Maintenance Tips

- Wipe up any spills immediately and clean the area with absorbent paper towel, cloth or sponge using a blotting motion to prevent rubbing any moisture into the stone

- Sweep and / or vacuum floors regularly to remove any gritty particles, dust or debris as this can be abrasive to the tile surface

- Sealing is strongly recommended for natural stone tiles to prevent moisture absorption / damage – ensure the sealant is appropriate for the type of natural stone it's being applied to and the location the stone will be used in

- Periodically check the sealer to make sure it is working effectively and reapply as necessary as per the manufacturer's instructions

- Even sealed surfaces are susceptible to moisture penetration, especially from acidic liquids such as fruit juice, wine, vinegar, etc. so be sure to wipe up all spills immediately

- Seal grout joints after installation and as required to prevent moisture absorption, staining and discolouration

- Dampen the surface of the stone with clear water to keep all cleaning solutions on the surface of the stone

- Using a damp mop or micro-fiber cloth with a pH neutral stone cleaning solution, free of acid or bleach, to periodically wipe sealed stone tiles clean

- Do not wet mop polished stone surfaces – keep moisture to a minimum and polish dry with an absorbent paper towel or cloth to prevent dulling

- Ensure the cleaning product selected is compatible with cleaning the grout joints - specially designed tile, stone & grout cleaners can be found at most stone and tile retailers

- Thoroughly read & follow all manufacture warnings and instructions for all cleaning products before use and test all cleaning solutions and materials in a small inconspicuous area before full application

- After using cleaning solutions, wipe down entire area with a clean cloth or mop and clear water to remove any residue that may have been left behind

Maintenance Tips (cont.)

- Do not use cleaning wax, oil based cleaners, ammonia, sealants or products containing acid, alkali or bleach as part of routine maintenance

- Avoid abrasive cleaning products such as scouring or steel wool pads

- Regularly inspect tiles and have any damaged tiles professionally removed / replaced

- Use felt or rubber protective pads under furniture to prevent scratching tile surfaces

- Place good quality floor mats in high traffic locations and areas that are susceptible to moisture (i.e. near entrance / exit ways)

Heavy-Duty Stone Cleaning

A heavy-duty non-hazardous & non-polluting stone cleaner with a degreaser may be required to remove stubborn dirt, grease & grime. Use a concentrated stone cleaning product that has low VOC (volatile organic compounds). Always read and follow the instructions on the product label. Rinse the area with clear water and pat dry with a clean towel or sponge to remove any residue. Do not use acidic solutions / cleaners as part of a regular maintenance routine. Always test cleaning solutions in a small inconspicuous area prior to full application; ensure the cleaner does not dull polished surfaces.

Stain Removal

Poultice is a liquid cleaner or chemical mixed with an absorbent material to form a thick stain removing paste, effective in cleaning deep-set oil or grease stains as well as grout haze from stone. Wet the stained area with distilled water and apply a ¼ - ½ inch thick layer of the poultice mixture to the stain. Cover the area with a piece of plastic for approximately 24 hours, then remove the plastic and allow the mixture to air dry completely. As the mixture dries, it will breakdown and pull out the oils in the stain. Gently remove the poultice from the stone surface, using a plastic scraper if necessary; rinse the area with clear water, pat dry and buff the surface with a clean cloth. Repeat as necessary.

If the poultice has dulled the shine of the polished stone, use a polishing powder and pad to buff the stone and restore the finish. Always read and follow the instructions on the product label.

Cleaning Grout Haze

After tile installation, grout residue can form a white haze like film on the surface of the tile. A grout haze remover solution appropriate for natural stones can be used. A poultice solution can also be used. Read and follow the instructions on the product label. The solution will break down the cement and allow the haze to be wiped away. Rinse area with clear water and pat dry with a clean towel or sponge to remove any residue. Do not use acidic solutions / cleaners as part of a regular maintenance routine. Many of the grout products on the market today are polymer modified, which means they have latex in them. Be sure to purchase a solution that is compatible with the type of grout you have used and is safe to use on stone surfaces.

Cleaning Grout

Routine grout cleaning can be done with a mild, pH neutral stone cleaning solution that is free of acid or bleach that will not affect existing sealers or wax-type coatings. For periodic deep cleaning of grout, a concentrated tile & grout cleaner can be used. Look for a cleaner that has non-polluting chemicals and low VOC levels. The cleaner should be safe for use on natural stone and capable of removing grease, soap scum, mildew and body oils. Always read and follow the instructions on the product label. Rinse the area with clear water and pat dry with a clean towel or sponge to remove any residue. Do not use acidic solutions / cleaners as part of a regular maintenance routine.