

# TERRAMAI

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## Care & Maintenance Guidelines

### Tabletop and Countertop Care & Maintenance

TerraMai's wood tabletops and countertops ("tops") will show signs of wear over time depending on sight conditions, amount of use, and type of use. Ultimately, owner understanding and observation of the top's condition over time will dictate the care and maintenance program. By observing a few precautions and cleaning regularly, you can expect years of beauty from your TerraMai wood tops. For everyday general maintenance of oil and poly finishes, keep the tops 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.

- Everyday food and liquid spills should be promptly cleaned with a clean, soft, and slightly dampened cloth if needed. Please see appropriate care and maintenance products listed below for routine use.
- Commercially made hardwood floor cleaners and commercial waxes are not recommended.
- Do not use bleach, even if diluted in any concentration.
- Clean with a slightly dampened rag or use an approved cleaner as needed, or at least once per week.
- Use caution when applying water to wood tops – excessive, standing water can dull the finish, damage the wood, and cause discoloration.
- Do not use 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 bleach, citrus oils, lemon oil, tung oil, silicon or ammonia.
- Grit and dirt on the tops, especially underneath sliding objects such as dishes or glassware, or sliding heavy objects, are the most common causes of damage.
- Do not use rubber, foam-back, or plastic mats as they may discolor the tops.
- Protect bottoms of 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.
- When moving appliances, use extra caution to avoid scratching, indentations, and gouging. Some objects may be too heavy to be moved across a hardwood top under any circumstances.
- 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 fixed objects periodically so the tops age evenly.

- As a general rule, a humidity level of 30-to-50 percent and a temperature range of 60° to 80°F is recommended. Use a humidifier in dry conditions or dehumidifier in damp conditions.
- Do not allow the environment where your wood tops reside 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 TABLETOP/COUNTERTOP 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 and type of use, sun exposure, movement of objects, exposure to moisture and many other factors. A wood professional with first-hand knowledge of the installation is best able to advise on long-term maintenance and refinishing.

### **Polyurethane Finishes**

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

### **Oil Finishes**

- For an oil finish, it is required to use Rubio products in order to comply with the TerraMai warranty.
- 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.
- The timing for a complete Rubio oil re-coat 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 use 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.
- Oil finishes do not typically need to be sanded prior to recoating.

## CARE & MAINTENANCE PRODUCTS

- For a polyurethane finish, we recommend cleaning products specifically designed for polyurethane (e.g., Bona provides a complete line of industry-standard care and maintenance products designed for polyurethane finishes).
- For an oil finish, it is REQUIRED to use Rubio products in order to comply with TerraMai's warranty. 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>.

*The care and maintenance information included here is based on recommendations from the wood finish manufacturers and other sources. It is accurate to the best of our knowledge. However, due to the variety of 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 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 technician.*