the tongue side of the first row of flooring along the chalk line. Face nail (top nail) the first row of flooring in place. Place the fasteners approximately 3/4" from the wall side (groove side) of the flooring board every 4" to 6". Continue the first row installation blind/edge nailing every 4" to 6" along the tongue and every 2" to 3" from every end joint. Note: Blind/edge nailing of the first row may require the installer to use 6-d finish nails or the pneumatic finish nailer along the tongue.
3. Continue the installation across the room, blind/edge nailing every 4" to 6" and 2" to 3" from each end joint. Stagger end joints by at least 18". Avoid creating "H" patterns (where an end joint is adjacent to another end joint in the second to last row installed). Use cut ends to start the subsequent row, discarding any pieces shorter than 12".
4. Trim the last row of flooring to maintain the minimum expansion space at the far wall.
5. At the far (finish) wall, it may be necessary to face-nail the last 2-3 rows due to the angle of the stapler/nailer. The last row or two of flooring may need to be pulled together using a pulling bar.
6. Complete the installation by reinstalling or installing new base moldings.

NAIL DOWN & GLUE INSTALLATION METHOD

Recommended for Engineered Flooring Over 7.5" Wide

TerraMai Engineered Wood Flooring can be nailed + glued to plywood, OSB, and existing wood flooring meeting the requirements outlined above under 'Subfloor Conditions.'

Tools & Accessories:

- Premium Wood Flooring Adhesive.
- Adhesive Remover recommended by the manufacturer of the adhesive selected - Adhesive Trowel recommended by the manufacturer of the adhesive selected
- Nail set - Tack Stapler or 1" roofing nails (for felt)
- 6-d Finish Nails or Pneumatic Finish Nailer with 1 1/4" to 1 1/2" fastener
- Edge or Blind Stapler/Nailer (Manual or Pneumatic) with 1 1/2" - 2" Fasteners for flooring 5/8" - 3/4" thick, or 1-1/4" to 1-1/2" fasteners for flooring 5/16" - 9/16" thick (always do a test plank to verify that fasteners are seating properly and not causing dimpling on the surface)
- Compressor with hose (if pneumatic tools are used)
- 15 lb. roofing felt, #15 hardwood floor underlayment felt, or Aqua Bar underlayment paper

NAILING + GLUING THE FLOOR

1. Measure out from the starting wall the width of one flooring plank plus the appropriate expansion space for that thickness of flooring. Mark two points toward each end of the starting wall and snap a chalk line along the full length of the wall through the marks.
2. Trowel spread the adhesive on the subfloor along the chalk line wide enough to allow the first row of flooring to be installed, being careful not to cover the line. Follow the adhesive manufacturer's recommendations for wet lay times before proceeding to the next step.
3. Lay the tongue side of the first row of flooring along the chalk line. Face nail (top nail) the first row of flooring in place. Place the fasteners approximately 3/4" from the wall side (groove side) of the board every 4" to 6". Once the face nails are set, use 6-d finish nails or the pneumatic finish nailer to blind/edge nail along the tongue of the first row, every 4" to 6" and every 2" to 3" from every end joint. Check to make sure the first row is still straight along the chalk line before proceeding.
4. Trowel spread enough adhesive to install 2-3 more rows.
5. Install the second row by sliding the groove side on to the tongue of the first row. Blind/edge nail it in to place, with fasteners every 4" to 6" and 2" to 3" from each end joint. Stagger end joints by at least 18".
6. Continue nailing and gluing 2-3 rows at a time in this manner across the room. Avoid creating "H" patterns (where an end joint is adjacent to another end joint in the second to last row installed). Use cut ends to start the subsequent row, discarding any pieces shorter than 12".
7. Most adhesives require that the installer clean the adhesive off the flooring boards during the installation. Follow the adhesive manufacturer's recommendations for this procedure.
8. Trim the last row of flooring to maintain the minimum expansion space at the far wall.
9. At the far (finish) wall, it may be necessary to face-nail the last 2-3 rows due to the angle of the stapler/nailer. The last row or two of flooring may need to be pulled together using a pulling bar.
10. Complete the installation by reinstalling or installing new base moldings.

11. Do not allow foot traffic on the floor for 24 hours after installation is complete.

CARE AND MAINTENANCE

TerraMai's reclaimed wood flooring will show signs of wear over time depending on sight conditions, amount of traffic and type of use. Ultimately, owner understanding and observation of the flooring condition over time will dictate the care and maintenance program. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your TerraMai reclaimed wood flooring. For everyday general maintenance of oil and poly finished flooring, keep the floor as free from dust, dirt, and grit as possible. Dirt and grit are the primary cause of a dull finish and abrasions to both the finish and the wood. The following are examples of the reasonable and necessary maintenance and care you are expected to perform. They are not intended to be an exclusive list.

