

ARIZONA TILE

CARE & MAINTENANCE

NATURAL STONE CARE & MAINTENANCE

Marble, granite, quartzite, travertine, limestone and slate are quarried products. Stones are a natural honed or polished rock, not factory-made or fired. No two pieces are alike and there are inherent variances in all stone. These characteristics may be color and shade variations, irregular markings, voids, pitting, veins, and differences in density causing sheen variations. It is a standard practice to repair some of these variations by one or more of the following methods; waxing, grinding or filling. Due to normal wear, cracks and voids may appear; these can be readily repaired using floor grout and/or epoxy. All of these variations and characteristics are common and present, to some degree. However, these characteristics are part of the natural beauty of the stone and will not impair the function or wearing qualities of the material. To avoid damage caused by tracked-in dirt, place floor mats inside and outside of exterior entryways. Sweep or vacuum regularly to prevent loose dirt from abrading your floor. Tracked-in dirt is abrasive and can mar the flooring surface.

A regular maintenance regimen will help your natural stone be more resistant to scratching and wear. Natural stone, especially polished stone, is sensitive to harsh chemicals. We recommend wiping or mopping stone surfaces with warm water or a pH-balanced neutral cleaner. Rinse the surface thoroughly after washing and dry with a soft cloth. Change the rinse water frequently. Do not use scouring powders or creams; these products contain abrasives that may scratch the surface. Do not use vinegar or any cleaners containing acids or strong alkaline agents. Whether a stone product is sealed or unsealed, all spills must be cleaned up immediately to avoid possible staining and acid burns from citrus juices or acidic liquids. Acid-based foods, such as citrus or tomatoes, can etch into the polish of more delicate stones, such as marble. Do not place hot items, such as pots and pans, on any stone. As a safety precaution, use coasters on countertops. To prevent alkaline and soap-scum buildup, use squeegees in shower areas. Other large surfaces, such as flooring, are best cared for by a licensed maintenance company to protect the natural stone.

A quality impregnating sealer penetrates stone, allows the stone to breathe and permits more of the stone's natural beauty to shine through. Unsealed stone is more susceptible to absorbing moisture, dirt and cleaning chemicals. Most licensed fabricators strongly recommend that a penetrating sealer be applied soon after installation of slabs.

Arizona Tile makes no recommendation for, or against applications to seal. Each job is unique and custom not only to the product selected, but to the application as well. The buyer should discuss with the contractor/builder the necessity of sealing. An aftermarket service and maintenance program is best administered by a licensed stone restoration company.

Arizona Tile carries a complete line of cleaning and sealing products. Find the nearest Arizona Tile location for more information.

PORCELAIN & CERAMIC TILE CARE & MAINTENANCE

To avoid damage caused by tracked-in dirt, place floor mats inside and outside of exterior entryways. Sweep or vacuum regularly to prevent loose dirt from abrading your floor. Tracked-in dirt is abrasive and can mar the flooring surface. Normal maintenance for glazed or unglazed floor tile is damp mopping with a pH-balanced neutral cleaner and warm water. Thoroughly rinse and dry the surface after washing. You should not use a detergent on glazed tile, since soap film will give a dull appearance to the tile. No need to wax, polish or buff. Simply wiping glazed tile with a damp sponge or mop will maintain the luster. Do not use scouring powders; these products contain abrasives that may scratch the surface of the tile. Do not use vinegar or any cleaners containing acids or strong alkaline agents.

A variety of cleaning products are available and will vary depending on the application, amount of traffic and use. Please consult an Arizona Tile representative for more information.

It is recommended to clean up spills on the tile as soon as possible. Use floor protectors on furniture legs. Do not push or pull your furniture or appliances across the floor without first protecting. To protect countertop surfaces, use coasters, trivets or placemats. Should your porcelain or ceramic tile become broken, chipped or damaged, it is possible to have it repaired. It is highly recommended to keep extra tiles from the original installation for future repairs.

