



# 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