

# Residential Maintenance & Warranty Guide

Pre-Finished Solid & Engineered Bamboo Flooring

Aluminium Oxide Polyurethane Finish



FINE BAMBOO FLOORING, PANELS & VENEER



TrueMark<sup>®</sup>  
Glaze Tek Poly Finish



TrueMark<sup>®</sup>  
Poly Finish

# Teragren Warranty –Aluminum Oxide Polyurethane Finish

## Pre-Installation Warranty:

Before leaving the factory each Teragren, bamboo floor is carefully inspected, and shipped in sealed packaging to keep the product stable.

Teragren requires inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any boards that are defective should be set aside and they will be replaced. Bamboo materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience subtle changes.

Inspect all materials carefully prior to installation. Warranties do not cover materials with visible defects once they are installed. Installation constitutes acceptance.

## Residential Limited Lifetime Structural Warranty:

Teragren warrants that the floorboards will remain free from manufacturing defects when properly installed, properly maintained, environmental requirements have been met and the original purchaser owns and occupies the home. In the unlikely event that any structural aspect of the plank fails. Teragren will repair or refund the original purchase price of your floor (our option). The factory warranties apply only to the original owner and are non-transferable.

**Residential Limited 25 Year Finish Warranties:** Our Teragren aluminum oxide polyurethane finishes in residential settings are guaranteed not wear through for 25 years (original owner, non-transferable).

## Commercial Warranties:

5 year Finish Warranty  
10 year Structural Warranty

**Claims Administration:** In the unlikely event that any aspect of the plank fails, Teragren will repair, or refund the original purchase price of your floor (our option). Should total replacement be required, Teragren will replace the floor one time only. After a one time replacement Teragren's warranty obligations will be complete and no further warranty is offered as a second failure will indicate that site conditions are not conducive to bamboo flooring installation.

If a claim needs to be started, an inspection by the retailer

is required. A Dealer Inspection Report must be filed with our local distributor. Should the retailer be unable to resolve the concerns a follow-up inspection will be conducted by the Teragren Regional Distributor.

**Radiant Heat Warranty:** It is critical that the floor be installed to Teragren Bamboos' specifications. The surface temperature of the floor should not exceed 80°F. Relative humidity should be maintained at between 35 to 55%. Hydronic, water-based systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed using the floating or glue down installation method.

## Exclusions to Warranties

**1. Color Variation:** Wood & Bamboo are natural products and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product.

**2. Light/Sunlight Exposure:** Changes may occur (patina) when wood is exposed to UV rays from sunlight, florescent, LED, and incandescent bulbs (all band widths of light). Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence.

**3. Squeaky Floors:** Squeaks are related to movement. Incorrect installation methods, or structural issues create squeaking and is not considered a defect. Teragren precisely mill the tongue and groove and locking components to meet the most stringent industry standards.

**4. Pre-Installation Inspection of Boards:** Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Teragren's and industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.

**5. Improper Installation:** Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the bamboo floor. Cabinets and built in appliances should never be installed on top of the bamboo floor. Bamboo flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation. Installation of cabinets on top of the floor can also inhibit expansion and contraction, contributing to squeaky floors.

*NOTE: Should cabinets be installed on top of bamboo floor, product warranty remains in tact for nail and glue down. However, in the unlikely event that the floor experiences problems, Teragren will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice.*

**Never install cabinets on top of floating bamboo floor, doing so invalidates the warranty.**

**6. Gloss Levels and Color Variation:** Bamboo is a natural product, color and gloss level can vary from board to board.

**7. Adverse Environment:** Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet urine, vomit, or pet claw damage is excluded from this warranty. Use of bamboo flooring in laundry rooms and full bathrooms is not recommended. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the bamboo will damage the bamboo floor.

**8. Reaction to Environmental Conditions:** Bamboo is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Cupping and splitting are a reaction to either extreme dry or wet conditions and not related to a manufacturing defect.

Maintaining optimum humidity levels of 35 to 55% will minimize these occurrences. Allowing relative humidity levels to fall below 35% can result in structural damage to the floor such as large gaps, splits in the surface, distortion of the boards and structural failure. Humidity levels above 55% can result in surface warping and structural failure of the boards.

**9. Maintenance:** Full compliance with maintenance instructions is required. Trueclean® Wood, Bamboo & LVT Floor Cleaner must be used. Spills must be wiped up immediately to prevent damage to the boards. Use of steam cleaners will damage the floor and invalidate the warranty.

**10. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential and Commercial Finish Warranties to apply.

*NOTE: See Teragren website for full internet selling policy at [www.teragren.com](http://www.teragren.com)*

This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Teragren will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Teragren Bamboo flooring products purchased after January 1, 2017. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Teragren, is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the event that warranty service is required, please contact your original Teragren retailer to arrange an evaluation of the floor. Should further evaluation be needed your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to Hallmark Floors Inc. for review.

This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in in the courts of the state of California, County of San Bernardino.

