



PORCELAIN & CERAMIC

CARE & MAINTENANCE

NEMO
TILE + STONE

GENERAL CARE GUIDELINES

- **Clean Spills Immediately:** Wipe up any spills as soon as they occur using a damp cloth or sponge to prevent staining.
- **Sweep & Vacuum Regularly:** Remove dust, grit, and debris to prevent abrasion on the tile surface.
- **Seal Grout Joints:** Apply a grout sealer after installation and as needed to prevent moisture absorption, staining, and discoloration. Always follow grout manufacturer recommendations.
- **Use Gentle Cleaners:** Clean glazed floor tiles with a damp mop or sponge and an all-purpose, non-oil-based household cleaner with low VOC. For unglazed tiles, use a mild, soapless detergent with neutral pH.
- **Avoid Harsh Chemicals:** Do not use cleaning wax, oil-based cleaners, ammonia, sealants, or products containing acid or bleach as part of routine maintenance.
- **No Abrasive Tools:** Avoid abrasive cleaning products such as scouring pads or steel wool pads to prevent scratching.
- **Protect Surfaces:** Use felt or rubber pads under furniture legs and place quality floor mats in high-traffic and moisture-prone areas.
- **Inspect Regularly:** Check tiles often and have any damaged tiles professionally replaced.
- **Test Cleaning Solutions:** Always test any new cleaning solution in a small, inconspicuous area before full application.

MAINTENANCE TIPS

- **Grout Care:**
 - **Routine Cleaning:** Use a non-oil-based, low-VOC all-purpose household cleaner for regular grout cleaning.
 - **Deep Cleaning:** For periodic deep cleaning, use a concentrated tile and grout cleaner with non-polluting chemicals and low VOC.
 - **Grout Haze Removal:** After installation, buff off grout haze with a clean cloth once the grout cures. For stubborn haze or unglazed tiles, use a grout haze remover compatible with your grout type. Avoid acidic cleaners for regular maintenance.
- **Removing Coatings, Sealers, & Waxes:**
 - **Sealer/Wax Removal:** Use a tile sealer and adhesive remover as directed by the manufacturer. Test a small area first and always rinse thoroughly after use.

CLEANING INSTRUCTIONS BY SURFACE TYPE

Glazed Surfaces

- **Regular Cleaning:** Damp mop or wipe with a non-oil-based household cleaner.
- **Wall Tiles:** Periodically wipe with a damp cloth or sponge and a non-oil-based cleaner.

Unglazed, Textured, Outdoor, & Flamed Surfaces

- **Routine Cleaning:** Use a mild, soapless detergent with neutral pH.
- **Stain Removal:** For stains like wine, fruit, coffee, or nicotine, use a multi-functional detergent recommended for colored stains.
- **Grease Removal:** Use a multi-functional detergent formulated for oil and grease..

Honed, Half-Polished, & Natural Surfaces

- **Routine Cleaning:** Use a mild detergent suitable for stone and tile.
- **Stain Removal:** Use a multi-functional detergent for colored stains or oil and grease as needed.

Polished Surfaces

- **Routine Cleaning:** Use a mild detergent for regular cleaning.
- **Polished Surface Treatment:** Apply a protective detergent or surface protector as recommended.
- **Stain Removal:** Use a multi-functional detergent for colored stains or oil and grease.

ADDITIONAL NOTES FOR PORCELAIN SLABS

Porcelain slabs and large format tiles share most care requirements with standard porcelain and ceramic tile, but a few considerations are unique to their size and installation:

- **Sweep or Vacuum Frequently:** Larger surfaces mean fewer grout lines, but more area for dust and debris. Use a soft-bristle broom or vacuum with a hard floor attachment.
- **Damp Mop with Care:** Use a lightly dampened microfiber mop and avoid excess water, which can seep into seams or grout lines.
- **Immediate Spill Cleanup:** Larger seamless areas highlight stains, so prompt cleanup is essential.
- **Protect Against Scratches:** Place felt pads under furniture and avoid dragging heavy items across slabs.
- **Inspect Regularly:** Cracks or chips in slabs are more noticeable and may require professional repair.
- **Seal Grout Lines:** Even though porcelain is non-porous, grout lines should be sealed every 6–12 months.
- **Outdoor & Wet Areas:** For exterior slabs, sweep debris regularly and use a neutral detergent. In wet areas, use a squeegee after use to minimize water spots and buildup.

RECOMMENDED CLEANING SOLUTIONS

CLEANING NEED	SOLUTION	NOTES
Daily Cleaning	Mild detergent, neutral pH	Use soft mop or cloth; rinse with clean water
Grout Cleaning	Non-oil-based, low-VOC cleaner	For deep cleaning, use a concentrated tile & grout cleaner
Grout Haze Removal	Grout haze remover (compatible with grout type)	Avoid acidic cleaners for routine use
Stain Removal (General)	Multi-functional detergent	Use as directed for colored stains, oil, or grease
Sealer/Wax Removal	Tile sealer & adhesive remover	Test in small area first; rinse thoroughly
Polished Surface Treatment	Protective detergent or surface protector	Use as recommended for polished tiles

ADDITIONAL RECOMMENDATIONS

- **Follow Manufacturer Instructions:** Always read and follow all product warnings and instructions before use.
- **Test First:** Try all cleaning solutions and materials in a small, hidden area before full application.
- **Professional Help:** Consult a professional installer, fabricator, or restorer for project-specific advice or if you encounter persistent issues.
- **Never Mix Chemicals:** Do not mix cleaning chemicals, especially those containing ammonia or bleach