

## Care and Maintenance

### Initial Cleaning During Installation

As with any flooring material, the most important step in the care and maintenance of your porcelain floor is the initial cleaning. The single most important step in caring for your StonePeak Ceramics' floor is the complete removal of setting material, grout residue, and/or any construction residue from the surface of the tiles before they have a chance to dry. In most cases, StonePeak Ceramics' porcelain tiles can be cleaned successfully by scrubbing the installation with a "neutral detergent cleaner" followed by a thorough rinsing. If grout residue still remains, rinse further, cleaning the tile several times with clean water, to be certain you have removed traces of grout residue from the surface of the tiles. Grout manufacturers have printed detailed instructions for the proper cleaning of grout residues, available. The grout manufacturer's directions should be followed if a grout film is present on the surface of the porcelain tiles.

Once the initial cleaning process has been completed, StonePeak Ceramics' porcelain tiles just need to be swept or vacuumed and damp mopped with a "neutral detergent cleaner" followed by a thorough rinsing.

### Special Grouting Precautions

It is recommended that a test patch be done prior to grouting the installation to determine if contaminations of grout pigment will occur on the tile – especially when using light colored tiles or polished tiles that are to be grouted with a dark contrasting colored grout, or when dark colored tiles are to be grouted with a light colored grout. If discoloration does not occur on the surface of the tile, then proceed with grouting. If discoloration does occur, it is recommended to request from the grout manufacturer a proper procedure for the protection of this surface.

### Proper Care During The Construction Phase

Like any other finished material, StonePeak Ceramics' porcelain tiles are viewed as a finish flooring material. We strongly recommend that a protective cover such as cardboard, construction paper, plywood, and/or other covering which will protect the porcelain tile during the initial construction phase be used. The use of plastic as a cover is not recommended, since plastic becomes slippery when construction residue comes in contact with the plastic. In addition, plastic has a tendency to delay the natural curing process of the thin-set and/or grout.

### Glazed, Matte, Honed and Textured Tiles

StonePeak Ceramics' porcelain tile products do not require the use of sealers, surface coating or waxes on the Glazed, Matte, Honed and Textured porcelain tiles. In fact, the surface of the matte series is so smooth, and non-absorbing, that Stain Test results show that StonePeak Ceramics' porcelain tiles are virtually stain resistant. Applying a sealer or surface coating to matte finish porcelain tiles will only add unnecessary steps to the overall maintenance program – without enhancing the overall appearance of the tile. The use of sealers on impervious porcelain paver tiles will turn a low-maintenance tile into labor intensive high-maintenance tile, and in most cases, these applied surface sealers on matte porcelain tiles change and/or diminish the slip resistance of the porcelain tile.

## Recommendations Guide

### Daily Maintenance

As with any flooring material, general maintenance and cleaning varies depending on the surface, texture of the tile and surface contaminate. Generally, neutral cleaners are more than sufficient to clean and maintain StonePeak Ceramics' porcelain tiles. It's important that the cleaner used is a non-oil, non-soap, and non-animal fat based product.

These cleaners have a tendency to act like a magnet and attract dirt and dust, due to the residue build-up left behind during the clean up. Generally water and a soft sponge will remove most contaminants from your porcelain tile. If a cleaning product other than water is used for general cleaning only a neutral Ph cleaner (with the characteristics described above) should be used. These neutral Ph cleaners are available from most sealer manufacturers and can be found at a local hardware store or tile distributor. Cleaners such as Formula 409, Fantastic, or Windex can sometimes be used on unsealed tiles, but most are alkaline in nature and could attack the surface finish. If using a cleaner such as this always test a small area first. If you are not able to remedy the situation using the materials above refer to the Heavy Duty Maintenance section of the Recommendations Guide.

### Heavy Duty Maintenance

If contaminants occur due to more than daily routine activities, then the use of a stronger cleaner may be needed. Use caution in selecting the product for heavy duty cleaning as many chemi-cals can damage items of the installation or near the installation as well as discolor and/or stain certain types of tiles. Porcelain tiles are the most durable tiles available, however, we do not test every chemical made, and therefore a test area is needed to confirm that the product selected is suitable for the removal of the contaminant in question. Please refer to the Stain Removal Guide for information about particular stains and manufacturer information. The information listed is only a guide. For more specific information please contact one of the manufacturers listed. Always follow the directions from the manufacturer of the cleaning product you intend to use.

### Stain Removal Guide

Stain	Miracle Sealants	Aqua Mix	Fila Chemicals
<b>Food Stains</b> Coffee, Wine, Grape, Juice, Tea, Mustard, Ketchup, Soda, Other foods	Porcelain and Ceramic Tile Cleaner or Miraclelean #1***	Concentrated Stone & Tile Cleaner or Heavy-Duty Tile & Grout Cleaner for heavier stains	PS/87 or SR/95*
<b>Oil Based Stains</b> Animal Fats, Vegetable Fats, Cooking oil, Wax, Rubber, Lipstick Oil based paint	Porcelain and Ceramic Tile Cleaner or Liquid Poultice***	Heavy-Duty Tile & Grout Cleaner Sealer and Coating Remover	PS/87 PS/87 or No Paint
<b>Other Stains</b> Ink, Felt Marker Crayon Pencil Paint (H2O based)	Porcelain and Ceramic Tile Cleaner or Poultice Powder with Liquid Poultice, Mira Strip	Sealer and Coating Remover Phosphoric Acid Cleaner w/ Poultice Stain Remover Sealer and Coating Remover	PS/87 or SR/95* PS/87 PS/87 or No Paint
<b>Grout</b> Cement, Latex/Polymer	MiraSeal GCFFR, H2O Strip or Epoxy Grout Film Remover	Sulfamic Acid Crystals or Phosphoric Acid Cleaner (after 10 days on new grout) or Grout Haze Clean-up (first 1-10 days)**	Deterdek
Epoxy	Epoxy Grout Film Remover	Sealer and Coating Remover	PS/87

\* SR/95 for difficult to remove and colored stains.

\*\* Grout haze Clean-Up, Sulfamic Acid Crystals, and Phosphoric Acid Cleaner should not be used on polished or acid sensitive surfaces.

\*\*\* Miracle Sealants offers additional products for removal of these stains, refer to manufacturer's literature.

#### Cleaner Manufacturers Contact Information

Miracle Sealants Company 12318 Lower Azusa Road, Arcadia, CA 91006 Phone: 800-350-1901 Extension 103  
Aqua Mix 250 Benjamin Drive, Corona, CA 92879 Phone: 951-256-3040  
Fila Chemicals 10800 NW 21st Street #170, Miami, FL 33172 Phone: 305-513-0708

Please note: Acid washing is rarely recommended. Acid or acid based cleaners should not be used to clean a grout residue. Some acids can burn non-epoxy or cementitious grouts and leave a white film that is almost impossible to remove. Also, the use of certain acid solutions can structurally weaken the grout in the joint of the tile. If in the event a mild solution of sulfamic or phosphoric acid base cleaner is needed, carefully read the manufacturer's instructions.