#### **Teragren Aluminum Oxide UV Polyurethane**

Bamboo flooring collections from Teragren have this aluminum oxide enhanced, nano particulate top coat, residential/commercial finish.

- Essence
- Synergy® Wide Plank
- Portfolio Naturals
- Neotera
- Synergy® MPL
- Studio
- Wright Bamboo
- Craftsman II
- Signature Naturals

# Maintenance Guide

## 1. Use Trueclean® Wood, Bamboo & LVT Cleaner

**Exclusively:** These products are designed to clean and maintain the Aluminum Oxide Polyurethane Finish.

## 2. Do not use unauthorized maintenance Products:

Such as oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone.

Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

**3. Pets:** Keep nails well trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine, feces and vomit should be cleaned up immediately as they can damage the floor.

## 4. Regular Maintenance Dust Removal:

Since Bamboo flooring has a factory applied polyurethane surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish.

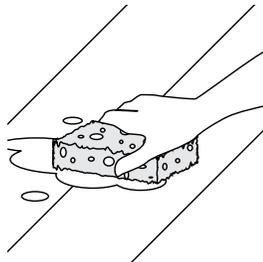


Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out.

*NOTE: Do not use treated commercial dust-mo or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue.*

## 5. Clean Up All Spills:

Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Trueclean® Wood, Bamboo & LVT cleaner on clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately.

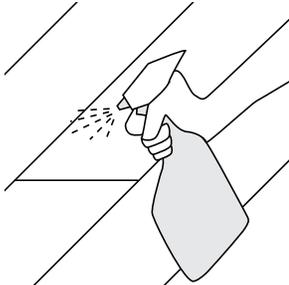


## 6. Shake spray bottle of TrueClean® Floor Cleaner:

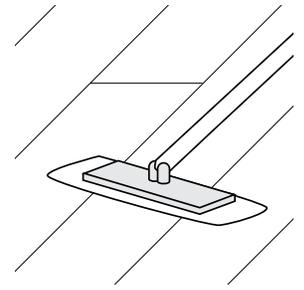
Before use, gently shake the bottle to make sure the cleaning agents are well mixed. (30 seconds avg.)

## 7. Regular Cleaning:

Follow the instructions on the bottle of TrueClean® Wood, Bamboo & LVT Floor Cleaner. The cleaner should be sprayed on the head of the Micro Fiber Mop to prime the micro fiber mop. Then directly to the floor in a fine mist. This mop system consists of a micro fiber applicator head.



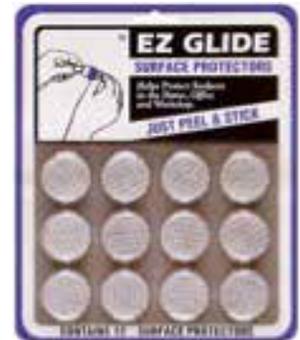
**8. Wipe the Surface with Micro Fiber Mop:** Rub micro fiber mop with direction of the grain. When the applicator is showing dirt replace with a clean one as needed and launder micro fiber mop heads after every use.



**9. No Wet Mopping/Steam Cleaners:** Do not use string mops, sponge mops, or steam cleaners to clean a Teragren Bamboo floor.



**10. Dent/Scratch Prevention:** While denser than wood, bamboo flooring is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides.



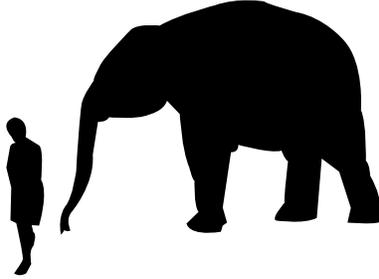
Available at Amazon or EZ glide websites.

Double barrel coaster wheels should replace hard rubber or metal wheels. High-heel shoes can damage a bamboo floor. It is important to keep the tips in good repair.

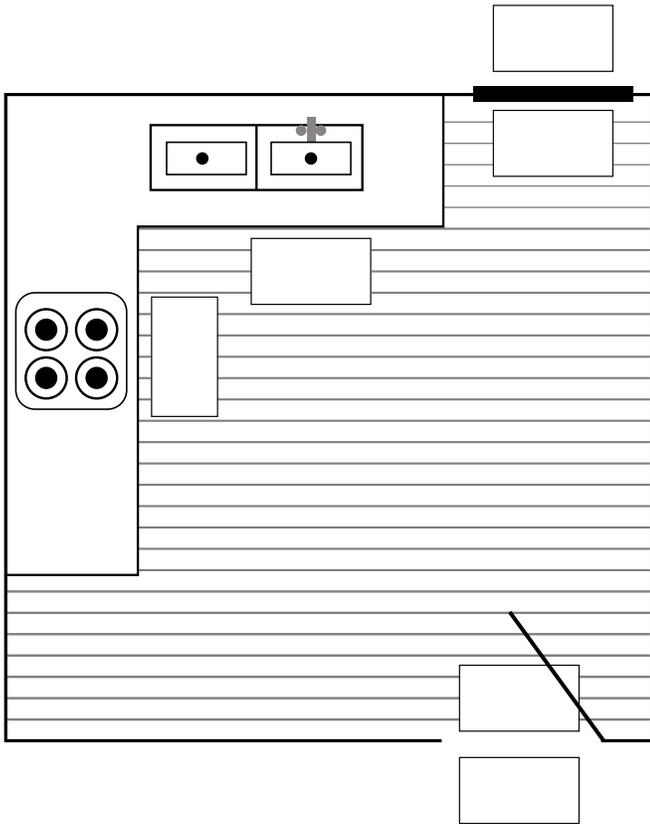
**11. High Heel Shoes:** High-heel shoes can damage a bamboo floor. It is important to keep the tips in good repair.

