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## **Tile And Stone Warranty Care and Maintenance**

*Shaw represents a promise of outstanding performance, unique styling and overall value. For more than 50 years, consumers just like you have trusted Shaw products to stand up to their busy lifestyles.*

*This brochure was designed to help you better understand the warranties that come with your new hard surface product. In addition, each category supplies care and maintenance guidelines.*

### **TILE & STONE**

#### **CERAMIC TILE FLOORING CARE AND MAINTENANCE**

##### **Grout Care**

1. Grout is the mortar type material used to fill the spaces between the individual tiles, or stone. It's purpose is simply to fill the joint between the tiles and become a permanent, integral part of the floor.
2. Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout.
3. Grout needs to be cleaned on a periodic basis to remove any surface residue build up.
4. This routine cleaning can be done with a neutral pH balanced daily-use household or commercial cleaner depending on the application.

5. When heavy-duty grout cleaning is required, you can use a professional strength tile and grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains algae, and synthetic or acrylic waxes from the grout joints.

## **Post Grouting Installation Clean-Up**

1. Grout haze is a film left behind on the surface of the tile as part of the final grouting process; it is usually buffed off the surface after the grout has achieved its initial 12 to 24 hour cure, with the use of a cheese cloth material. If after 48 hrs a grout haze still exists, then use a “grout haze remover” which usually contains Sulfamic Acid. Sulfamic acid cleaners should ONLY be used on Ceramic and/or Porcelain tiles. IMPORTANT NOTE: Never use acids on natural stone tiles; this could lead to permanent etching. Instead use a Natural Stone Cleaner and a cheese cloth for grout haze removal.
2. In cases where you have used Epoxy Grouts, you may need to use an “Epoxy Haze Remover”. These cleaners are formulated to quickly and safely remove Epoxy grout haze, without damaging the grout or the tile face of your newly installed ceramic floor.

## **TILE & STONE**

### **Routine Maintenance**

1. You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
2. Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
3. A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
4. Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout. We recommend Shaw’s R2X Hard Surface Cleaner.
5. Heavy traffic areas should be mopped more often than once a week.
6. Never use a detergent or soap because it may dull the surface.

7. When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
8. The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
9. Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
10. Remember: Routine cleaners should never contain acids, vinegar, chlorines or ammonia as these chemicals can damage and discolor the grout or surface of the stone or tile.
11. Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

### **Protecting Your Ceramic Floor**

1. Protect your ceramic tile by affixing felt or similar pads to the legs of any metal, iron, wood or plastic furniture that could scratch and dull the surface.
2. Exterior metal furniture which rests on the tile floors or patios may rust and cause staining.
3. Good quality entry mats will help protect your ceramic tile from wear by collecting dirt, sand, grit and other substances such as oil, asphalt, or drive way sealer that might otherwise be tracked onto your floor.
4. You can also place these mats at heavy pivot locations such as in front of the kitchen sink or stove.

# **TILE & STONE**

## **CERAMIC TILE FLOORING WARRANTY**

The following is the limited warranty issued by Shaw® Industries Group, Inc. (“Shaw”) for Shaw Tile & Stone products. Shaw warrants that its first quality tile and stone products are manufactured according to ANSI A137.1-28 and meet or exceed these requirements.

### **Installation and Reference Materials**

Installation procedures recommended are those indicated in the current Handbook for Ceramic Tile Installation as published by the Tile Council of America, Inc. Specification references recommended are those established in the American National Standard Specifications for the installation ceramic tile, as published by the Tile Council of America, Inc. Due consideration must be taken with regard to the subsurface, intended use of the tile surface, and exposure to foreign substances such as water, oil, acid, etc., when selecting the type of setting material and grout. If in doubt, the manufacturer of these setting materials should be consulted.

### **Shade Variations**

Due to inherent variations associated with quarried stone and naturally fired tile & stone products, color and texture variations from samples should be expected. Blending of tiles from at least six different cartons during installation is recommended, as shine/finish can differ under certain lighting conditions. Prior to installation, tile and stone should be approved by customer. No claims for shade or texture will be honored after installation.

### **Installation Consideration**

- Once the tile has been cleaned and dried after
- Water; oil, grease, etc. create slippery conditions. Floor applications with exposure to these conditions require extra caution in product selection. installation, grout joints should be treated with a sealer. Grout is porous and sealing it will simplify future maintenance (Epoxy grouts do not require a sealer at least twice a year for maximum stain protection.
- Latex modified thin-set recommended for all porcelains