

CLEANING & MAINTENANCE RECOMMENDATIONS FOR DOMUS TECHNICAL STONE MARBLE & QUARTZ BASED COMPOSITE FLOOR TILES

The condition of the floor after cleaning will depend greatly on the correct use of the machinery and materials by TRAINED staff.

The number of machines and manpower required to achieve the best possible cleaning results is the sole responsibility of the cleaning and management contractors.

It must, therefore, be assumed that following the 'Builder's Clean' the floor will be in an entirely acceptable condition for the hand-over to the Cleaning & Maintenance Contractors, and they themselves should make sure the floor is acceptable, in order to ensure that they do not inherit any 'problems' caused by incorrect or inefficient cleaning which, in the long term, will create problems for them.

BUILDER'S CLEAN

This procedure is by far the most important clean the floor is likely to receive. Failure to execute this correctly **WILL CAUSE PROBLEM**. All grouting processes leave an invisible film of cement residue which, if not completely removed, will act as a key for all other types of grime, thereby causing a build up which will affect the appearance of the tile.

The Builder's Clean should be carried out as follows:

1. The floor must be swept and vacuumed and all dust and debris removed.
2. Using a single head scrubbing machine, with green pads for polished tiles or brushes for textured anti-slip finishes scrub the tiles with an acid based detergent Type: De Graub - normally diluted 1:5 with water, this can vary according to the degree of builders/cement residue). This will remove existing build ups of existing calcium (lime scale found particularly in hard water areas), rust stains, scum film, uric acid salts, airborne, and shod foot dirt. The procedure is to be carried out in areas of approximately 50m² at a time, pre-wet the areas then add the solution onto the area and must be left for 3 to 5 minutes to allow the chemical to work - but not allowed to dry. The scrubber/drier using green pads or brushes should be used to work the floor in one direction continuously and then in the other direction, for approximately 15 minutes, ensuring that the floor is not allowed to dry. The dilution of the detergent and water is dependent on the cleaning materials suppliers' recommendations.

3. Use a vacuum wet pick up to remove the soiled water.
4. **Rinse the floor twice, using clean warm water.**
5. Vacuum up the soiled water, ensuring that all traces of the acid have been removed.
6. The machine and its pads or brushes should be cleaned thoroughly after each use.

The rinsing is an integral part of the cleaning process as any chemicals left on the tiles will harden and attract dirt.

7. If the floor does still not look clean then a second operation can be used.
8. Repeat the rinsing process as already outlined above.

The area should now be in an acceptable condition for the Cleaning & Maintenance Contractors to take over the daily cleaning regime.

DAILY CLEANING & MAINTENANCE - GENERAL AREAS (DRY)

There are several general purpose neutral cleaners which must be PH7, one of which is Clean Stone, and are effective for the regular cleaning and maintenance of tiles; however, it is **vital** that they **do not** contain: animal fats, oils, wax, or polymers as a base. If used, cleaners containing these substances will cause problems, as they leave behind a residue, which attracts dirt.

Again we emphasise the importance of rinsing with clean warm water.

1. Sweep and vacuum all the areas thoroughly.
2. Mix 1 Part Clean Stone with 30 parts water for normal cleaning or 1:10 for heavy clean.
3. Apply the detergent solution to the floor, by mop or spray onto the tiled surface, mop or brush evenly in a figure of 8 covering all areas, rinse and wipe off as usual using a sponge or clean cloth. (brush using a nylon deck scrubbing brush)

7. Period Deep Clean (Dry)

Depending on the degree of soiling and foot traffic levels, or in hard water areas, a deep cleaning procedure should be carried out monthly or at least quarterly. This is particularly necessary where white or light coloured are in use. For the periodic deep clean, use the same process as the builders/initial clean, but use heavy duty cleaner Type: Tergon, and then thoroughly rinsed with clean warm water.

Monitoring the tile condition and the general cleanliness is essential for routine cleaning, so as to amend the frequency of the deep clean, taking particular notice of heavily trafficked areas

IMPORTANT NOTES:

Whenever there appears to be a problem, it is generally thought that this can be resolved by using more of the chemical or scrubbing harder with the wrong chemical, which is not effective at all. If the correct chemical and procedure is not used, this only increases the problem and build-up, particularly in instances where general purpose cleaning agents are involved which are a neutral detergent, but not PH7.

The products mentioned above are all BIODEGRADABLE and therefore safe for use, as recommended by their manufacturers.

