

EXACT TILE INC



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EXACT TILE INC



Dear Homeowner,

We feel it is important to educate our customers on the proper care and techniques to ensure the longevity of your new tile project. Below, you will find a list of supplier approved tile cleaning options and important details and instructions on how to properly care for each type of tile. Please take a moment to read the instructions thoroughly before using any products on your tile surfaces. We recommend that you start off with a pint or quart size container before purchasing the gallon size to ensure the product works the way you need.

To protect the integrity of any sealer built into the grout, we discourage the use of any citrus, acidic, vinegar, ammonia, bleach, or All-In-One cleaners such as Tile – X and Clean – X. These products have been known to strip the protective chemicals from the sealer and may also alter the grout pigment, changing the look of the project. It is suggested to use pH balanced products like Fabuloso by Colgate, Simple Green or Dawn dish soap with warm water as the cleaning option for tiles. All these products can be found at any local store near you. If you run into an issue and need help getting rid of a stubborn stain, please feel free to contact us and we should have a solution for you.

Thank you for allowing us to be a part of your home renovation project. We look forward to working with you again.

*If you have not chosen tile from Exact Tile, please refer to your vendor/ original seller's specifications on cleaning and maintenance.

Exact Tile Inc.

108 Hayfield Rd.

Knoxville TN, 37922

865-693-1298

Porcelain and Ceramic Care

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

Some difficult surfaces may require the use of **Miracle Sealants, PCTC (Porcelain & Ceramic Tile Cleaner), HD Cleaner, HDAC (Heavy Duty Acidic Cleaner), Phosphonic Acid Cleaner, Epoxy Grout Film Remover** or **Finish Sealer Stripper** to completely remove all grout residue.

Maintenance

Although this type of surface will not show wear as readily as other surfaces, it is wise to keep it as clean as possible.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix one part **Tile & Stone Cleaner** with ten parts warm water (1:10). For more difficult cleaning issues, use a mixture of one part **Tile & Stone Cleaner** with three parts warm water (1:3).
3. Apply **Tile & Stone Cleaner** solution using a mop or sponge.
4. Allow solution to dwell 10-20 minutes.
5. Agitate periodically with a medium aggressive brush.
6. Extract all dirty remains with towels, or a wet vacuum.
7. Rinse the surface with clean water to eliminate any streaks or residue.
8. Change the water when it becomes dirty or cloudy.
9. The finished can be used for normal foot traffic in 1-5 hours.

For hard water deposits and soap scum that may begin to develop in shower and bath surfaces as well as other dirt and grime use **Miracle Sealants' Porcelain & Ceramic Tile Cleaner**.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Simply flip the top and squeeze some onto a soft, white scrub pad.
3. Scrub in circular motions.
4. Rinse with water, and a damp rag to wipe the dirt away.
5. For larger areas, **Porcelain & Ceramic Tile Cleaner** can be applied directly to the honed surface and buffs using a 175 rpm, 150 lbs. floor machine.
6. The finished can be used for normal foot traffic in 1-5 hours.

Porcelain and Ceramic Care

(continued)

Heavy Duty Cleaning

To remove hard water deposits, grout residue, efflorescence, rust and other heavy dirt and grime use **Phosphoric Acid Cleaners, Heavy Duty Acidic Tile Cleaners**. These cleaners are easy to use, and very effective **Porcelain & Ceramic Tile Cleaner** contains mild abrasives in a mild ammonia cleaner.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Simply open the **Porcelain & Ceramic Tile Cleaner** and apply some onto a soft, white scrub pad.
3. Scrub in circular motions.
4. Rinse with water or damp cloth to wipe the dirt away.
5. For large areas, **Porcelain & Ceramic Tile Cleaner** can be applied directly to the honed surface and buffed using a **Marble Master MM 1000 Floor Machine** and stiff brush.

For the most aggressive cleaning challenges use **Miracle Sealants Heavy Duty Acidic Cleaner**, a strong hydrochloric acid cleaner.

