

|    | PROBLEM   | CAUSE  | SOLUTION   |
|----|---|--|--|
| 1  | Footsteps are visible after the drying time has elapsed.                                | The excess oil was not sufficiently removed.   | <ul style="list-style-type: none"> <li>- Sprinkle a few drops of oil in the colour of the surface onto a red pad.</li> <li>- Polish the surface with the pad. Excess oil will reactivate &amp; gather in the pad. Replace the pad when it becomes saturated.</li> <li>- Polish the work area with a white pad to remove any residue.</li> <li>- Continue the process until the floor is completed.</li> <li>- Leave to dry for a minimum of 8 hours.</li> </ul>  |
| 2  | The surface is not dry after the indicated drying time has elapsed.                     | Various possibilities:<br>a) The excess oil was not sufficiently removed.<br>b) There was insufficient ventilation during the treatment.<br>c) The humidity in the space is too high (60%+).   | a) Sprinkle a few drops of oil in the original colour onto a red buffer pad.<br>- Polish the surface with the pad. Excess oil will reactivate & gather in the pad. Replace the pad when it becomes saturated.<br>- Polish the work area dry with a white pad to remove residue.<br>- Continue the process until the floor is completed.<br>- Leave to dry for a minimum of 8 hours.<br>b) Ventilate the room for an additional 24 hours.<br>c) Lower the humidity by ventilating the space.  |
| 3  | A more intense color than how it appears after application is desired.                  |  | <ul style="list-style-type: none"> <li>- Polish the surface with a black pad.</li> <li>- Remove all dirt.</li> <li>- Sprinkle a few drops of RMC Oil Plus (2C) Pure on a white pad and polish the surface. Polish once more with a cloth under a clean white pad.</li> <li>- Leave to dry for a minimum of 8 hours.</li> </ul>   |
| 4  | The color should be less intense than how it appears after application.                 |  | In this case the surface needs to be sanded and treated again entirely in the desired color.   |
| 5  | The color deviates from the color on the sample in the same wood type.                  | a) A different application method (machine vs. manual).<br>b) The use of sanding paper with a different grit than recommend by us.   | Sand and finish the floor again. Use the same method and sandpaper grit that was used for the sample.  |
| 6  | The end result should be somewhat darker than the color on the sample.                  |  | a) Method 1: Sand the floor with a courser grain of sandpaper. Ensure that no scratch marks are left during sanding!<br>b) Method 2: wet the surface (very evenly!) with a wet cloth. It is very important that this is done evenly, otherwise this may result in differences in colour. As a result of the wetting, the grain of the wood will open, allowing it to absorb more pigment.  |
| 7  | The end result should be somewhat lighter than the color on the sample.                 |  | Sand the floor with a finer grain of sandpaper.  |
| 8  | The surface, or part of the surface, must be covered after treatment. How do I do this? |  | Basically, with RMC Oil Plus wait 2-3 days after the treatment, and with RMC Oil Plus 2C wait 48 hours after the treatment.<br>- Use felt or corrugated cardboard (with the even side face down). Never use any kind of tape.<br>Please take into account that curing stops when the floor is covered and continues once the cover is removed.   |
| 9  | So-called 'cloud formation' occurs.   | Various possibilities:<br>a) This problem is the clear result of the direction of rotation of the floor polisher.<br>b) Too much oil was applied, or the oil was applied unevenly.<br>c) Incorrect sanding against the grain of the wood or with the incorrect sandpaper grit. | a) This normally disappears during the first three weeks.<br>b) Remove the excess oil as in #2 above. Leave to dry for a minimum of 6 hours.<br>c) The surface must be completely sanded and treated with oil again.   |
| 10 | There is a difference in color between the general surface and the perimeter.           | Various possibilities:<br>a) Insufficient oil was removed from the perimeter area.<br>b) The grit used to sand to perimeter area was too course or the edger sanding was not properly blended in with the field of the floor.  | a) Remove the excess oil with a green pad. Apply some more oil onto the surface of the area, if necessary. Rub the surface dry and leave to dry for another 6 hours minimum.<br>b) Sand the problem areas again with grit 120. Remove all dust. Apply some more oil and polish dry. Leave the area to dry for a minimum of 6 hours.<br>Note: If this condition exists over a great portion of the floor, it may be easier & quicker to sand the entire floor & re-oil.   |
| 11 | After a few days or weeks the surface appears soiled and cannot be cleaned.             | It is likely that the surface was trodden on with heavily soiled shoes in the first few days after the treatment. This means that the dirt has been able to penetrate INTO the oil.  | If the surface has not fully dried yet:<br>- Sprinkle a few drops of oil in the color of the surface onto a red pad.<br>- Polish the surface with the pad. The new oil will serve to clean the floor. Replace the pad as it becomes dirty.<br>- Polish the work area dry with a white pad to remove residue.<br>- Continue the process until the floor is completed.<br>- Leave to dry for a minimum of 8 hours.<br>If the surface has fully dried:<br>- Sprinkle a few drops of oil in the color of the surface onto a green pad.<br>- Polish the entire surface dry with the pad. Replace the pad when it becomes saturated.<br>- Polish the work area with a beige pad to remove residue.<br>Leave to dry for a minimum of 8 hours. |
| 12 | I want to/must replace carpets and furniture as soon as possible.                       |  | In order to prevent problems/damage, you must respect the drying time as indicated on the technical leaflet of the product you used. For example, 3 weeks for RMC Oil Plus and 1 week for Oil Plus 2C.   |
| 13 | Water was spilled during the drying time causing white stains.                          | When the oil has not dried completely it will absorb fluids.   | Use a cloth to rub a few drops of oil in the color of the surface on the white stains. Wait 2 minutes and rub dry again. Leave to dry for 4 hours.   |
| 14 | Water was spilled during the drying time causing dull stains.                           | The wax layer was damaged because the oil had not dried completely.  | Normally this problem disappears after a number of maintenance treatments with an RMC cleaning product of your choice. You can apply the first maintenance treatment after the first drying phase.   |
| 15 | Water was spilled after the drying time has elapsed. A white stain appears.             | The minerals in the water has been able to adhere to the surface.  | Treat the stain with our special mineral remover: RMC Limespot Remover.  |
| 16 | How do I know whether the floor is sufficiently dry after treatment?                    |  | Use a cotton cloth or a small area of the pad to rub over an inconspicuous area of the surface. If no oil sticks to the cloth, the surface has dried sufficiently.   |