

Cleaning and maintenance

It is widely recognised that when determining the overall cost of a floor or wall finish, the specifier should also take into account any additional costs likely to be incurred in the subsequent cleaning maintenance and renewal of floor and wall finishes.

It is here where specifying ceramic tiles achieves significant advantages over other floor and wall finishes.



By implementing a suitable, regimented and regular cleaning routine, the floor or wall should not only be easily kept to a high standard of cleanliness, hygiene and appearance, but important technical performance characteristics – for example, slip resistance – will also be maintained.

Cleaning and maintenance of unglazed floor tiles

Initial clean (builders' clean)

Newly laid floors may have a thin residual cement 'film' on the tile surface, left over from the grouting. This must be removed before the floor is brought into service. This can be achieved by using a mildly acidic decementing solution, and then by thorough rinsing with clean water. This is a one-off cleaning process.

Proprietary products should be used in strict accordance with manufacturers' recommendations.

Note:

Temporary tile sealers are sometimes used to assist cleaning after installation, for example, using coloured grouts. These sealers can be easily removed using normal alkaline detergents and then rinsing thoroughly with clean water.

Routine manual cleaning

Under normal conditions, Porcelanosa tiles will require little maintenance and can be kept clean by regular sweeping and then mopping with water (warm or hot, particularly if oil or grease is present) and a neutral or mildly alkaline detergent (with a pH value of between 6 to 8*), mixed in proportions as recommended by the detergent manufacturer. This should remove all but the most stubborn dirt and stains. Leave the water/detergent mixture on the floor for a sufficient period (from 5 to 15 minutes) to allow it to penetrate and emulsify the dirt. It is this rinsing process which removes the dirt.

Please note that using detergents which are excessively acidic or alkaline can cause damage to the tile surface. Many degreasing agents which contain wax, sodium silicate or other additives which leave a sticky deposit on the floor and thus retain dirt on the surface, must also be avoided.

* The pH of a cleaning agent is the measure of its acidity or alkalinity. Below pH7, the material is progressively more acidic. Above pH7, the material is more alkaline (i.e. pH8 is 10 times more alkaline than pH7).

Mechanical cleaning

Large areas are more easily cleaned with rotary, cylindrical or reversing mechanical scrubbing machines. These should rotate at slow to medium speed (no more than 450 r.p.m.).

The choice of brush type is important. The brushes have to be flexible enough to grip the floor and at the same time, must not cause damage to the tiles or joints. Two types are recommended:

Union Mix Brushes	For washing tiles with a light scrubbing action
Polypropylene Brushes	Where dirt deposits are heavy

Again, the cleaning solution should be left on the floor for up to 15 minutes (some machines have a suction facility switch-off to permit the detergent mix used in the scrubbing process to remain on the floor to penetrate the dirt layer). The scrubbing operation is then repeated, but with clean water only, and with the suction drying facility switched on. It is this rinsing process which removes the dirt.

Oil and fat spillages, build-ups of wax

Spillages of oil, fat or material likely to stain or cause a slipping hazard, should be removed immediately by using detergents and hot water, followed by rinsing with clean water. Build-ups of wax can be removed with a proprietary wax and polish remover.

High pressure cleaning

High velocity water jets are available for general use and/or for removal of stubborn dirt. Sometimes detergents and disinfectants can be added to the water. Whilst the use of such high pressure cleaners will not damage the tiles, care must be taken not to erode the grout joints if used regularly. The water should be sprayed evenly across the entire surface being cleaned, so as to avoid concentrating on the joints.

It is also recommended that water which includes abrasive materials should not be used on Porcelanosa tile floors. Nor should steam cleaners be used, as they could cause localised thermal expansion of the tile which may result in failure of the adhesive bedding.

Deep cleaning of stubborn marks

Sometimes foreign matter may cause surface stains which mark the tile, and which normal water/detergent cleaning will not remove.

If stains have occurred the following treatment will normally remove or minimise them, though the treatment should be used only on the offending mark. It is advisable to experiment on a small area first, particularly if the nature of the stain is in doubt. Allow at least 5 to 15 minutes to elapse, then repeat the scrubbing operation, but with clean water only.