1. Sweep or vacuum all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix one-part **Heavy Duty Acidic Cleaner** with ten parts water (1:10). Do not use stronger than (1:3).
3. Wet surface, to be cleaned with clean water.
4. Apply the **Heavy Duty Acidic Cleaner** solutions using a brush, towel, or mop.
5. Allow the solution to dwell 1-5 minutes while keeping the surface damp.
6. Agitate the surface with a brush.
7. Do not allow the solutions to dry on the surface.
8. Remove excess with towels or wet vacuum.
9. Rinse with one part Tile & surface Cleaner with ten part clean water (1:10) to insure complete neutralization.
10. The finished area can be used for normal foot traffic in 1-5 hours.

Stain Removal with Poultice Plus, Product

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.

Porcelain and Ceramic Care

(continued)

2. Mix Poultrice Plus with the appropriate **Miracle Sealants Cleaner** (refer to stain removal guide) into a peanut butter like paste.
3. Apply **Poultrice Plus** paste to stain about ¼” thick and overlap the stained area by ¼.”
4. Cover the **Poultrice Plus** paste with plastic wrap.
5. Tape the plastic wrap to the surface using non-marking tape to create an “airtight” seal.
6. Allow it to dry 24-48 hours or until completely dry to hard clay like paste.
7. Remove plastic wrap from stain.
8. Remove the residue powder/paste away using a wood spoon or spatula.
9. Rinse the area using distilled water.
10. Multiple applications may be needed to remove the stain.
11. The finished area can be used for normal foot traffic in 1-5 hours.

Ceramic Tile

Ceramic tile is a relatively maintenance – free product that requires little continuing care beyond regular cleaning, most cleaning can be done with a damp cloth and gentle non-acidic soap.

For additional information, please check the following websites

www.drytreat.com, www.stain-proof.com, www.rustoleum.com

Natural Stone Care

The Do's and Don'ts of Natural Stone

Do - dust mop floor frequently

Do - clean surfaces with Miracle Tile & Stone Cleaner, Miracle Heavy Duty Cleaner or Limestone & Travertine Stone Soap

Do thoroughly rinse and dry the surface after washing

Do blot up spills immediately

Do protect floor surfaces with non-slip mats or area rugs and countertop surfaces with coasters, trivets or placemats

Don't use vinegar, lemon juice, or other household cleaners containing acids on marble, Limestone, travertine, or onyx surface

Don't use household cleaners that contain acid or harsh chemicals such as bathroom cleaners, grout cleaner or tub & tile cleaners

Don't mix bleach and ammonia; this combination creates a toxic and lethal gas

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

Marble, Limestone, Sandstone, and Slate – Use coasters under all glasses, particularly those containing alcohol or citrus juices. Many common foods and drinks contain acids that will etch or dull the stone surface. Do not place hot items directly on the stone surface. Use trivets or mats under hot dishes and placemats under china, ceramics, silver or other objects that can scratch the surface.

Honed or Tumbled Finishes – Slate or honed/tumbled marble and limestone should be sealed. **Miracle 511 Seal & Enhance** is formulated to seal and enhance the color of the unpolished natural stone. However, either **Miracle 511 Impregnator** or **511 Porous Plus** can be used without altering the color. If low odor is preferred use **Miracle 511 H20+**.

Outdoor Pool & Patio Area -In outdoor pool, patio or hot tub areas, flush with clear water and use a **Miracle Tile & Stone Cleaner, Miracle Heavy Duty Cleaner** or **Liquid Poultice** to remove algae or moss.

Natural Stone Care

(continued)

Miracle Heavy Duty Cleaner, Miracle Phosphoric Acid Cleaner or HDAC will remove efflorescence and mineral deposits.

Restoration of Polished Marble - Worn and etched areas can be revitalized by using the appropriate abrasive compounds like **Miracle Mira Hone** and /or **Miracle Mira Dust. Miracle Marble Conditioner** can be used to remove light surface scratches, etch marks, and maintain polish with floor buffer. Please note that extensive restoration requires a skilled professional.

Restoration of Travertine - Use the same technique as above for polished Travertine. As the fill is removed, use **Miracle Travertine Fill Kit** to repair the holes and voids as they open with normal wear and tear.

