

NATURAL STONE

CARE & MAINTENANCE



NEMO
TILE + STONE

GENERAL CARE GUIDELINES

- **Sweep and Vacuum Regularly:** Remove dust, grit, and abrasive particles to prevent scratching the stone surface.
- **Use Mild Cleaners:** Clean with a pH-neutral stone cleaner or a mild dish soap diluted in water. Avoid harsh chemicals.
- **No Acidic or Abrasive Cleaners:** Do not use vinegar, lemon juice, or cleaners containing acids or abrasives, especially on marble, limestone, travertine, or onyx.
- **Rinse Thoroughly:** After cleaning, rinse surfaces with clean water and dry with a soft cloth to remove any residue.
- **Protect from Scratches:** Use felt or protective pads under furniture and place mats or rugs in high-traffic areas.
- **Seal Grout Joints:** Apply a compatible sealer to grout joints after installation to prevent moisture absorption and staining..

MAINTENANCE TIPS BY APPLICATION

Kitchen Countertops

- **Seal Regularly:** Reseal natural stone countertops as recommended by your installer to prevent staining.
- **Use Cutting Boards:** Always use a cutting board to protect the surface.
- **Avoid Direct Heat:** Use trivets under hot pans and placemats under dishes.
- **Clean Spills Promptly:** Blot, don't wipe, spills to prevent spreading. Clean with water and mild soap, then dry thoroughly.

Bathroom Surfaces

- **Minimize Soap Scum:** Use a squeegee after each use and opt for liquid soap over bar soap.
- **Remove Soap Scum:** Use a non-acidic soap scum remover or a solution of ammonia and water (½ cup ammonia per gallon of water). Do not overuse ammonia, as it may dull the surface.
- **Dry Surfaces:** Dry after cleaning to prevent water spots and mineral buildup.

Flooring

- **Frequent Dust Mopping:** Use a clean, dry dust mop to remove sand and grit.
- **Use Mats/Rugs:** Place mats at entrances to trap dirt and moisture. Ensure mats have non-slip backings.
- **Avoid Worn Vacuum Cleaners:** Metal or hard plastic parts can scratch stone surfaces.

Exterior Applications

- **Flush with Water:** Clean outdoor stone with clean water. For algae or moss, use a mild bleach solution.
- **Avoid Acidic Cleaners:** Even outdoors, do not use acidic products on acid-sensitive stones.

STAIN REMOVAL

CLEANING NEED	SOLUTION	NOTES
Oil-Based	Soft liquid cleanser with bleach, ammonia, or acetone	Test first; rinse thoroughly
Organic	12% hydrogen peroxide + mild soap or ammonia	For light-colored stone only
Biological	Diluted ammonia, bleach, or hydrogen peroxide	Do not mix ammonia and bleach
Ink	Bleach or hydrogen peroxide (light stone), acetone (dark stone)	Use carefully, test in inconspicuous area
Metal (Rust)	Poultice with rust remover and diatomaceous earth	Deep stains may be permanent
Water Spots/Rings	Buff with dry (0000 grit) steel wool	
Paint	Lacquer thinner or scrape with plastic/wood scraper	Avoid acids and flame tools

ADVANCED STAIN REMOVAL: POULTICE METHOD

- **Poultice Preparation:** Mix a chemical cleaner (e.g., hydrogen peroxide for organic stains) with an absorbent material (baking soda, talc, etc.) to a peanut butter consistency.
- **Application:** Wet the stained area with distilled water, apply poultice ¼–½” thick, cover with plastic, and leave for 24–48 hours.
- **Removal:** Let dry, remove poultice, rinse with distilled water, and buff dry. Repeat as needed for stubborn stains.

SPECIAL CONSIDERATIONS

- **Acid Etching:** Acidic foods and cleaners can dull marble, limestone, travertine, and onyx. Remove stains first, then address etching with recommended restoration kits or buffing as appropriate.
- **Efflorescence:** Brush or vacuum powdery deposits; do not use water. Persistent issues may require professional help.
- **Professional Help:** For deep scratches, heavy stains, or restoration, consult a stone care professional.

RECOMMENDED CLEANING SOLUTIONS

CLEANING NEED	SOLUTION	NOTES
Routine Cleaning	pH-neutral stone cleaner or mild soap	Rinse and dry thoroughly
Grout Cleaning	Ensure cleaner is compatible with grout	Test in inconspicuous area
Heavy Duty Cleaning	Multi-functional alkaline detergent	Follow manufacturer's instructions
Stain Removal	Poultice with appropriate chemical	See stain removal table above

ADDITIONAL RECOMMENDATIONS

- Always follow manufacturer's recommendations for your specific stone type and cleaning products.
- Test all cleaning solutions in a small, hidden area before full application.
- Wear protective gear (gloves, goggles) when handling chemicals.
- Never mix cleaning chemicals, especially ammonia and bleach.