

## **Teragren Bamboo Flooring - Divot/Scratch Repair Guidelines**

Prior to installation, the installer and/or homeowner should inspect all material to ensure the material received matches the work order. Any visible defects or discrepancies should immediately be reported to your distributor or dealer. Installation of any material serves as acceptance of that material as delivered.

It is considered the installer/owner's responsibility not to install flooring having finish, manufacturing, or unacceptable naturally occurring material variations. Individual planks with defects should not be installed or the defect should be cut-out prior to installation.

Unfortunately, scratches and/or divots in the flooring material may occur during installation or subsequent use. Shallow scratches which have not penetrated the Teragren 7-layer UV cured coating may best be mitigated using a product such as the Zenith Tibet Almond Stick. To use, follow the manufacturer's instructions. Deeper scratches and/or divots may be minimized by filling the scratch/divot with a colored wax. In an effort to help our customers with stained flooring, Teragren has included an individual wax repair piece in every 5th box of Signature Colors and Portfolio Series flooring. This wax repair piece is not to be confused as a guaranteed repair as all repairs are unique.

**Only true plank replacement guarantees a 100% repair of a divot or scratch.**

Note: Prior to using this product, please review the Manufacturers' MSDS (links below).

Application of the wax repair piece is a quick three-step process:

1. Vacuum the area that has been damaged
2. Holding the wax in hand, apply by rubbing across the scratch/divot until the damaged area has been filled to an even level
3. Wipe the excess off with a clean, dry cotton cloth

**Note to Installer:** *Once flooring has been installed and any repairs have been made that may be necessary, gather together the wax pieces and these instructions and leave them with the end-user.*

For an MSDS or any replacement wax sticks, contact [www.rpminc.com](http://www.rpminc.com)

For an MSDS or to purchase the Zenith Tibet Almond Stick, contact [www.zcwinc.com](http://www.zcwinc.com)

For an optimum repair, follow steps 1 through 3 above and finish by wiping the repaired area with a clean cotton cloth that has been dampened with white mineral oil (a conveniently packaged form of which is the Zenith Tibet Almond Stick).

For the most updated information on installing Teragren bamboo flooring, please visit [www.teragren.com](http://www.teragren.com) or email [techsupport@teragren.com](mailto:techsupport@teragren.com). 04/10

For ordering replacement Fil-Stik products through RPM, please use the corresponding information from the chart below:

<i>Teragren Bamboo Flooring Products</i>	RPM Fil-Stik Model Number
<i>Signature Naturals, Craftsman II and Studio flooring in Natural</i>	M231-7898
	M230-9846
	M230-0332
	M230-0415
<i>Signature Naturals, Craftsman II and Studio flooring in Caramelized</i>	
<i>Flat Grain Caramelized</i>	M230-0360
<i>Vertical Grain Caramelized</i>	M230-0415
<i>Signature Colors</i>	
Espresso	M230-0209
Walnut	M230-0207
Cherry	M230-9835
Charcoal	M231-8326
<i>Synergy MPL and Wide Plank Synergy</i>	
CHESTNUT (DARK strands)	M230-9835
CHESTNUT (LIGHT strands)	M230-0207
JAVA (DARK strands)	M230-9835
JAVA (LIGHT strands)	M230-0207
WHEAT (DARK strands)	M230-0360
WHEAT (LIGHT strands)	M230-0332
BRINDLE (DARK strands)	M230-9835
BRINDLE (MEDIUM strands)	M230-0207
BRINDLE (LIGHT strands)	M230-0360
BRINDLE (EXTRA LIGHT strands)	M230-0332
<i>Portfolio Collection</i>	
New Country	M230-0207
Honey Ridge	M230-9835
High Tea	M230-9835
Rich Cognac	M230-9835
Brown Sugar	M230-0209
Darby Brown	M231-8326
Midnight Black	M230-0209
Hewn Tawny	M230-0207
Hewn Port	M230-0209
Paris Black	M230-0209