Stain Removal - For deep set in, oil & grease stains can be removed from most stone by using **Miracle Poultice Plus. Poultice Plus** is fine, non-acidic, absorptive clay that will not etch the surface of the stone. It can also be used as a mildly abrasive polish. Refer to the Miracle stain removal guide for specific instructions and suggestions for stain removal.

For additional information, please check the following websites

www.drytreat.com, www.stain-proof.com, www.rustoleum.com

Terra Cotta & Clay Type Pavers Care

Terra Cotta or Clay surfaces look beautiful and are very durable in the proper applications. Rich and warm with rustic charm, these surfaces offer great aesthetic value. Beautiful and delicate. Due to the porous nature of these surfaces, many items will penetrate the surface causing staining and difficult maintenance. In addition, these surfaces may develop efflorescence and lime “pops.” In the past, these challenges have been met with difficulty, exhaustion, and great expense for those responsible for maintaining the surfaces. **Miracle Sealants Company** offers the most advanced system for the protection, maintenance, and restoration of surfaces.

- For the best oil and stain repellency use **511 Porous Plus**.
- In any situation where no odor can be present, use **511 H2O+** for stone grout protection.

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

Maintenance

Daily dry dust mopping will keep dust, grit, and sand, off the surface. Although this type of surface will not show wear as readily as other surfaces, it is wise to keep it as clean as possible.

Light Cleaning for the natural look

Daily cleaning should consist of using **Miracle Sealants Limestone/Travertine Soap**.

Limestone /Travertine Soap can also be used as an alternative for ongoing maintenance.

Limestone /Travertine Soap will clean and protect in one step while adding a slight patina to the finish. Apply **Limestone/Travertine Soap** as often as you like, as it will hide imperfections, scratches and not build-up on the stone surface. **Limestone/Travertine Soap** can be used on walls and counters.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix one part **Limestone/Travertine Soap** to ten parts warm water for the first 6 months. After 6 months, mix one part **Limestone/Travertine Soap** to twenty parts warm water.
3. Apply **Limestone/Travertine Soap** solution using a mop or sponge.
4. Do not rinse.

Terra Cotta & Clay Type Pavers Care

(Continued)

5. Allow **Limestone/ Travertine Soap** solution to dry.
6. Change the water when it becomes dirty or cloudy.
7. The finished area can be used for normal foot traffic in 1-5 hours.

Heavy Duty Cleaning

Protect neighboring and adjacent surfaces of wood, carpet, metal, landscaping, and other surfaces.

To remove hard water deposits, grout residue, efflorescence, rust and other heavy dirt and grime use **Miracle HD Cleaner, Liquid Poultice, Phosphoric Acid Cleaner or Heavy-Duty Acidic Cleaner**.

Acid Sensitive Surfaces should be cleaned with **Miracle Sealants' Liquid Poultice**, a non-acidic deep cleaner designed specifically for acid sensitive stone surfaces. Use of **Liquid Poultice** will not affect the natural finish of the stone.

Stain Removal

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Protect neighboring and adjacent surfaces of wood, carpet, metal, landscaping, and other surfaces.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix **Poultice Plus** with the appropriate **Miracle Sealants Cleaner** into a peanut butter like paste.
3. Apply **Poultice Plus** paste to stain about ¼” thick and overlap the stain by ¼”.
4. Cover the Poultice Plus paste with plastic wrap.
5. Tape the plastic wrap to the surface using non-making tape to create an “airtight” seal.
6. Allow to dry for 24-48 hours or until dried into a hard clay like paste.
7. Remove plastic wrap from stain.
8. Remove the residual powder/paste away using a wood spoon or spatula.
9. Rinse the area using distilled water.
10. Multiple applications may be needed to remove the stain entirely.
11. The finished area can be used for normal foot traffic in 1-5 hours.

