

## **GoodFilla Premium Wood Filler FAQ:**

### **Q: What is the difference between the Heavy Body (HB) and the Trowel Ready (TR)**

A: The Trowel Ready filler has an additive that allows the filler to retain water in order for it to be easily spread with a wide trowel. The HB can be thinned with water and also be used with a trowel, but the water will be drawn out by the wood, causing the HB to stiffen.

### **Q: What colorant do I use to make a custom color with the Neutral?**

A: Any liquid or powdered universal tint or dye is ideal. You can also use paints, food dyes, or stains to tint the filler to your desired color. Results will vary depending on the pigment load. Always test by applying the final finish over the dried filler.

### **Q: If the filler can be reconstituted with water, what happens with water borne finish and stain?**

Apply all waterborne finishes with a roller, pad or spray. Applying with a rag can cause the filler to “dish” or be wiped out of the void.

### **Q: How much water can I add?**

A: Up to equal parts filler to water by volume. Use warm/hot water and vary the amount of water depending on the desired viscosity.

### **Q: Can you use the filler outside?**

A: Yes. However, the filler must be sealed from all sides.

### **Q: Can I mix wood flour into the filler?**

A: Yes. Test the results and color by applying finish to the dry, sanded filler.

### **Q: What happens if the floor “gaps” in the winter?**

A: GoodFilla is formulated with two different types of adhesives that provide excellent adhesion. The filler will remain adhered to one side of the gap, causing the gap to close when the floor expands.

### **Q: What happens if the floor expands in the summer?**

A: The filler dries extremely hard, and will not be squeezed out of the gap. If the floor was installed correctly with expansion gaps, it will expand into those gaps without “kicking” the filler out.

### **Q: The filler does not seem to be drying.**

A: Since it is purely a water based product, the filler dries from the top down. Deep voids should be filled in ¼” increments. This allows the filler to fully dry.

### **Q: When I first open the pail, the filler seems to be a solid blob.**

A: GoodFilla’s wood fillers are freeze-thaw stable. This enables the user to leave the product on the truck or on a jobsite, and not be concerned that the ambient temperature will ruin their filler. However, in colder temperatures, the filler will freeze or “congeal” and appear to be more solid. To thaw, allow filler to reach room temperature (72 deg. f), and mix it with a paddle or daisy mixer attached to a drill.

To speed the thawing process, 2-6 oz of hot water/gallon may be added while mixing. The re-mixed product may appear lumpy, but the lumps will disappear as the filler is applied.

**Q: How do I know when the filler is fully cured and dry?**

A: The filler is dry when it: a) cannot be indented with a finger nail, b) sands and powders easily (does not clog the sandpaper), c) appears slightly lighter than the color in the pail.

**Q: The wood filler seems to dry lighter than the original color.**

A: It will dry lighter and return to the original color once the finish is applied.

**Q: The wood filler is not accepting stain.**

A: It must be fully cured and dry before it can accept a stain.

**Q: The wood filler is clogging the sandpaper.**

A: Once the wood filler is dry, you will notice a fine powder is produced while sanding. If it is not dry, it will clog the sand paper.

**Q: How do I reconstitute the filler if it's dry?**

A: If the entire container is hard, add some warm water, close it, and let the filler soak overnight. It will absorb the water and become useable. Small amounts can easily be reconstituted by mixing with warm water.

**Q: Do I need to match the filler to the color of the wood if I plan to stain the wood?**

A: GoodFilla is designed to accept stain similarly to wood. However, the stain needs to be darker than the filler. If you are using a light stain, match the filler to the color of the wood.

**Q: Do I need to apply a sealer if I trowel the filler over the entire floor?**

A: If using a water-borne finish, we recommend following the manufacturer's instructions in order to reduce the risk of "panelization". The risk is reduced by troweling the filler.

**Q: If I use a reactive stain, will the filler react the same way as the wood?**

A: Reactive products rely on naturally occurring tannic acid in the wood. Levels of tannic acid will vary from specie to specie, and will change the depth of color depending on the wood. Tannic acid can be added to the filler. We highly recommend testing the results and varying the level of tannic acid to match the wood you are staining.