
GENERAL CARE

Correct, regular maintenance of your tiled surface will ensure the best, long term performance of the tiling system.

Following is a list of maintenance recommendations for general tiling systems. For further information, refer to Appendix C of AS 3958.1-2007, or for information specific to the tiles, contact the tile supplier.

1. Daily sweeping or vacuuming is required to remove debris and soiling from the tiled surface.
2. Soil traps can be created at entrances to collect loose soil prior to walking on the flooring. A doormat should be sufficient to remove most of the soil. The same precautions should be taken in areas where animals or pets may enter.
3. Ensure no more than the recommended amount of cleaning agent is used when washing the tiled surface. Excessive cleaning agent can cause residual streaks and film and detergent marks.
4. Wash the tiled surface with warm water and a pH-neutral, sulphate-free cleaning agent. Greasy deposits can be cleaned with an organic solvent-based detergent, or a highly alkaline detergent (pH >9). These solvent based or high-alkaline detergents should be used occasionally and only when necessary. Overuse of such chemicals can result in damaged grout or hazing of glazed tiles.
5. Abrasive cleaning agents should only be used on unglazed tiles. Appropriate abrasive methods can be used to remove stubborn stains on polished and profiled glazed tiles.
6. Regular use of "scrub and rinse" cleaning machines fitted with abrasive pads (as opposed to the finest grades) may damage the surface of some tiles and can cause the surface to gradually decline in thickness.
7. Tiles with profiled surfaces are prone to soil and cleaning agents building up on the surface. Adequate dwell time and agitation is required when cleaning these tiles to dislodge soiling prior to complete removal.
8. After washing, ensure the surface is rinsed adequately to ensure complete removal of the cleaning agent.
9. Only use cleaning agents designed for use on tiled surfaces. Household soaps are not recommended as they can result in a buildup of soap scum.
10. On recent tile installations, efflorescence can usually be removed by sweeping or vacuuming the powder. Refer to AS 3958.1-2007 Appendix C2.2 for more information on treating and preventing efflorescence.
11. A light cement film on the tiled surface may have been left after the tiles have been installed. This can be removed with appropriate proprietary acid cleaners. Refer to AS 3958.1-2007 Appendix C2.3 for more information.
12. Tiles that have had a surface coating such as a sealant applied may require specific cleaning and maintenance. Contact the coating product supplier if you are unsure how to maintain this surface.

Toll Free Technical Services:

1800 224 070 (Australia)
0800 227 339 (New Zealand)

