

# Warranty Information

We want you to be happy and confident in your investment. Since its inception in 1994, Teragren has been committed to providing the finest bamboo hardwood products on the market. The Teragren name is synonymous with quality, durability, beauty and uniqueness. To protect your investment and to ensure that your Teragren floors provide lasting satisfaction, please follow our recommended Care Instructions.

# Environmentally Smart



Since 1994, Teragren® has upheld their mission to help reduce dependence on dwindling timber resources by manufacturing competitively priced bamboo flooring, panels/veneer and worktops/countertops, made from sustainably harvested Optimum 5.5® Moso bamboo. Read on to learn why Teragren bamboo is an environmentally responsible and sensible choice for you and the planet.

# Floor Care Guide

Bamboo flooring general care + maintenance



Download the specific product warranty\*  
information from [teragren.com](http://teragren.com)

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



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FINE BAMBOO FLOORING, PANELS & VENEER

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# General Care

## 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 the Natural color to darken slightly. The Caramelized color will lighten due to the UV rays. Stained colors will also be affected by the sunlight.
7. Maintain humidity levels between 35% and 55% year-round.

## 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.



# Floor Care Tips

## Expansion Cracks and Squeaks

Recognizing that flooring dimensions will be slightly affected by varying levels of humidity within your home or building, care should be taken to control humidity levels within the 35-55% range.

## 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.

DO NOT obstruct in any way the expansion joint around the perimeter of your floor.

NOTE: Final inspection by the end-user should occur from a standing position.



## How to repair 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, you may purchase the sticks from any number of online woodworking supply stores.

## How to remove 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.

## 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)

## Refinishing/Recoating Instructions for Factory-Finished Flooring:

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 the manufacturer's instructions for either Basic Coatings or BonaPrep recoating systems.

## Contact:

Basic Coatings "TyKote" Sandless Recoating System;  
800.441.1934 OR  
Bona Prep Recoating Adhesion System; 800.872.5515

**\*Warranty does not apply to all flooring products.**  
Download the specific product warranty information from [teragren.com](http://teragren.com)  
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