For additional information, please check the following websites, www.stain-proof.com, www.rustoleum.com

Zellige Care

Zellige tiles should be treated as a natural material, and you should not use any acidic or alkaline cleaning products on tiles. Use un-abrasive materials as a soft cloth and use a natural stone cleaner. Regular normal maintenance cleaning is recommended using an appropriate pH-neutral cleaner (e.g., cleaners ordinarily suitable for natural stone & terrazzo floors). Never use abrasive cleaners, chemicals, or bleach as over time these may affect the natural color pigments of the tiles' surfaces. Before the use of any cleaner, always read the product directions and carry out a test clean on some un-laid pieces or in an inconspicuous area to determine desired effect and ease of application.

Testing Products, Before Use

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

Cleaning/Maintenance

1. Sweep or vacuum, all dust, dirt, and abrasive dirt and materials to avoid scratching the surface of the tile.
2. Immediately, clean up spills and do not allow liquids to sit on the tile surface. Excess liquid and moisture can stain, pit and crack tile, even when properly sealed.
3. Most stains on natural Zellige can be removed with a pH neutral dish soap, hot water and the scrub side of a sponge.
4. Interior wall installations can be cleaned with warm water and damp microfiber cloth.
5. Shower installations should be squeegeed, after each use to prevent hard water stains, soap scum and mildew.

Stain Removal

See **Miracle Sealants Porcelain & Ceramic Tile Care Cleaning Packet** on how to remove stubborn stains, grease build up, soap scum, hard water deposits and everyday grime. We suggest using **Miracle Sealants Liquid Poultice** for any mildew, mold, and soap scum build up. Oil stains are difficult to remove from natural Zellige and will require the use of a poultice, like **Miracle Sealants Poultice Plus** to draw out the stain. Follow the manufacturer's instructions for

application and use. **Miracle Tile & Stone Cleaner** is effective as an ongoing maintenance cleaner and is gentle for everyday use.

Brick, Concrete & Masonry Care

Brick, concrete, and masonry surfaces look beautiful and are very durable when protected and maintained properly. Brick and masonry surfaces are typically very porous and therefore susceptible to the absorption of water, salts, oils, grease, dirt, grime that can be very difficult to protect and maintain. In addition, exposure to freeze/ thaw cycles inflicts additional stress to these surfaces. In the past, these challenges have been met with difficulty, exhaustion, and great expense.

Maintenance

Light Cleaning for the Natural Look

For general cleaning use **Miracle Sealants' Tile & Stone Cleaner**.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix one-part **Tile & Stone Cleaner** with ten parts water (1:10). For more difficult cleaning issues, use a mixture of one part **Tile & Stone Cleaner** with three parts warm water (1:3).
3. Apply **Tile & Stone Cleaner** solution using a mop or sponge.
4. Allow the solution to dwell 10-20 minutes.
5. Agitate the surface with a medium brush.
6. Extract all dirty remains with towels or wet vacuum.
7. Rinse the surface with clean water to eliminate any streaks or residue.
8. Change the water when it becomes dirty or cloudy.
9. The finished area can be used for normal foot traffic in 1-5 hours.

Testing Products, Before Use

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

- For medium to dense surfaces, **511 Porous Plus** should be used
- In any situation where no odor can be present, use **511 H20+**
- For the best possible oil and water repellency while also offering a darkened color enhanced appearance. **511 Seal & Enhance** can be used but **MUST BE TESTED** for consistency before using, as it can blotch certain substrates

Brick, Concrete & Masonry Care

(Continued)

Heavy Duty Cleaning

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Protect neighboring and adjacent surfaces of wood, carpet, metal, landscaping, and other surfaces.

To remove hard water deposits, grout residue, efflorescence, rust and other heavy dirt and grime use **Miracle HD Cleaner, Phosphoric Acid Cleaner, Heavy Duty Acidic Cleaner or Liquid Poulitice.**

For hard water deposits and efflorescence that may begin to develop over time use **Miracle Sealants Phosphoric Acid Cleaner.** Easy-to-use and very effective at removing minerals as well as excess grout and mortar.

