

FAQ INTERIOR - EXTERIOR

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PROBLEM	CAUSE	SOLUTION
DRYING TIME - CURING		
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.
The surface is not dry after the indicated drying time has elapsed.	Various possibilities: a) The excess oil was not sufficiently removed. b) There was insufficient ventilation during the treatment. c)The humidity in the space is too high (higher than 60%).	 a) Sprinkle a few drops of oil in the colour of the surface onto a green pad. Rub the surface completely dry with the pad. Replace the pad when it becomes saturated. Finish with a beige pad. Leave to dry for a minimum of 8 hours. b) Ventilate the room for an additional 24 hours. c) Lower the humidity by ventilating the space.
Footsteps are visible after the drying time has elapsed.	The excess oil was not sufficiently removed.	 Sprinkle a few drops of oil in the colour of the surface onto a green pad. Rub the surface dry with the pad. Replace the pad when it becomes saturated. Finish with a beige pad. Leave to dry for a minimum of 8 hours.
Water was spilled during the curing 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 colour of the surface on the white stains. Wait 2 minutes and rub dry again. Leave to dry for 4 hours.
Water was spilled during the curing 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.
Water was spilled after the curing time has elapsed. A white stain appears.	The chalk in the water has been able to adhere to the surface.	Treat the stain with our special chalk remover: RMC Limespot Remover.
The surface, or part of the surface, must be covered after treatment. How do I do this?		Basically, this can be done with Oil Plus from 2-3 days after the treatment, and for the RMC Oil Plus 2C from 48 hours after the treatment. - Use felt or corrugated cardboard (with the even side face down). Never use any kind of tape. Please take into account that you need to add the time the surface is covered to the indicated drying time (which varies depending on the type of oil you used – see the technical leaflet).

PROBLEM	CAUSE	SOLUTION
COLOUR		
The colour should be more intense than how it appears after application.		 Wipe the surface with a black pad. Remove all dust. Sprinkle a white pad with a little RMC Oil Plus (2C) Pure and treat the surface. Leave to dry for a minimum of 8 hours.
The colour should be less intense then how it appears after application.		In this case the surface needs to be sanded and treated again entirely in the desired colour.
The colour deviates from the colour on the steel in the same wood type.	a) A different application method (machine vs. manual). b) The use of sanding paper with a different grain size than recommend by us.	Finish the floor again. Use the same method and grain that was used for the steel.
The end result should be somewhat darker than the colour on the steel.		 a) Method 1: use a coarser grain type. Ensure that no scratch marks are left during sanding! 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.
The end result should be somewhat lighter than the colour on the steel.		Use a finer grain type.
There is a difference in colour between the general surface and the skirting area.	Various possibilities: a) Insufficient oil was removed from the skirting area. b) The grain used to sand to skirting area was too course	 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. b) Sand the problem areas again with grain 120. Remove all dirt. Apply some more oil and rub dry. Leave the area to dry for a minimum of 6 hours.

PROBLEM	CAUSE	SOLUTION
GENERAL		
So-called 'cloud formation' occurs.	Various possibilities:	
	a) This problem is the clear result of the direction of rotation of the floor polisher.b) Too much oil was applied, or the oil was applied unevenly.c) Incorrect polishing against the grain of the wood or with the incorrect grain size.	 a) This normally disappears during the first three weeks. b) Remove the excess oil – spread it evenly with a green pad. Leave to dry for a minimum of 6 hours. c) The surface must be completely sanded and treated with oil again.
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 cured yet: Treat the entire surface again with a white pad. If the surface has fully cured: - Sprinkle a few drops of oil in the colour of the surface onto a green pad Rub the entire surface dry with the pad. Replace the pad when it becomes saturated Finish with a beige pad. Leave to dry for a minimum of 8 hours.