



Colortrim Pty Ltd t/a

Parrella Tiles

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To Whom It May Concern

Re: Cleaning & Maintenance Recommendations

We have attached general recommendations for cleaning of Ceramic and Porcelain tiles from the Manufacturers.

You will note that specific cleaning brands have not been stated because tiles are exported worldwide and are unaware of local brands.

We suggest that professional cleaners or manufacturers of cleaners be contacted to obtain professional advice and their recommendations on the use of their product.

Another cleaning method is steam cleaning which we find very successful and cost effective.

Cleaning methods have become more arduous following the surface finish of tiles required to conform to Standard specifications. Appropriate cleaning products can be purchased from us.

Please do not hesitate to contact me for any further information.

Yours Sincerely,

John Parrella

Manager





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Cleaning & Maintenance

Initial Cleaning of Floor Tiles:

Mechanical cleaning of tiles can be achieved by using a hand operated polishing machine. Best method is to use light abrasive pads preferably in light colours. Spread the cleaning solution on the tiles and scrub with the machine. Then mop them with clean water.

Rules of Maintenance for Porcelain Stoneware:

Porcelain stoneware products are characterised by a very low level of water absorption. The porosity of this material is extremely low and consists of micro pores. When dealing with maintenance of porcelain stoneware tiles, we must first of all distinguish between products with a matt unpolished surface and those with a polished surface. Polishing enhances the aesthetic characteristics of the material, and the brightness of the colour, while maintaining the material's high level of compactness. However, it creates a slight micro porosity on the surface, which makes the material more exposed to the risk of staining. For this reason, we generally speak of preventative actions for the polished surface and not for the natural unpolished surface, which does not usually present problems of irreversible stains, for which correct and systematic maintenance provides good results.

Polished Porcelain Stoneware– Treatment:

Over the last few years there has been considerable development of products designed for treating ceramic surfaces with the purpose of preventing or resolving surface dulling or the alteration of the appearance of the material. The manufacturers of these products, under their own responsibility, can supply further information on these types of treatments. Refer to notes on Sealers.

Always remember that any spills of various kinds should be cleaned immediately to avoid stains. If the material is of high quality, stains can be removed with special cleaners.

Maintenance:

For routine maintenance, i.e. for cleaning and removal of dirt left by daily traffic, it is sufficient to use a common neutral cleaner, diluted according to the manufacturers instructions (normally 1:30 to 1:50). The floor should be then thoroughly dried. For special maintenance, i.e. for removing tough and localised (soft drinks, wine, coffee, oil, rust, ink etc.) specific cleaners must be used. These problems can normally be resolved with three basic products: an alkaline product, and acid product, and a solvent-based product. The chemical companies that produce cleaners for ceramic floors have recently developed and all-in-one stain remover that acts on all the most common types of stains. The stain remover is applied undiluted directly onto the stain and over the entire surface of the affected tile, and left to act until completely dried. Then a damp sponge is used to remove the residue. The application can be repeated to remove any dull marks or rings that remain.





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Matt Porcelain Stoneware– treatment:

For matt porcelain stoneware, preventative protection is not necessary, as correct and effective cleaning is sufficient for maintenance. At most, a preventative treatment could be applied to increase resistance to dirt in high traffic environments, though this is not particularly recommended, as the filmy products could encounter difficulty in adhesion due to the low absorption capacity of the material.

Maintenance– For routine cleaning, the matt material is treated the same as the polished version using a highly diluted floor cleaning product (from 1:30 to 1:50). For special maintenance or heavy-duty cleaning, a stronger cleaner is used, usually a degreasing product at lower dilution (from 1:5 to 1:10). This procedure must be followed by thorough rinsing. With the same method described for the polished version, the all-in-one stain remover product, diluted and used with a floor washing machine with a green abrasive disk, is an excellent agent also for matt porcelain stoneware.

Rules of Maintenance for Glazed Ceramic Tiles

Glazed ceramic coverings offer excellent features of cleanliness and hygiene in that, differently from other products, they are easy to clean using water and normal commercially available detergents, they do not require waxing or polishing treatments, and do not easily retain dirt which may lead to the growth of micro-organisms and bacteria. All these features are valid provided that the tile and the laying method have been chosen correctly according to the environment and its use. For porcelain stoneware, an unglazed ceramic material, a more in-depth discussion is necessary (see the specific section below).

Initial Washing- On completion of laying, the first cleaning job is carried out on walls and floors to eliminate the residues of mortar, adhesives, and grout from the ceramic surface. Usually, a cleaning solution is used which is left to act for a short time in contact with the tiles surface. Here it is very important to follow the manufacturer’s instructions carefully, keeping in mind the level resistance to acids of the particular tile laid. It is therefore advisable to make a preliminary test on a small area of the tile surface.





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Cleaning & Maintenance

Consequences of Using a Sealer:

- a) Temporary solution to avoid staining
- b) Most sealers today only last 12 months inside and 6 months outside.
- c) Ongoing cost to supply and apply approximately \$15 to \$20/m².
- d) Reduce slip coefficient and thus risking in non compliance with the standards.
- e) Possible change to the aesthetic look of the material.

WARNING

- Care and attention must be paid when applying concentrated chemicals and the manufacturer's instructions must be followed scrupulously; we are not liable for damage and/or injury due to improper use of detergents and chemicals.
- Always test a small area to ensure the desired result is achieved.
- To avoid or minimise staining problems always clean away any spills immediately with warm water.