Staining agent and treatment

Paint	Paint remover
Oil, fat or grease	Detergent or degreasers
Organic stains	Bleach, one-off treatment with washing soda
Rust	Masonry cleaner
Rubber (carbon)	Abrasive powder or liquid
Mould growth	Household bleach
Tea or coffee	Household bleach



Wet areas

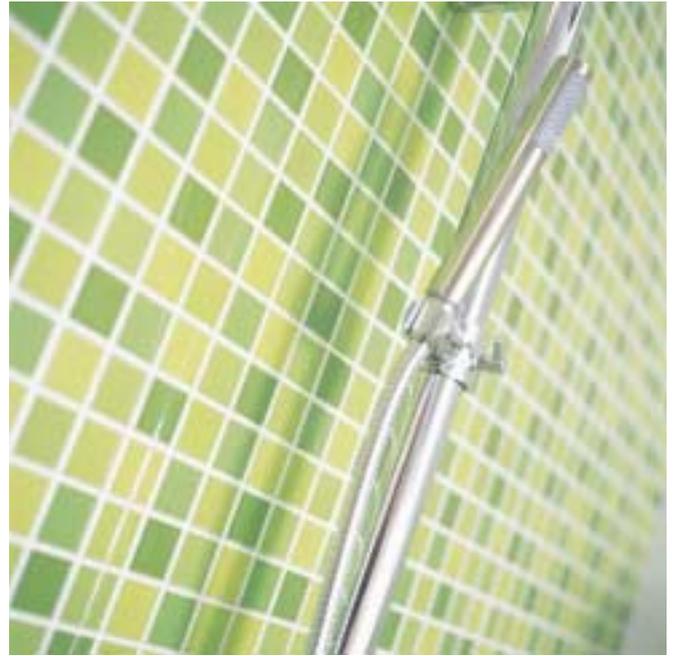
Wet barefoot areas (e.g. swimming pools, showers, changing rooms, etc.) may attract a build-up of body fats, oils, soap residues and, in humid conditions, organic growth (algae). To remove and prevent these, a more acidic cleaning agent, used regularly, is required. If build-up has been allowed to occur, a preliminary 'deep clean' should be carried out, followed by regular use of a mildly acidic cleaning agent solution. Do not use wirewool.

Cleaning and maintenance of glazed floor tiles

Routine cleaning of glazed ceramic floor tiles presents few problems.

Remove any loose dirt or grit from the tile surface by sweeping with a dry brush followed by mopping with warm water to which a neutral, low sulphate detergent has been added. This should be followed by rinsing thoroughly with clean water.

Abrasive powders which may scratch the glaze must not be used.



Cleaning and maintenance of glazed wall tiles

Some glazed wall tiles are supplied having a thin wax coating to the back of the tile in order to prevent scratching of the glazed surface during packaging and transit. The wax may often be transferred to the tile face and is best removed with warm water and a non-metallic scouring pad.

The routine cleaning of glazed ceramic wall tiles should be carried out after the removal of any loose dirt or grit by wiping off with a dry cloth, followed by washing with warm water to which a neutral, low sulphate detergent has been added. After a further rinse with clean water to ensure thorough removal of the detergent solution the installation should be given a final wipe down and polish with a clean, dry, soft cloth.

Abrasive powders which may scratch the glaze must not be used.

Renovation of grout

Over a period of time the grout lines between the tiles may become discoloured.

The grout can easily be refreshed with proprietary products used in accordance with the manufacturer's instructions.

Health and safety

Some of the cleaning methods described involve the use of chemicals, which may be hazardous if not used in the correct manner.

It is important that any safety warnings issued by the manufacturers, of proprietary cleaning products and of chemicals should be read carefully and that they should be strictly adhered to.