It is our experience that manufacturers/suppliers of scrubber/drier machines are knowledgeable about their machines, but are not the best people to give advice on cleaning ceramic tiles.

BUILDERS / INITIAL CLEAN
DAILY MAINTENANCE
PERIODIC DEEP CLEAN

De Graub
Clean Stone
Tergon

All products are available from Domus Tiles Ltd – 020 70911500

NOTE: THIS INFORMATION IS GIVEN IN GOOD FAITH AND IS INTENDED ONLY AS A GUIDE, AS EACH INSTALLATION HAS ITS OWN LOGISTIC PROBLEMS. WHERE LIGHT OR SOLID/PLAIN COLOURS HAVE BEEN CHOSEN A MORE STRINGENT CLEANING REGIME WILL BE REQUIRED.

ALL INFORMATION IS BASED ON OUR EXPERIENCE ON MAJOR UK SHOPPING & LEISURE CENTRES, AIRPORT TERMINALS AND CUSTOMERS OWN RECOMMENDATIONS, OVER THE LAST 10 YEARS.

NO LIABILITY IS ACCEPTED FOR ANY CLEANING SOLUTION OR NAMED SUPPLIER BY DOMUS TILES AND WE RECOMMEND THAT A TEST AREA IS CLEANED PRIOR TO THESE RECOMMENDATIONS BEING CARRIED OUT.

DOMUS TILES LIMITED

NERO DESIGNS

MAINTENANCE INSTRUCTIONS

1. GLASS GENERAL

Regular cleaning of glass is important to ensure there is no discoloration and deterioration of the glass surface. Indeed, it may be necessary according to the atmospheric conditions prevailing in the area to determine the frequency for regular cleaning. Particularly where infrequent cleaning could result in obstinate dirt having to be removed by methods and labour at greater cost. Again, the usual effect of dirt on glass is to reduce the light transmittance, which was probably one of the reasons for the glass being installed in the first place.

Generally, cleaning of glass as a routine operation, is by use of warm water with soap or mild liquid detergent, followed by rinsing with clean water. Washleather or cloth is suitable to use for transparent glass, but certain types of washleather or imitation washleather have been known to cause streaking if the glass has not been finally polished with a cloth. For glass having a textured surface, into which it may not be possible to clean, a stiff plastic or bristle brush is effective.

If dirt, contamination, staining and the like are not overcome by these normal methods, then other means may be adopted, but before choosing a particular form of treatment, it is advisable to determine, wherever possible, the actual cause of the trouble. If the case is known to be an on-going one, the first step should be to prevent further trouble at source.

The remedy perhaps could be in the sealing of concrete lintels or the provision of drip channels so that rainwater will not run down the glass surface. However, where obstinate staining is present, the answer may be in the use of slurry or pumice powder, cloth applied and followed by polishing with eri-rouge if necessary, or in the use of solvents for splashing of tar, paints or grease. Solvents need care in use because of possible fire risk and health hazards. The use of any acid, however diluted, should only be considered as a last resort and preparations, particularly those which contain hydrofluoric acid, should be treated with great respect - manufacturers instructions for use, particularly with regard to precautions to take, must be followed. There are firms who specialise and may be called upon to deal the more difficult cleaning operations.

1.2 DECORATED GLASS

The glass should be washed with a solution of soft soap or mild detergent to remove accumulated dirt. Abrasive powders, cream cleaners and emery cloths must NOT be used. The glass can be cleaned and polished in one process, using a proprietary clear glass cleaner.

1.3 SPECIFIC CLEANING FOR ALL GLASS PANELS SUPPLIED.

Weekly cleaning with warm soapy water rinsed with clean water and dried with a cloth or washleather or clean with a proprietary clear glass cleaner.

Cont/d...

NERO DESIGNS

MAINTENANCE INSTRUCTIONS

Continuation

1.4 DAMAGE REPLACEMENTS AND FITTINGS.

If panels are broken or damaged, identify panel from construction drawings, if it has reference numbers etc., this information will be required to supply matching replacements.

Contact Nero Designs for Replacements on: Telephone No. 011-44-(0) 20-7737-8021

2. PERIPHERY and JOINT SEALANT or TAPES

These do not require maintenance during the service life, only cleaning as advised for the glass above.

Damaged sealant or tapes may be replaced by cutting out the affected area, cleaning and priming the joint surfaces and then the application of fresh sealant or insertion of new tapes, as in the original specification.