GLASS CARE & MAINTENANCE

For routine maintenance, use any non-abrasive cleaner recommended for glass or tile. At the time of installation, it is recommended to seal the grout and re-seal it as necessary.

QUARTZ CARE & MAINTENANCE

Della Terra® Quartz, a natural quartz surface, is a blend of nature and technology, combining beauty and functionality in a high performance surface. Della Terra® Quartz consists of up to 94% quartz, one of the hardest minerals in nature. Color controlled quartz is blended together with technologically advanced polymers. Because of its high quartz content, Della Terra Quartz surfaces are ultra-durable and resistant to scratches and chipping. Its dense composition also makes Della Terra® Quartz highly resistant to staining.

DAILY MAINTENANCE

Della Terra® Quartz is heat-resistant, however it is always recommended to set hot skillets, pans, crock pots, griddles, electric skillets and any type of electric cooker on hot pads or trivets, not directly on the quartz surface. This is recommended, to prevent the slab from cracking due to the heat. Della Terra® Quartz is also highly scratch-resistant, but not scratch-proof. It is recommended to always use cutting boards and avoid cutting and preparing food directly on the quartz surface. It is also recommended to avoid using highly abrasive sponges that may scratch the surface.

Avoid exposing your quartz surface to chemicals, especially paint removers or furniture strippers that might contain trichlorethane or methylene chloride. Keep nail polish removers, acetone alcohol, thinners, detergents containing bleach, laundry bluing, highly alkaline liquids such as bleach, caustic soda or oven cleaners, acids, oily soaps, descalers, markers or ink, abrasive and micro-abrasive detergents, away from the surface. If any of the substances listed above come into contact with your quartz surface, rinse the exposed surface immediately and thoroughly with plenty of clean water.

It is best to avoid the exposure of UV rays on your quartz surface to protect the surface from any possible change in the color over time.

For Metropolis quartz slabs, the factory recommends sealing with a solvent based sealer, to help with the ease of daily maintenance.

DAILY CLEANING

Della Terra® Quartz is a low maintenance surface and can be cleaned with extreme ease. For routine cleaning, use a damp cloth or paper towel and, if necessary, any pH neutral cleaner or gentle soap and water is recommended. Spread the cleaner on the surface, after a few seconds wipe off with a damp cloth, then carefully dry the surface.

Take extra care when cleaning the delicate metallic pieces and other acid-sensitive materials that may be in the quartz.

CLEANING STAINS

Della Terra® Quartz countertops are highly resistant to staining, including those from common household spills, such as tea, coffee, lemon juice, soda, fruit, vegetable juice, olive oil or grease spills. However, it is always important to wipe up the stain as quickly as possible. For stubborn or dried spills, deep clean the surface by spraying a neutral pH cleaner, specifically designed for deep-cleaning quartz-based engineered countertops, and consistently spread it with a non-abrasive cloth. Allow the cleaner to work for 5 minutes, then rinse thoroughly with water until the cleaner is completely removed. Remove the excess water with a cloth and dry. If the stain is not completely removed, repeat the entire process. Do not use strong, abrasive cleaning products. Always follow the manufacturer's dilution instructions and recommendations.

COMMON FIXES

- Grease Spots: Use Goo Gone and denatured alcohol, then wipe it clean with water
- Grease Pencil: Using a white cloth, gently apply Flitz Polish, then wipe clean with water
- Glue Products: Use a straight razor, along with a small amount of denatured alcohol which can be applied with a towel, to gently scrape off the glue/adhesive, then wipe clean with water
- Sharpie: Using a towel, gently apply denatured alcohol, then wipe with water
- Magic Eraser: For spot cleaning only
- Bar Keeper's Friend

*Below are some specific examples of what **NOT TO DO**:*

DO NOT use these products, which can cause hazing, cloudiness or worse:

- Goof Off
- Windex (has wax)
- Natural Stone Cleaners
- Heavy Solvents, such as bleach or acetone
- Bleach
- Scotch Brite pads

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www.arizonatile.com