In general the following precautions should be taken:

- When using chemicals, protective clothing such as gloves, goggles, boots and overalls should be worn.
 - Adequate ventilation is required in confined spaces when using chemicals.
 - When using flammable materials, do not smoke cigarettes and extinguish naked flames and other sources of ignition.
 - When diluting acids, always add acid to water and not water to acid.
 - Any clothing that is contaminated with chemicals should be disposed of safely.
 - When using chemicals, care must be taken not to damage, contaminate or stain any adjoining material.
- Care must be taken to protect personnel operating in the area of the cleaning from risk of injury or from any hazards created by the cleaning process.
 - Run-off material containing any chemicals should be carefully controlled to ensure that its disposal does not harm any personnel, animals or any part of the environment.
 - It is particularly important with all cleaning methods that trials should be carried out on a small, inconspicuous area, to determine the effect of the chemicals before treating a larger area.

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WARRANTY INFORMATION

Porcelanosa in the United States of America (“Porcelanosa”) hereby warrants to the original buyer (“Buyer”) that the floor and wall ceramic **tile products** (“Products”) sold by Porcelanosa in the United States of America under the **Porcelanosa, Venis** or **Urbatek** brands meet or exceed the international standards of ISO 13006: 2012, as well as the performance specifications of ANSI A137.1 – 2012. Porcelanosa further warrants that the Products, as delivered, will be reasonably free of defects in materials and workmanship, and when properly handled, stored, maintained and installed, will conform, within industry-accepted tolerances, to applicable manufacturing specifications.

Commercial Warranty

In the case of Products sold for installation in a commercial setting, Porcelanosa will replace any uninstalled Products found to be defective, provided that the Buyer has given written notice of defect to Porcelanosa within **12 months** of the original purchase date. Certain factors, such as improper installation by independent parties, uneven sub-floor, and environmental conditions, are beyond the control of Porcelanosa. Consequently, Porcelanosa cannot accept responsibility for the performance of the Products after they have been installed in a commercial setting. Notwithstanding this limitation, upon receipt of written notice of defect from the Buyer within **12 months** of the original purchase date, Porcelanosa will replace any Products installed in a commercial setting that are found to have latent manufacturing defects. This warranty excludes any labor charges, installation, or other consequential losses or incidental damages. This warranty is also subject to the limitations set out below under “Other Warranty Information” and to those set forth in any applicable terms and condition of sale.

Residential Warranty

In the event that any of the Products sold for installation in a residential setting are found to be defective, Porcelanosa will, at its sole option, repair or replace the defective Products. This warranty covers Products installed in a residential setting within **36 months** of the original purchase date. This warranty is subject to (a) Porcelanosa’s receipt of notice in writing from the Buyer of the alleged failure or defect within the term of the warranty, and (b) the limitations set out below under “Other Warranty Information” and those set forth in any applicable terms and conditions of sale.

Other Warranty Information

EXCEPT AS EXPRESSLY SET FORTH ABOVE, PORCELANOSA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING ITS PRODUCTS, AND HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Such warranties (hereinafter “this warranty”) shall be void upon the occurrence of any one or more of the following events: (a) the Products are installed despite having visible defects, that could and should have been noted by the installer and reported before installation;

(b) the Products are not installed in accordance with the ANSI specifications for the installation of ceramic tile, or the Handbook for Ceramic Tile Installation published by the Tile Council of North America, Inc., or are installed in conflict with any other specifications applicable to the Products, including those provided by Porcelanosa, or applicable to any installation materials;

(c) the Products are damaged by moving heavy objects or equipment across floors and walls without adequate protection; and/or

(d) the Products are damaged by the use of improper cleaners, such as those containing hydrofluoric acid; and/or

(e) the Products are damaged by acts of God, such as storms, floods, earthquakes or other natural disaster. This warranty does not cover differences between samples and the actual Products, or among the Products themselves, due to pattern variations or color or shade variations that are inherent in the Products. To the maximum extent permitted by applicable law, Porcelanosa expressly excludes from this warranty, and will not pay for, any consequential losses and incidental damages. This warranty extends only to the Buyer and is not transferable.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State. Porcelanosa will not be responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with any authorized literature or written specifications furnished by Porcelanosa. Some states do not allow limitations on how long an implied warranty lasts, or on special, incidental, or consequential damages. As a result, some of these limitations may not apply to you.

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