1. Everyday food and liquid spills should be promptly cleaned with a soft cloth, lightly dampened cloth if needed. Please see appropriate care and maintenance products listed below for routine use. Treated dust mops, commercially made hardwood floor cleaners and commercial waxes are not recommended.
2. Sweep, dust mop, vacuum or wipe the floor with a slightly dampened rag as needed or at least once per week. Use only a vacuum type appropriate for wood flooring. Brooms should be soft-bristle types. The dustpan should be a 'soft' plastic type.
3. Use caution when applying water to wood flooring – excessive water will damage wood flooring. Do not wet-mop a wood floor. Standing water can dull the finish, damage the wood and cause discoloration. Excessive water can penetrate between planks and cause damage to both the floor and subfloor.
4. Do not use hardwood flooring cleaning machines or steam cleaners. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss. Do not use oil soaps, liquid or paste wax products or other industrial cleaners that contain citrus oils, lemon oil, tung oil, silicon or ammonia.
5. Doormats or rugs on either side of all entry/exit doors are recommended. Grit and dirt tracked onto the floor is the most common cause of damage. Area rugs are also suggested for heavy traffic areas.
6. Do not use rubber, foam-back, or plastic mats as they may discolor the floor. To prevent slippage of area rugs, use a quality vinyl rug underlay. Area rugs should be moved occasionally as they block sunlight, which alters the color of the floor over time.
7. Protect bottoms of chairs, tables, couches, cabinets, and other heavy objects with felt glides. Clean and/or replace the glides on a regular basis, as they may become embedded with dirt and grit over time.
8. When moving heavy furniture or appliances, use extra caution to avoid scratching, indentations, and gouging. Some objects may be too heavy to be moved across a hardwood floor under any circumstances. Certain types of casters may damage hardwood flooring.
9. High-heel shoes will damage wood floors and finishes. Spike or stiletto high-heel shoes, especially those in poor repair, will cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1,000 pounds per square inch, even when worn by someone of slight or average build.
10. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly.

11. As a general rule, a humidity level of 30-to-50 percent and a temperature range of 60° to 80°F is recommended for wood flooring. Use a humidifier in dry conditions or dehumidifier in damp conditions. In some climates, the ideal humidity range may be 5% higher or lower.
12. Do not allow the environment where your wood floor resides to experience rapid fluctuations in temperature or relative humidity. Do not turn off HVAC systems or reduce heat or AC too drastically when on vacation or when leaving the space for extended periods of time.

WOOD FLOORING LONG-TERM CARE & MAINTENANCE

The degree of wear and damage to both the finish and the wood vary dramatically from one installation to another depending on the amount of foot traffic, type of foot traffic, sun exposure, furniture movement, exposure to moisture and many other factors. A wood flooring professional with first-hand knowledge of the installation is best able to advise on long-term maintenance and refinishing.

POLYURETHANE FINISHES

1. Timing to refinish a wood floor with a polyurethane finish will depend upon usage, exposure and various other use factors. Ultimately, a polyurethane floor should be refinished before any activity wears through the poly topcoat exposing the raw wood beneath. Some flooring professionals recommend a recoat every two years to keep floors looking vibrant and to ensure the proper amount of finish is protecting the floor at all times. Typically, it is inadvisable to spot finish a polyurethane finished floor as it is difficult to blend any repair areas into the surrounding areas. If some portions of the floor are showing wear, refinishing the entire floor (or room) will yield more visually favorable results. For light traffic residential use, a properly monitored and maintained polyurethane finish can last a lifetime.
2. Polyurethane finished floors do need to be sanded prior to refinishing.

OIL FINISHES

1. For an oil finish, it is required to use Rubio products in order to comply with the TerraMai warranty.
2. Surface scratches, dents, and stains can be spot treated by rubbing a small amount of Rubio oil into the area and buffing it with a cotton cloth until the affected area blends with the surrounding floor.
3. The timing for a complete Rubio oil recoat varies greatly from one installation to another and is based on the original oil finish. Extreme heavy use may require a recoat every several months while it may be many years for light traffic installations to need a recoat. When the surface feels too dry or rough, or begins to look starved, it is time for a recoat. Recoating should be done prior to the finish wearing off.
4. Oil finished floors do not typically need to be sanded prior to recoating.

CARE & MAINTENANCE PRODUCTS

1. For a polyurethane finish, we recommend cleaning products specifically designed for polyurethane. Here are 2 suggestions: The wood flooring finish company Bona provides a complete line of industry-standard care and maintenance products designed for polyurethane finishes. Aero-Green 4220 from Hi-Lite Solutions is also an eco-friendly and effective cleaning product.
2. For an oil finish, it is REQUIRED to use Rubio products in order to comply with TerraMai's warranty. The wood finish company Rubio, provides high-quality, zero-VOC and low-VOC care and maintenance products

designed specifically for Rubio oil finishes. Rubio oils can also be found at <https://estore.terramai.com>.

A NOTE ON FIRE RETARDANT

Fire retardants are not recommended for flooring or exterior use unless approved for application on the back side of the material. Materials treated with fire retardant and finished with oil or water-based polyurethane will become cloudy with moisture contact. Care should be taken to avoid contact with moisture for wall paneling, cladding and ceiling applications that have fire retardant.

The care and maintenance information included here is based on recommendations from the NWFA, wood finish manufacturers and other sources. It is accurate to the best of our knowledge. However, due to the variety of reclaimed wood products, finish products, installation techniques, installation conditions and other variables, TerraMai cannot assume any liability or suitability for the use of these recommended techniques or products. It is the sole responsibility of the installer and/or the floor finisher and cleaning professionals to adequately test and determine specific products and applications. Follow all manufacturers recommended application instructions. For more specific information, consult a licensed wood flooring installer or the NWFA at 800.422.4556 or NWFA.org.