

NUFLOORS provides the information contained herein to its customers as an information source only. The products identified in this brochure may have chemicals that cause reactions in certain individuals. Nufloors strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals. Nufloors recommends that you ALWAYS test a small area PRIOR to usage of any cleaning/maintenance product to determine whether the product you are about to apply serves its intended purpose.

### Natural Stone - Care and Maintenance:

**NATURAL STONE** products will provide you with a lifetime of beauty, however proper maintenance is crucial. Natural Stone products are porous by nature and require a different maintenance program than traditional ceramic/porcelain man made tile. Many of the cleaners used on ceramic tile can stain, damage or dull stone. Dirt and dust will scratch the surface of stone so stone floors should be vacuumed or dust mopped often to remove abrasive items. Natural stone should be cleaned with neutral cleaners and should never contain acid or bleach. (Even a light solution of vinegar and water will etch and damage natural stone.)

**STONE SEALERS:** Natural Stone will require some type of topical sealer protection. These sealers are designed to provide stain resistance and a durable finish to protect against wear. Use a sealer that can be re-applied over itself, without stripping or removing the old sealer when it has become worn. Follow the manufacturer's instructions carefully. The expected wear of a topical sealer will vary depending on the hardness, surface texture, type of area, usage and type of maintenance products used. The average expected life of a sealer is approximately 3 years. Stone products should be tested periodically to ensure that the sealer is working effectively.

Depending on your surface, different sealers offer different looks from no-sheen to high-sheen. A penetrating sealer (no sheen), which doesn't really change the look of the stone, is the normal choice on polished or honed marble, limestone, granite, or where the natural colour of slate is desired. Stone enhancer sealers are often used with slate products in order to darken, enrich, and highlight the natural colour. These products may be a penetrating or topical sealer; they come in a range of sheen levels from matte to high gloss; and they will also darken the grout. When sealing a very dense stone, one coat will be sufficient. Most stones and grout will require two coats. A few of the more absorbent stones may need additional coats to be properly sealed.

Consult with your Nufloors associate to determine if the selected sealer is appropriate for your installation. They can also advise you on when and how to apply the sealer. Do not mix brands of sealer and read the manufacturer's instructions, as all sealers are not the same.

**STONE CLEANERS:** Only use cleaners that are specific for cleaning stone as they contain no acids and are concentrated neutral PH cleaners that will not affect existing sealers. A solution of cleaner and water per the manufacturer's specifications should be applied to the stone surface with a sponge or mop. On walls, kitchen counters or vanity tops, a spray bottle can be used to apply the cleaning solution. Follow the specified application instructions.

**STAIN REMOVAL:** Stone poultice will remove stains and grout haze from stone. Poultice is a fine, nonacidic, absorptive clay cleaning powder that removes deep-set oil stains, grease and light cementitious grout haze from polished and unpolished stone. \*Note: Poultice may dull the shine of the polished stone. If this occurs, you will need to use a marble polish to restore the natural shine.

\*Tip: it is recommended that you maintain the use of the same (brand name) treatment products during the life of your ceramic tile/natural stone.

*We Care*  
protect your investment  
**Nufloors**

Please contact Nufloors should you have any questions or concerns. We will be happy to assist you.

PRINTED IN CANADA

*Tile & Stone*  
FLOOR CARE



Tiles today are made of many kinds of materials including ceramic, glass, metal, concrete, slate, stone and composites. Easy to clean and durable, ceramic and natural stone are great ways to add colour, texture and timeless good looks to your home.

**Nufloors**  
www.nufloors.ca

**Ceramic and Porcelain Tile - Care and Maintenance:**

**CERAMIC TILE** is a natural product made up of clay, a number of other naturally-occurring minerals and water. Glazed ceramic tile has a ceramic coating applied to the tile body which gives the tile its colour and finish.

**PORCELAIN TILE** is denser and less porous than ceramic tile and is resistant to moisture, stains, and even fading. It is available in both polished and matte finishes. Porcelain tiles come in either a glazed porcelain or a through-body porcelain tile. Through-body porcelain tiles have the same colours all the way through so if they get chipped or scratched the colour will not change. Glazed porcelain tile are similar to glazed ceramic tile. They have a design layer (glaze) on top of the tile body that is a different colour and will be noticeable if chipped.

**CERAMIC AND PORCELAIN TILE CARE:**

Prompt clean-up of spills and regular cleaning will keep your ceramic tile looking its best.

