TILE STONE MAINTENANCE

GENERAL INFORMATION

- Allow the new tile & stone and grout to dry for at least 72 hours before any type of maintenance occurs.
- Sweep, dust mop or vacuum the floors to remove soil particles that can scratch the surface. Do not use vacuums with rotating beater bars on hard surfaces. Dust mop treatments are not recommended.
- All spills should be addressed quickly to avoid staining and slip/fall hazards.
- Absorb wet spills and if necessary, us a neutral pH cleaner and rinse with water. Always blot dry.
- Make sure the cleaner used is a neutral pH cleaner and will not stain the grout.
- Never use a detergent or soap as this will cause a residue build up that will dull the surface.
- Absorb wet spills and if necessary, us a neutral pH cleaner and rinse with water. Always blot dry.
- Do not use cleaners with acids, chlorine, vinegar or ammonia as these chemicals can damage the grout and/or the surface of the floor.

GROUT CARE

- Grout is the mortar type material used to fill the spaces between the individual tiles. Its purpose is simply to fill the joint between the tiles and become a permanent, integral part of the floor.
- Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout.
- Grout needs to be cleaned on a periodic basis to remove any surface residue build up.
- This routine cleaning can be performed with a neutral pH hard surface cleaner.
- When deep cleaning of the grout is required, use a professional strength tile and grout cleaner to restore the color of the grout lines. Follow instructions from the chemical manufacturer.

POST GROUTING INSTALLATION CLEAN-UP

- Grout haze is a film left behind on the surface of the tile & stone as part of the final grouting process. It is normally buffed off the surface after the grout has cured for 12-24 hours using a cheese cloth material. If after 48 hours the grout haze is still visible, then use a “grout haze remove” which usually contains Sulfamic Acid. Sulfamic Acid should only be used on porcelain or ceramic tile.
- In cases where Epoxy Grout is used, use an “Epoxy Haze Remover”. These cleaners are formulated to quickly and safely remove Epoxy grout haze.

PREVENTION

- Maintain a clean exterior (sidewalks, parking lots) where dirt enters the building.
- Use walk-off mats at entrances, transition areas and special areas such as food service/restrooms to confine soil, oil, grease and high moisture areas. Additional matting may be necessary during periods of inclement weather. Always keep mats clean.
- Use appropriate floor protectors on furniture, we recommend heavy duty felt protection. Metal protectors can rust and stain the surface of the flooring.
- Protect floor when moving heavy objects to prevent damage to the surface.

CERAMIC/PORCELAIN TILES

ROUTINE MAINTENANCE

- Wet mop using a neutral pH cleaner on a schedule based on traffic level. Always rinse with water after wet cleaning. Use two buckets when mopping-One bucket with cleaner, one bucket for straining the mop. Shaw recommends using a flat microfiber mop.
- Restaurant installations: Use a higher pH (8.5-9.5) cleaner to cut through airborne grease or grease from the kitchen. (Diversey-GP Forward, Ecolab- Maxx Dual Action are two examples).

DEEP CLEANING

- Periodically, the floor will need to be deep cleaned using a cylindrical brush scrubber and neutral pH cleaner. Always rinse with water after scrubbing the floor to remove any remaining residue.
- Use safety signs when wet cleaning the floor to prevent safety hazards.

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NATURAL STONE TILES

ROUTINE MAINTENANCE

- Apply pH neutral stone cleaner with a sponge or spray bottle and allow to sit per manufacturers recommended amount of time, then agitate with a sponge or soft bristle brush.
- Remove solution with a clean sponge and buff dry with towel.
- Wet mop using a neutral pH cleaner on a schedule based on traffic level. Always rinse with water after wet cleaning. Use two buckets when mopping-One bucket with cleaner, one bucket for straining the mop. Shaw recommends using a flat microfiber mop.

DEEP CLEANING

- Apply a heavy-duty degreaser designed for natural stone to remove dirt, grime, etc.
- Apply the solution per manufacturers recommendations to the stone with a sponge and allow to dwell per recommended amount of time, then agitate with a soft bristle brush.
- Periodically change out the cleaning solution every 80-100 sq.ft. to avoid reintroducing dirty water/solution during the process.
- Rinse with clean water.
- Make sure to only let cleaning solution and water sit on natural stone for a limited period and to dry surface thoroughly.
- Periodically, the floor will need to be deep cleaned using a cylindrical brush scrubber and neutral pH cleaner. Always rinse with water after scrubbing the floor to remove any remaining residue.
- Use safety signs when wet cleaning the floor to prevent safety hazards.

GLASS WALL TILES

ROUTINE MAINTENANCE

- Do not use any scouring pads, steel wool, and/or abrasive cleaning products.
- Apply pH neutral cleaner with a sponge or spray bottle, allow to sit per manufacturers recommended amount of time, then agitate with a sponge or soft bristle brush.
- Remove solution with a clean sponge and buff dry with towel.

DISCLAIMER:

Proper care of your tile and stone products will help maintain the appearance and performance of your flooring or wall tile. Refer to and follow the cleaning solutions instructions for proper use and protection when cleaning. Always test small area of cleaner prior to cleaning entire installation. Shaw Industries Inc. recommends the homeowner, installer, specifier, etc. to know and understand the proper care and maintenance instructions for cleaning products uses.

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