Miracle Sealants' Phosphoric Acid Cleaner

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.
2. Mix one-part **Phosphoric Acid Cleaner** with ten parts water (1:10). Do not sue stronger than (1:3).
3. Wet surfaces are to be cleaned with clean water.
4. Apply solution using a brush, towel, or mop.
5. Allow the solution to dwell 1-5 minutes while keeping the surface damp.
6. Agitate the surface with a brush.
7. Do not allow the solution to dry on the surface.
8. Remove excess with towels or wet vacuum.
9. Rinse with one part, **Tile & Stone Cleaner** with ten parts clean water (1:10). Do not use stronger than (1:3).
10. The finished area can be used for normal foot traffic in 1-5 hours.

For the most aggressive cleaning challenges use **Miracle Sealants' Heavy Duty Acidic Cleaner**, a strong hydrochloric acid cleaner.

1. Sweep or vacuum, all dust, dirt, and surface debris. Ensure the surface is clean, dry, and free from contaminants.

2. Mix one-part **Heavy Duty Acidic Cleaner** with ten parts water (1:10). Do not use stronger than (1:3).
3. Wet surfaces are to be cleaned with clean water.
4. Apply **Heavy Duty Acidic Cleaner** solution using a brush, towel, or mop.
5. Allow the solution to dwell 1-5 minutes while keeping the surface damp.
6. Agitate the surface with a brush.
7. Do not allow the solution to dry on the surface.

Brick, Concrete & Masonry Care

(Continued)

8. Remove excess with towels or wet vacuum.
9. Rinse with one part, **Tile & Stone Cleaner** with ten parts clean water (1:10) to ensure complete neutralization,
10. The finished area can be used for normal foot traffic in 1-5 hours.

***Special Note:** Vapors from **Heavy Duty Acidic Cleaner** can etch metals and damage other surfaces. Be sure to take necessary precautions.

For additional information, please check the following websites

www.drytreat.com, www.stain-proof.com, www.rustoleum.com

Glass Care

A primary benefit of selecting a glass tile for an application is its easy maintenance attributes. Regular care and maintenance will help keep tiled surfaces looking their best. Routine cleaning of glass mosaic tile can be done with warm water, using commonly sold light-duty neutral pH glass cleaning product, or any non-abrasive cleaning solutions that are commonly recommended for both glass and tile.

*Acid, alkaline, and solvent-based cleaners can damage and/or discolor the tile and grout and should **not** be used.

Testing Products, Before Use

****ALWAYS TEST A SMALL AREA TO ENSURE DESIRED RESULTS BEFORE USING ANY PRODUCTS ****

Due to the differences of each surface, several inconspicuous test patches should be completed with each product to ensure maximum performance. Users must determine the suitability of the product for their intended use.

Initial Cleaning

The most important step for future maintenance involves the complete removal of any grout haze during the initial installation. This can usually be accomplished by simply scrubbing the surface of the glass using a microfiber cloth, soft bristle brush, or white scrub pad depending on soil load and hot water mixed with a weak dilution of close-to-neutral pH detergent additive. Once clean, thoroughly rinse and dry with a wet/dry vacuum or dry towel.

General Maintenance

General maintenance and cleaning of tile will vary depending on the surface texture and soil load. Sweeping or vacuuming to remove loose soil or other surface contaminants should be done first, followed by wiping with a slightly damp cloth and clean water. If a more aggressive cleaning process is required, use a neutral pH cleaner followed by a thorough rinsing.

These five steps are essential and should always be remembered for the successful maintenance of glass tile:

1. All spills should be cleaned as quickly as possible.

2. Use only the recommended dilution of detergent. More is not always better; higher concentration of detergent in the cleaning solution will only make it more difficult to rinse.
3. Allow the proper dwell time. The detergent solution must be given time (5-10 minutes) to act on the soil load (follow label instructions on all products used.)
4. Scrub with a scrub pad or soft bristle brush.

Glass Care

(Continued)

5. Rinse thoroughly with clean, clear water to remove the dirty detergent solutions and soil. Rinsing is an important step in the maintenance procedure. Remove the rinse water with a wet vacuum, dry mop, or towel. If a dirty detergent solution is not removed and is allowed to dry on the surface, a coating may form which is very difficult to remove.

For additional information, please check the following websites - www.lunadabaytile.com