**Glazed walls/countertops:** Everyday care: wipe with damp cloth or sponge using all-purpose cleaner. Use window cleaner for glossy surfaces. Wipe dry with cloth.

**Glazed tile floors:** Everyday care: Vacuum regularly. Damp mop using solution of water and "soapless detergent." For heavy cleaning: use a commercial tile cleaner or a strong solution of water and "soapless detergent." If stained, use scouring powder paste. Let stand for 5 minutes, brush and scrub. Rinse and dry.

**Glazed tile showers:** Everyday care: Use all-purpose or bathroom cleaner. Allow to stand for five minutes, rinse and dry. For heavy cleaning: use chlorine bleach or hydrogen peroxide. With coloured grout, test a small inconspicuous area first. For stubborn stains, use scouring powder

containing a bleaching agent. Let stand 4-6 minutes, then scrub and rinse thoroughly. To remove mildew, use a commercial tile cleaner, chlorine bleach or ammonia. **DO NOT MIX.**

**Matte finish wall tiles:** Everyday care: Sponge with a diluted solution of water and "soapless detergent." For heavy cleaning: use scouring powder paste. Let stand for 5 minutes and then scour with brush. Rinse and wipe dry.

**Matte finish tile floors:** Everyday care: Vacuum regularly. Damp mop or sponge with water and/or a diluted solution of water and "soapless detergent." For heavy cleaning: use scouring powder paste. Let stand for 5 minutes and then scour with brush. Rinse and wipe dry.

**Natural Porcelain/Semi Polished Porcelain:** Everyday care: Vacuum regularly. Damp mop using a solution of water and "soapless detergent." For heavy cleaning: use scouring powder paste. Let stand for 5 minutes and then scour with brush.

- All-purpose cleaners include Mr. Clean, Fantastik, Ajax Liquid, and Liquid Comet.
- Soapless detergents include Spic&Span and 409.
- Scouring pads include Comet, Bon Ami, and Ajax. Steel wool pads are not recommended.

**STAIN REMOVAL GUIDE:**

- Grease and fats: Soda and water or commercial spot lifter
- Inks and coloured dyes: Household bleach
- Blood: Hydrogen Peroxide or household bleach
- Coffee, tea, food, fruit, lipstick, juices: Neutral cleaner in hot water followed by hydrogen peroxide or household bleach.

**DO's and DON'Ts of CERAMIC TILE CARE:**

- DON'T combine ammonia and household bleaches.
- DON'T use cleaners containing acid or bleach for routine maintenance.
- DON'T use harsh cleaning aids like steel wool pads or scouring pads containing metal which can scratch or damage the surface of the tile.

- DON'T use a cleaning agent that contains colour on matte finish ceramic tile or natural stone.
- DO test scouring pads in a small area first (not recommended for natural stone).
- DO use a sealer on grout joints (or a silicone sealer on grout joints if continuous staining is a problem).
- DO have any damaged or broken tiles removed and replaced only by a qualified installer.
- DO read and follow directions for all cleaners.

**Tile Grout for Ceramic/Porcelain Tile - Care and Maintenance:**

Grout is the material used to fill the spaces between the individual tiles. Most tile installations use cementitious grouts. The grout should be sealed after installation to prevent the colour from staining. Use a grout sealer that does not contain silicone, as silicone can shorten the useful life of the sealer. The application of a good quality grout sealer will not change the natural colour of the grout, but will prevent the penetration of moisture, will ease maintenance and help prevent staining or discolouration.

**Only the grout needs to be sealed, not glazed floor or wall tiles. Grout can be sealed 72 hours after installation.** You may need to reapply the sealer on an annual basis depending on the sealer quality, traffic patterns and maintenance routine. Always refer to the product information for details on product installation and applications (including any warnings) before using. Sealing the grout or using 100% epoxy grout will not guarantee against surface build-up or discolouration of the grout. Grout needs to be cleaned on a periodic basis to remove any surface build-up. Routine grout cleaning can be done with a concentrated household or commercial cleaner. When heavy duty grout cleaning is required, you will need a professional strength tile and grout cleaner. Contact your Nufloors associate for assistance.

Be sure to keep grout joints in good repair. Scrape out loose, cracked or powdery joints and refill with good grout.

NOTE: Epoxy grouts are chemically cured and acid resistant and as a result do not require a sealer.