## WHICH PUTS GREATER FORCE ON A FLOOR?

An elephant has a force of 50 to 100 pounds per square inch (psi) on a floor, while a 125-pound woman in high heels has the force of 2,000 psi. That's 20 times greater than the elephant. Such force can damage any floor, not just hardwood. Exposed nail heads are especially brutal to a floor their 8,000 psi is damaging enough to pulverize hardened concrete.



**12. High-Traffic Areas:** To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove.



**13. Rug Backers & Pads:** Rugs with solid rubber backs should not be used as they cannot breath, and could discolor or make the surface of the floor more slippery. Jute back rugs can scratch a floor unless a rug pad is in place underneath. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish.

Super-Lock & Anchor Grip are provided by Rug Pad USA and can be purchased online at [rugpadusa.com](http://rugpadusa.com) call at 800-565-6011.



**14. Moving Kitchen Appliances:** Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved this can create dent trails in the wood floor. To prevent such damage use Glide N Guard protectors. These glides are widely available on line for between \$20. and \$30.

**FRIGIDAIRE**

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**GLIDE GUARD**

FLOOR PROTECTORS

FRIGIDAIRE P/N 93001

**EASE APPLIANCE MOVEMENT** through the utilization of space age plastics

**FLOOR PROTECTION** for today's expensive hardwood, ceramic and vinyl floors

**EASY TO USE** with interlocking pieces and lip rails

**ADJUSTABLE** for use with refrigerators, stoves, washers, dryers or freezers

**ADD ON ACCESSORY SALES** by the Appliance Salesman, Technician or delivery personnel

Cut the slip into 6 pieces of equal size. Apply 3 pieces to the back of 2 of the sliders as illustrated

Move the appliance on top of the sliders. Being careful not to damage the floor covering.

Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.

Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.

**15. Desk Chairs:** Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.



## **Preserving Aluminum Oxide Polyurethane Finish, Dullness or Traffic Patterns:**

These issues can occur when the floors is not properly maintained. A reoccurring problem in the industry is lack of proper maintenance. Use of unauthorized maintenance products can be very detrimental to the appearance of the floor.

Another issue is failing to vacuum the floor prior to using floor cleaner. Use of treated dust mops or cleaning pads can leave a chemical residue on the floor. Use of dirty micro fiber mops can also leave dirt behind and create a hazy film over time.

Applying too much cleaner to the surface of the floor can also oversaturate the micro fiber mop and prevent adequate cleaning of the floor.

Using multiple micro fiber mop heads per floor cleaning and light misting application of TrueClean® Wood, Bamboo & LVT Floor Cleaner to the floor is the best way to prevent hazy buildup. Teragren recommends that you clean no more than 200 square feet with a micro fiber mop before replacing it with a clean one. No more than 200 square feet per cleaning per micro fiber mop.

process until floor cleaning is complete. This will prevent moving dirt from one part of the floor to another. Launder all terry boot mop heads prior to the next cleaning of the floor.

### **Characteristics of your Teragren Bamboo Floor Expansion and Contraction**

As a product of nature, wood reacts to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Bamboo flooring performs best at relative humidity rates between 35 and 55% and temperatures between 50 and 80°F.

*NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both*

*scenarios can damage the floor, cabinets, and furniture.*

**Light & Color Changes in Floor:** Both wood & bamboo reactphotochemically to UV rays from the sun and indoor lighting sources. In furniture this effect is referred to as “patina”. The publication, Wood Handbook, Wood as an Engineering Material, the US Department of Agriculture, Forest Products Laboratory explains the phenomenon. It states that all band widths of light will effect change in the patina of wood or conversely bamboo, as it is also a cellulose/plant based material.

Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize the speed and degree of change but cannot stop it entirely.

**Natural Visual Characteristics:** Our bamboo floors are created to showcase the natural beauty of bamboo. As such, the planks will contain natural mineral deposits/streaking, and nodes (the periodic ridge in the culm/stalk). Boards include an array of light and dark portions

At Teragren, we have the right style, texture, gloss level, board width and length to fit any décor. Please ask your dealer which Teragren collection best fits your individual needs and taste preferences.



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Teragren Inc.  
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